

**ZOETIS**

# PETCARE IMMUNIZATION SUPPORT GUARANTEE



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Zoetis will cover reasonable diagnostic and treatment costs up to \$5,000 if a pet vaccinated with one of the Zoetis antigens listed below contracts the corresponding disease.



**Coverage for:**

*Bordetella bronchiseptica*  
Canine Adenovirus 2 (IN)  
Canine Coronavirus  
Canine Parainfluenza Virus (IN)  
*Chlamydomphila felis*  
Canine Influenza Virus



**Coverage for:**

*Borrelia burgdorferi*  
(Vanguard crLyme)  
4 *Leptospira*  
serovars



**Coverage for:**

Feline Leukemia Virus



**Coverage for:**

Canine Adenovirus-1&2 (SQ)  
Canine Distemper Virus  
Canine Parainfluenza Virus (SQ)  
Canine Parvovirus  
Feline Parvovirus  
Feline Herpesvirus-1  
Feline Calicivirus

# PROGRAM DETAILS

- 1. To be eligible under Petcare Immunization Support Guarantee (ISG):** The pet must be vaccinated by a licensed veterinarian with a valid veterinarian-client-patient relationship as defined in the Code of Federal Regulations 21 C.F.R. § 530.3 (2022). A veterinarian (or appropriate veterinary health care team member) must be the primary point of contact for the guarantee to be valid. Zoetis will direct all claims from pet owners, breeders, etc., to the vaccinating veterinarian. Claims involving animal species other than those on the product label are not covered. At the time of a claim, information including the vaccine brand, serial number, and date of vaccination must be provided.
- 2. How do I contact Zoetis to initiate a claim?** Call Zoetis Veterinary Medical Information and Product Support (VMIPS), at 1-888-963-8471 from 9:00 am until 6:30 pm EST. At the time of a claim, veterinarians must collaborate with VMIPS in designing an appropriate diagnostic and treatment regimen. A diagnosis must be made using criteria predetermined by VMIPS.
- 3. What is the definition of “an appropriate initial series” and “a timely 1-year booster”?** When a series is required, the two vaccines should ideally be given according to the label instructions, but no sooner than 2 and no greater than 6 weeks apart. For vaccines that are administered on an annual basis, the booster injection should be given no later than 1 year and 6 weeks from the last vaccine. *(Based on current AAFP and AAHA vaccination guidelines).*
- 4. How long after an initial series of vaccines is the pet considered covered under the ISG?**  
The pet is considered immunized 21 days after the appropriate series for DHPP, FVRCP, Leptospirosis, *B. burgdorferi*, 14 days after the appropriate series for Canine Influenza Virus, and 7 days after the appropriate series for Vanguard® B Injectable and all mucosal vaccines. Animals exposed prior to the onset of expected immunity may not be covered. For canine DHPP and feline FVRCP, claims involving puppies and kittens less than 15 weeks of age are not covered. See individual labels for appropriate timing of the initial series of vaccines.
- 5. What does “exposure” prior to the onset of expect immunity mean?** Following administration of mucosal vaccines or Vanguard B Injectable (SC) for respiratory pathogens, an animal should not be kenneled or go to dog parks, training classes, daycare, etc. and thereby possibly be exposed to animals who may be shedding respiratory antigen for a minimum of 7 days after being fully vaccinated.



# PROGRAM DETAILS



6. **When does the 15-month coverage begin for Vanguard crLyme? Is a negative 4DX required?** The 15-month coverage applies 3 weeks after an appropriate initial series for Vanguard crLyme. A baseline 4DX is not required. **Symptomatic:** If a dog that is appropriately vaccinated for Lyme disease develops 2 or more clinical signs consistent with Lyme disease (lameness, joint swelling, polyarthritis, acute progressive, protein-losing glomerulopathy) and tests positive on a qualitative test, we'll support relevant ancillary diagnostics and therapeutics up to \$5,000. **Asymptomatic:** Zoetis follows the recommended guidelines from the 2018 ACVIM Lyme Consensus statement. Please call VMIPS to discuss coverage for an asymptomatic dog.
7. **When does the 15-month coverage begin for Vanguard® L4?** The 15-month coverage applies after an appropriate initial series and a timely 1-year booster.
8. **When does the 2-year coverage begin for FeLV vaccines? Is a negative FeLV test required?** The 2-year coverage applies after an appropriate initial series and a timely 1-year booster. A negative FeLV test is required at the time of initial immunization.
9. **When does the 4-year coverage begin for the canine and feline core vaccines?** The 4-year coverage applies after an appropriate initial series and a timely 1-year booster in puppies (per AAHA) and a timely 6-month to 1-year booster in kittens (per AAFP).
10. **A pet received an initial series with a non-Zoetis product, but the annual booster was a Zoetis vaccine. Is the pet covered under the Zoetis ISG and when will coverage begin?** The ISG requires that the booster be given in a “timely” fashion (depending on the type of vaccine and specific labeled instructions) and that a Zoetis vaccine must be the most recent vaccine used in the series. If a timely booster was given, and the appropriate diagnostics determine the pet contracted the corresponding disease, then the pet is covered under the ISG.

# STEPS TO REPORT A PERCEIVED LACK OF EFFICACY:



**1** **Contact** Veterinary Medical Information and Product Support (VMIPS) at 888-ZOETIS1 (888-963-8471).

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**2** **Provide** patient's medical history and product information (e.g., dates of vaccination, product serial numbers). If all Petcare Immunization Support Guarantee criteria are met, authorization will be given for financial support of diagnostic testing. If desired, Zoetis can provide a pre-paid laboratory requisition form to clinics via fax.

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**3** **Collect** diagnostic samples:

- Whenever possible, **please contact VMIPS first** to discuss an appropriate diagnostic sampling plan and to ensure that the patient qualifies for the Immunization Support Guarantee.
- **If you cannot contact VMIPS first**, please refer to your laboratory of choice for sampling guidance, storage, and handling.

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**4** **If requested, submit** diagnostic test results and wholesale (laboratory cost) diagnostic invoices with the case number on all documents via one of these options:

- VMIPS email: [supportUS@zoetis.com](mailto:supportUS@zoetis.com)
- VMIPS fax: 866-590-1149
- VMIPS mail: 2476 Swedesford Road, Suite 250, Malvern, PA 19355

# HELP US MAKE YOUR CALL QUICK AND EASY

## HERE'S THE INFORMATION WE WILL REQUEST

### DISEASE OF CONCERN?

- |   |   |
|---|---|
| <input type="checkbox"/> CAV-1              | <input type="checkbox"/> Parvovirus                                       |
| <input type="checkbox"/> Distemper          | <input type="checkbox"/> Leptospirosis                                    |
| <input type="checkbox"/> Lyme               | <input type="checkbox"/> CIRDC (e.g., Bordetella/CAV-2/CIV/Parainfluenza) |
| .....                                       |   |
| <input type="checkbox"/> FeLV               | <input type="checkbox"/> Feline Viral Rhinotracheitis                     |
| <input type="checkbox"/> Feline Calicivirus | <input type="checkbox"/> Feline Panleukopenia                             |

DATE OF ILLNESS: \_\_\_\_\_

### SIGNALMENT:

Age: \_\_\_\_\_ Sex: \_\_\_\_\_  
Breed: \_\_\_\_\_ Weight: \_\_\_\_\_

### IF THE PET IS LESS THAN 2 YEARS OLD, LIST DATES OF INITIAL SERIES AND ANNUAL BOOSTER:

1<sup>st</sup> Vaccine \_\_\_\_\_ Date: \_\_\_\_\_ Serial \_\_\_\_\_  
2<sup>nd</sup> Vaccine \_\_\_\_\_ Date: \_\_\_\_\_ Serial \_\_\_\_\_  
Annual Vaccine \_\_\_\_\_ Date: \_\_\_\_\_ Serial \_\_\_\_\_

### IF THE PET IS MORE THAN 2 YEARS OLD, LIST TWO MOST RECENT ANNUAL VACCINATIONS:

Vaccine \_\_\_\_\_ Date: \_\_\_\_\_ Serial \_\_\_\_\_  
Vaccine \_\_\_\_\_ Date: \_\_\_\_\_ Serial \_\_\_\_\_

### ONSET AND DESCRIPTION OF ANY CLINICAL SIGNS ASSOCIATED WITH THE ILLNESS:

\_\_\_\_\_

### WHAT DIAGNOSTICS AND TREATMENT HAVE BEEN DONE TO DATE?

\_\_\_\_\_

### CONSIDERATIONS WHEN EVALUATING CASES FOR THE PETCARE ISG SUPPORT:

- In pets < 2 years of age: Was an initial series performed with vaccines given 2-6 weeks apart and was an annual vaccination given no greater than 1 year and 6 weeks later?
- In pets >2 years, have they received two "timely" annual vaccinations?
- Is a Zoetis product the most recently administered vaccine?

Contact Veterinary Medical Information and Product Support (VMIPS) at 888-ZOETIS1 (888-963-8471).

