



CALDWELL HUMANE SOCIETY, INC.
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<http://www.caldwellhumane.org/>

ICARE PROGRAM REQUIRED DOCUMENTATION

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ICARE is a State of NC/Caldwell County program that provides funding for spay/neuter services for qualified pet owners who reside in Caldwell County.

To qualify for the ICARE program, pet owners must provide two items:

- (1) **Photo identification** (example: driver's license)
If the photo ID does not show a Caldwell County address, the pet owner must provide a pre-printed mail item such as a utility bill that shows a Caldwell County address, in addition to the photo ID.
- (2) **Caldwell County DSS documentation** showing currently valid Food and Nutrition Services (Food Stamps) benefits OR currently valid NC Medicaid benefits. See instructions below – **we cannot accept EBT or Medicaid cards as documentation.**

Caldwell County DSS documentation for **Food and Nutrition Services** benefits:

To qualify for ICARE assistance using currently valid Food and Nutrition Services benefits, the client must provide a Caldwell County DSS Notice of Eligibility, Denial, or Pending Status showing current eligibility dates (“from” date and “to” date).

Caldwell County DSS documentation for **Medicaid** benefits:

To qualify for ICARE assistance using currently valid Medicaid benefits, the client must provide ONE of the following:

- (1) A Caldwell County DSS Medicaid Approval Notice showing the starting date and ending date of Medicaid benefits, OR
- (2) A Caldwell County DSS Notice titled “Your Medical Assistance Benefits Are Continuing” showing the effective date that benefits will continue.

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Pet owners who need to obtain a copy of their Food and Nutrition Services or NC Medicaid documentation letter should choose one of the following methods:

- (1) Contact their Caldwell County Department of Social Services case worker and request that the appropriate letter be printed and mailed to the pet owner for purposes of qualifying for ICARE, or
- (2) Go to the Caldwell County Department of Social Services front desk in person and ask for a copy of the letter.

If pet owners furnish Caldwell County DSS documentation, but the assigned surgery date falls outside of the effective dates listed in the DSS documentation, the pet owner will need to obtain an updated letter prior to the surgery date.

The DSS benefits must be in effect at the time the pet has surgery.

Pet owners on Caldwell Humane Society's waiting list will be contacted by phone when their turn comes to make a surgery appointment. Required documents will be submitted based on instructions given during the phone call.

Do not provide any documents to Caldwell Humane Society until instructed to do so during a phone call with a Caldwell Humane Society volunteer.

Upon receiving instructions from a Caldwell Humane Society volunteer, the adult pet owner who receives the DSS benefits must appear **in person** with their photo identification and DSS documentation in order to receive an appointment date for their pet(s). Another person cannot bring the documentation for you. **DSS benefits received by children cannot be used to qualify for the ICARE program.**

ICARE program requirements are subject to change based on local or state level program changes.