Thank you so much for being a Keeping Families Together (KFT) Partner Vet Clinic. This is an incredibly important service to the community and we’re glad that we’re able to work with you to care for the pets and people in Pima County. Providing pet owners with options for urgent medical care helps us keep pets in their homes and allows us to focus shelter resources on pets who don’t have any other option.

The Keeping Families Together is a Friends of Pima Animal Care Center (FOP) program that is administered through the Pima Animal Care Center’s Pet Support Center (PSC). Each pet owner referred for assistance has been pre-approved by a staff member in the PSC and payment will be sent through FOP. Partner Vet Clinics are clinics that have agreed to participate in the KFT program and bill PACC for payment for these cases.

The KFT program is a collaboration between the PSC, pet owners that we’re serving, and the partner vet clinics. To help ensure smooth operation of the program, we wanted establish what expectations Partner Clinics should have of PSC and PACC, what expectations should be had for pet owners, what expectations the PSC has for Partner Clinics. We also wanted to clarify what KFT operations look like.

Expectations for PSC:

* Approve requests for assistance and explain KFT processes and policies to pet owners
* Communicate with clinics about who is approved for KFT funding and how much funding is available for each case
* Submit all invoices received for payment to FOP by the 15th of each month
* Send each clinic a list of invoices being submitted for payment by the 15th of each month
  + This list will include the name of the owner, name of the pet, account number or invoice number, and amount being paid
* Follow-up with all pet owners approved for KFT to ensure ongoing care of the pet

Expectations for Pet Owners:

* Communicate with the selected vet clinic to schedule an appointment within 30 days of approval and ensure that their pet makes it to that appointment
* If the owner opted to seek treatment that exceeds the amount of KFT funding available, the owner is responsible for paying any costs beyond the approved funding limits
  + The owner is *not* responsible for paying any portion of the KFT funding amount, including the exam fee, unless they authorized the Partner Clinic for treatment beyond the pre-approved funding limit
* Adhere to treatment instructions as prescribed by the Partner Vet clinic to the best of their ability. Communicate with PSC about ongoing issues and concerns

Expectations for Keeping Families Together Partner Clinics:

* Only provide KFT Funding to pet owners who have been approved by the PACC Pet Support Center for assistance
  + Approval for assistance through KFT is only good for 30 days after the date approved unless otherwise approved by a PSC staff member
* Adhere to the funding limits assigned to each case unless otherwise approved
  + If a situation requires more funding than initially approved and the pet owner is not able pay the difference, please contact the PSC to see if additional funding can be approved
* Track invoices for balances owed by PACC and submit all invoices to PACC by the 10th of each month along with a list if invoices for which payment is expected
  + Invoices must be submitted within 2 months of the last date of service

KFT Approvals and referrals to clinics

1. When someone contacts PACC’s Pet Support Center for veterinary assistance via Keeping Families Together, they will be assessed for program eligibility using the KFT Medical Rubric (attachment A)
   1. This rubric is a fluid document that gets adjusted as the volume of requests and funding is available. Criteria and thresholds may change at any time
   2. Vet clinics do not need to do anything with the rubric but it can be important to know what’s on it so they understand what types of cases KFT assists with
   3. Vet clinics can reach out to PSC on behalf of a patient at their clinic who needs assistance but each case must be approved by PSC before payment can be guaranteed
2. PSC will contact the assigned vet clinic via email to let them know the name of the pet owner, the name of the pet, a quick summary of the situation, and the amount approved for assistance. Please use [PSC@pima.gov](mailto:PSC@pima.gov) for all communications about approved cases. Emailing individuals rather than the shared inbox may delay the response from PSC
   1. The approval email to the clinic will include “KFT”, the Pet Name, Owner Last Name, and approved funding limit in the subject line (ex: KFT Axel Simonsen $350)
   2. PSC staff will discuss different vet clinic options with the pet owner and they will mutually agree on which clinic the pet owner will be assigned to
   3. The appointment must be scheduled within 30 days of the date of approval. This does not mean that the appointment must take place within 30 days of approval but the pet owner must contact the clinic to make an appointment within 30 days. This deadline can be extended with approval from PSC
   4. A treatment plan or estimate is not required prior totreatment as long as treatment is for the condition described in the approval email and is within the funding limit
3. The pet owner will contact the assigned vet clinic to schedule an appointment and will be responsible for ensuring that they can transport their pet to the appointment
4. If the approved funding is not sufficient to cover the treatment needed, Partner Clinics must either arrange with the client to cover the excess amount, contact PSC for an increase in the amount approved (which will only be approved in limited circumstances), or reduce the cost to be within the limit set by PSC

Invoicing for KFT

1. Submit all invoices to [PSC@pima.gov](mailto:PSC@pima.gov). Include the word “Invoice” in the subject line. Please do not email invoices to individuals as this may delay them being processed
   1. We ask that you submit invoices monthly but invoices must be submitted for payment no more than 2 months after the last date of service
   2. You may submit invoices individually throughout the month or in groups
   3. PSC can only submit payment for invoices received. Treatment plans and estimates are not accepted for billing purposes
2. Invoices will be processed for payment between the 10th and 15th of each month. Invoices not received by the 10th of each month may not be processed until the following month
   1. Invoices will be submitted to FOP for payment by PSC by the 15th of each month. FOP will then process the invoices and will mail one monthly payment to each Partner Clinic. Please allow time for FOP to process the payment and for the check to arrive in the mail before contacting PSC about the status of your payment. A list will be included with the check that details the invoices being paid
3. Please submit a balance sheet or list of invoices you are expecting payments for by the 10th of every month to avoid missed payments. On the list of invoices, please include:
   1. Name of the pet owner
   2. Name of the pet
   3. Invoice number or account number
   4. Amount of the payment expected
4. Invoices should reflect the amount owed by PACC which is not necessarily the same as account balance
   1. If the account balance differs from what is owed by PACC, please include a handwritten and clearly signed note on the invoice that shows the amount owed by PACC
   2. Not including the handwritten note to explain a discrepancy between the amount approved and the amount invoiced may result in a delay in the payment being processed

**Attachment A – Medical Approval Rubric Sample\***

Community Programs Manager, Deputy Director, or Director may edit rubric as appropriate

**Qualifying factors:**

* Owner has not received assistance from PACC for this pet in the last 12 months
* Owner is not requesting assistance for a condition specifically not covered on Common condition, clinic, and funding guide

**Risk Factors:**

***Intake***

From 85705, 85706, or 85713 zip code *5 points*

Owner is facing/experiencing homelessness *5 points*

From 85711, 85745, or 85746 zip code *3 points*

From 85712, 85714, 85719 *1 point*

***Income***

From 85705, 85714, or 85719 zip code *5 points*

Owner is facing/experiencing homelessness *5 points*

From 85706, 85711, or 85716 zip code *3 points*

From 85701, 85712, or 85713 zip code *1 point*

***Breed:***

Pet is a large dog (estimated 50lb or more) *5 points*

Pet is Chihuahua or cat 3 *points*

**Need:**

***Medical***

Critical (Immediate) *8 points*

Urgent (within 48 hours) *5 points*

Required (48 hours – 2 weeks) *3 points*

Elective *0 points*

***Immediacy***

Owner came to PACC to surrender or *8 points*

contacted PSC seeking to rehome their pet due to the

medical concern

**Referral Type**

Owner met through APS activity *8 Points*

outreach efforts, or referred by partner

organization

A partner is any community based orgs.

human social service agency,

or as determined by a supervisor

Referred by Partner Clinic *5 Points*

Clinic contacts PSC directly for referral

***20 points or more is approved***