Promise Program Requirements

Coverage Details

Horses that meet all Eligibility and Promise Program Requirements will receive up to $12,000 in coverage from Tennessee Equine Hospital (TEH) toward the cost of emergency colic surgery performed exclusively by TEH.

Eligible expenses include all veterinary services provided by TEH that are directly related to the emergency colic surgery, such as pre-anesthesia medications and post-surgical veterinary care. This coverage does not include any medical care provided prior to the decision to proceed with surgery.

If any program requirements are not met, the horse owner is responsible for all costs of veterinary services and products. Full compliance is required to maintain eligibility for coverage.

Eligibility Requirements

Your horse is eligible for **Emergency Colic Surgery Coverage** when all of the following conditions are met:

1. **Annual Enrollment Fee —** You have paid the $75 annual enrollment fee. This step gets you in the program!

2. **Annual Physical Exam —** Your horse has received, or is scheduled to receive, a yearly physical at a TEH location.

3. **Routine Preventive Care —** Your horse remains up to date on the following:

    - Annual Fecal Egg Count
    - Two Dewormers per Year
    - Annual Vaccinations (tailored to your horse's lifestyle and travel needs)
    - Annual Coggins Test, if needed
    - Annual Dental Exam (and treatment, if needed)

4. **Veterinary Records —** Records must show that all care listed above was performed by a Tennessee Equine Hospital veterinarian within 12 months of enrollment. If you have not met these requirements, the owner agrees to prepay for these services at the time of surgery. Prepaid wellness will be performed following surgery as needed.

Other Important Information

- There is a 48-hour waiting period after enrollment before coverage becomes effective.
- Coverage applies only to emergency colic surgery performed by TEH.
- If your horse does not meet these requirements, you are responsible for all costs.
- You must notify TEH immediately if your horse shows signs of colic.
- If a horse undergoes surgery but program requirements are not met, TEH will notify the owner and allow 30 days to correct the issue. If not resolved, coverage is void and the owner is responsible for all costs and legal fees if collection is required.

Account Requirements

- The owner's account with TEH must be current and in good standing (no overdue balance beyond 60 days) at the time of surgery.
- The owner must pay any non-covered colic expenses within 60 days of the surgery.
- Failure to pay may result in collection action, including attorney fees.

Insurance Coordination

If your horse has other emergency colic or major medical insurance, the Promise Program will cover only the remaining eligible expenses not paid by that insurance, up to $12,000. TEHwill notify the insurer and proceed with surgery. The owner must submit the insurance claim.

Program Term

This agreement is valid for 12 months from the date of enrollment. Program benefits automatically end at that time unless the horse is re-enrolled.

Acknowledgment

I confirm that the information provided is accurate and agree to follow all Promise Program Requirements.

Name: ____
Date: _________________________