

UPDATED SPAY-JAX SPAY-NASSAU INFORMATION FOR PARTICIPATING VETERINARIANS/STAFF

We are pleased that you have signed up to participate in the SpayJax/Nassau programs. Below is information to help you complete the certificates and gather the needed qualifying proof.

CERTIFICATES

- Please check carefully the **county of residence** – client **MUST** live in **Duval or Nassau County**. Duval County is primarily the city of Jacksonville. However, Jacksonville Beach, Atlantic Beach, Neptune Beach and parts of Baldwin are also in Duval County. Cities like Middleburg, Ponte Vedra Beach, are not in Duval County. And there is one part of Jacksonville (zip code = 32259) that is actually in St. Johns County. So be sure pet owner lives in Duval or Nassau County. See Duval and Nassau county zip code list later.
- We need **home address** and not mailing address. PO Box is not acceptable.
- We prefer client qualify by government welfare program – if not, he/she can qualify by low income. These are how the programs are listed:

PROGRAM UNDER WHICH YOU ARE CLAIMING QUALIFICATION:		
1. Food Stamps	4. Section 8, Public Housing	5. AFDC or TANF
2. Medicaid, MediPass, HealthEase, HealthyKids, Shands/University Community Health Center		6. Women, Infants & Children (WIC)
3. Supplemental Security Income Program (SSI)		

If client claims qualification by a program, circle program(s), but do not also list income.

If client is not covered by a listed program, then **write in total number persons living in household and TOTAL GROSS income before taxes for all members of household.**

OR, IF YOU ARE NOT ON ONE OF ABOVE PROGRAMS, GIVE YOUR HOUSEHOLD'S INCOME INFORMATION:
1. Number of persons living in household: _____ 2. Total Gross Household Income _____ weekly / biweekly / monthly / yearly (circle one)

This may mean that an unemployed person living with someone else who is employed will not qualify for SpayJax if household income is over limit.

Income can be listed by circling weekly, biweekly, monthly or yearly.

Please do not leave income blank or say “see attached”.

Mark program qualification or income information onto each certificate for clients bringing in multiple pets.

If client is on a welfare program not on attached list, check with Rick before approving.

- Note: In addition to Medicaid, we can accept, MediPass, HealthEase HMO, (Shands) University Community Health Center and HealthyKids cards.

Medicaid, etc. might be issued for the children in a family. This is still a qualification for SpayJax. If card name different from pet owner, make note of explanation on copy of card.

- Pet owner is to read the 4 statements in red and sign certificate that they agree. **Form must have pet owner's signature.** If pets are to be brought in by person other than pet owner, pet owner must come in ahead of surgery and complete SpayJax certificates for each pet. Some offices have everyone come in ahead to complete paperwork. They have found this greatly reduced the number of no-shows and also makes surgery intake much easier.

- There is also a place on certificate for name of person bringing in the pets if other than owner. This includes relatives or friends of pet owners and also trappers bringing in cats.
- Circle YES or NO whether or not **rabies shot** given along with surgery. If rabies shot is not given, circle reason (refused, too young or already done).
- We need to know **weight on female dogs** (especially those over 75#). This means an actual weight taken at the office, not just a comment written in “over 75#”.
- Need **vet signature** in Part 2. One staff member can be authorized to sign for vet. This authorized staff person will then sign certificates with his/her signature. (See signature form.)

PROOF OF ID, RESIDENCE AND QUALIFICATION

- You may want to have clients come in prior to surgery date to complete the certificate and bring in driver’s license and proof of qualification. Many vets have found that the pre-qualification significantly lowers the no-show rate.
- We ask for PROOF and need COPIES made. We want **picture ID** for each pet owner **preferably with a signature** and **proof of residence**. Driver’s License will cover both of these. Utility bill will work for alternate proof of residence. This is in addition to the **proof of qualification**. If client is in more than one qualifying program, we only need copy of proof for one, ex. food stamp or Medicaid or WIC card.
- **Pet owner needs to bring: Picture ID (prefer driver’s license DL)
Proof of residence (can also be driver’s license)
Proof of qualification (see next page)**

Be sure that: Driver’s license picture = pet owner,

Driver’s license signature = pet owner signature,

Qualification proof name = pet owner name*.

Income listed is total gross and falls within guidelines if qualifying by low income

*If name on proof is not same name as pet owner, make note of explanation on copy for us.

Make copy of driver’s license and proof of qualification each time person comes in.

These copies will usually fit onto single piece of paper. If possible, enlarge or lighten copies of cards (ex Medicaid, Food Stamps) to make copy more readable. If copy not readable, write in the name and numbers on the side of copy.

Client must present proof of qualification before surgery is performed.

CLARIFICATION

- SpayJax is not for “rescuers”. Program is for qualifying pet owners of pets residing at their home.
- **Feral cats** are included in SpayJax if ferals are fed at client’s home. If client needs help catching one of their pets/ferals on their property – give them Lee’s phone number 273-8602 for ferals in Duval County or Cats’ Angels at 321-2267 for Nassau County. Someone will return the call to arrange for a trapper to assist in catching cat. Ear-tipping should be done on all feral cats.
- Please notify Rick of anyone you feel may be abusing program ie, bring in animals that are not their pets or ferals from their own home. Pet owner signs that we can verify pets at their home.

PROCESSING

- Clinics **keep the back pink copy** for their records. This will keep the white and yellow copies attached for sending to us with proof attached. **Copies** of the above proof should be stapled to the yellow copy of each certificate.
- If client has **consecutive** certificate numbers, you only need to make one copy of each proof (ID, residence and qualification). Staple all the certificates and proof together. If client does not have consecutive certificate numbers, copies of proof must be attached to each one individually.
- Please complete the **Surgery Summary Report** each time you send in a bill. It includes a separate column to list dog spays 75# & over. If you also do Low Cost Referral surgeries for us or surgeries for other programs, there is a row to record these as well as surgeries for you own clients. The numbers for SpayJax surgeries should represent the certificates/surgeries you are billing for this period. The periods covered should be continuous so that at the end of a year we have a total of all surgeries done for Spay Jax and at your office. This information is needed to apply for spay/neuter grants in the future.
- You do not have to submit a separate invoice for each pet's surgery. A summary bill is sufficient or even just the Surgery Summary Report showing total SpayJax surgeries and total price of surgeries done. If you do submit individual invoices for each animal, please staple it as the **last** sheet of paperwork for each certificate.
- Please submit certificates to FCNMHP on or before the 15th and/or 30th – 31st of **each month**. We have revised our billing process and will attempt to have bill to city within 7 days. We also have to submit monthly and quarterly summaries to the city of surgeries done. We cannot do this if you turn in your certificates and billing weeks or months after surgery was performed.
- Send **certificates** and **Surgery Summary Report** along with any **billing information** to:
Faith Martin
32 Northgate Drive
Ponte Vedra Beach, FL 32082
- Be sure each certificate has:
pet owner's signature,
vet's signature and
copies of picture ID, proof of residence and
copy of proof of qualification attached

Vets will get report of certificates not complying. Certificates with no signatures or proof of qualification will be returned to be resubmitted with signatures/proof attached. **Vet clinics will not be paid for surgery done for clients not living in Duval or Nassau County or not meeting program/income qualifications.**

- If you are in both the SpayJax and Low Cost programs, do not complete a SpayJax certificate for people coming in for Low Cost surgeries. The Low Cost Program people will have received a certificate from FCNMHP which they bring in at time of surgery.

SPAY-JAX QUALIFICATIONS

First - client MUST live in Duval or Nassau County (see zip code list below).

Second - ask client if they are in any of government programs listed below.

If not, then ask for # of household members and total gross household income (see below).

We prefer pet owners qualify with a program instead of income.

They must bring proof of participation in program or low income before surgery is done.

- Food stamps – food stamp card or letter from Dept of Children & Families – check letter for expiration date
- Medicaid – Medicaid card or letter from Dept of Children & Families – check letter for expiration date, especially temporary coverage

In addition, MediPass, HealthEase HMO, HealthyKids and (Shands) University Community Health Center require Medicaid or low income to belong. These cards will also qualify.

- Section 8 Public Housing – letter from Jacksonville Housing Authority or US Dept. of HUD (Housing and Urban Development) Federal Housing Administration
- SSI – letter of change in payments from Social Security Administration specifically for Supplemental Security Income (see example attached)

Supplemental Security Income (SSI) is a cash assistance program funded and administered by the Federal Government. The program is authorized by Title XVI (Supplemental Security Income for the Aged, Blind, and Disabled) of the Social Security Act. It is designed to help aged, blind, and disabled people, who have little or no income. It provides cash to meet basic needs for food, clothing, and shelter.

Social Security Disability (SSD) is a separate program not based on financial need.

Social Security payments are available to anyone who has paid into Social Security.

SSD, Social Security, and Survivor's payments do NOT qualify for SpayJax.

But, if pet owner's only income is SSD, Social Security or Survivor's payments, he may qualify for SpayJax under **low income** (see next page).

- AFDC – Aid to Families of Dependent Children – letter from Dept of Children & Families
TANF – Transitional Assistance to Needy Families

Usually if client is on one of these they will also be on food stamps or Medicaid.

- WIC – Women, Infants and Children – ID card – check for and make copy of expiration date

Medicare and Social Security cards are **NOT** proof of qualification for any of above qualifying programs.

If client is not in any of above programs, they may qualify for SpayJax under **low income**. See next page for income guidelines.

INCOME GUIDELINES:

# in Household	GROSS Annual Income	Monthly	Biweekly	Weekly
1	less than \$19,450	\$1,621	\$748	\$374
2	less than \$22,250	\$1,854	\$856	\$428
3	less than \$25,000	\$2,083	\$962	\$481
4	less than \$27,800	\$2,317	\$1,070	\$535
5	less than \$30,000	\$2,500	\$1,154	\$577
6	less than \$32,250	\$2,688	\$1,240	\$621

Income to be listed on certificate is **TOTAL GROSS INCOME FOR HOUSEHOLD**.
 If pay stubs are proof presented, get stubs to cover a recent one month period.

Social Security, Disability, Unemployment and Worker’s Comp are NOT qualifications for SpayJax. But if family’s total income meets guidelines above, they qualify under **low income**.

These are types of income proof requested:

Salary, Wages, Tips, Bonuses, Commissions	W-2s or 1040 form for past year, or Pay stub(s) from recent 30 day/4 week period, or Signed/dated letter on company letterhead from employer with gross earnings for a specified current period, i.e. monthly.
Social Security (including disability/survivors)	Most recent check stub showing current amount & frequency, or Statement/letter from Social Security Authority showing current amount & frequency
Military	Most recent Leave and Earnings Statement (LES)
Self-Employment	1040 form dated in past 90 days, or 1040 ES quarterly tax form dated within 90 days, or Current company accounting books
Unemployment or Worker’s Comp	Most recent check stub showing current amount & frequency, or Signed/dated letter or document from Unemployment Office or insurance company showing current amount & frequency
Veteran Benefits	Signed/dated letter or document from VA showing current amount & frequency
Other income: Alimony, Child support, Student loan/grant, Cash contributions, Rental income, etc.	Documentation as appropriate

DUVAL COUNTY RESIDENTIAL ZIP CODES:

32202	32208	32216	32221	32226	32246	32258
32204	32209	32217	32222	32227	32250	32266
32205	32210	32218	32223	32233	32254	32277
32206	32211	32219	32224	32234	32256	
32207	32212	32220	32225	32244	32257	

NASSAU COUNTY RESIDENTIAL ZIP CODES:

32009
32011
32034
32046
32097

FINAL REMINDER ---

Please understand that not all families that claim to be “low income” will qualify for SpayJax. Some pet owners will have low income, but not be able to qualify for SpayJax because they are not on an assistance program and do not have record of income. They can be scheduled for a spay-a-thon and have surgery done for greatly reduced prices or apply for the Low Cost Referral Program.

Remember – if someone claims they have low income, but they cannot bring official proof of this and do not qualify for any assistance programs, then they probably do not qualify for SpayJax.

Veterinarians will not be paid for surgeries done if pet owner does not meet qualifications and provide appropriate proof.

If you have any questions, call Rick 928-0805 or 728-3675 or Faith 285-4570.
Do not call and leave a message on the hotline.

Be sure all employees handling SpayJax clients or paperwork read and understand this information and qualifications for SpayJax.