



PetScreening's Assistance Animal Review Process

Two categories of Assistance Animal **profile types** that an account owner can create:

1. **Emotional Support Animal**
Trained or untrained animals that do work, perform tasks, provide assistance, and/or provide therapeutic emotional support for individuals with disabilities.
2. **Service Animal**
Any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. The work or tasks performed by a service animal must be directly related to the individual's disability.

Seven categories of Assistance Animal **profile status**:

1. **Draft**
The applicant or resident has selected a profile type and may have entered some information. The profile is incomplete and is not yet visible to PetScreening's AA review team. (A draft will be started during the initial creation/submission process, and any/all times the user edits the profile if/when it gets returned back to them during the review process.)
2. **Reviewing**
The applicant or resident has submitted their profile and our team has begun reviewing and/or will begin reviewing shortly.
3. **Waiting for Animal Owner**
Our team had to return the profile to the requester for additional information or for updated documentation. Our system sends automated reminders to respond to our request for additional information on the 6th and 10th day after a profile is returned; you may reach out to any applicant or resident in this status to prompt the profile owner to update information.
4. **Non-responsive Animal Owner**
Once their profile has been sitting in 'waiting for animal owner' status for 10 days or more. There are many reasons a profile may become non-responsive, including the applicant or resident realizing that they do not actually qualify for an assistance animal. After a profile becomes non-responsive, PetScreening takes no further action to follow up with the resident or applicant; if further information is not provided then the request will be considered abandoned, subjecting the resident and their animal to the community's usual pet policies and fees. This status is also intended to be a signal to the housing provider that the requester has not provided supporting information requested by PetScreening.
5. **Verifying**
Our team has reached out to the medical provider's office and is awaiting a response for verification purposes.
6. **Recommended**
Our team found the information provided is sufficient to support the request and/or obtained verification from the provider's office that the documentation for the animal(s) is authentic.
7. **Not Recommended**
Typically reserved for cases where our team confirms that the documentation associated with the profile is falsified or an animal poses a direct threat to the safety of others.

Assistance Animal (AA) Review Process

SERVICE ANIMAL PROFILE WORKFLOW		PROFILE STATUS
1	Account Owner begins profile creation process and selects the profile type as Service Animal.	DRAFT
2	Account Owner completes profile creation and submits the profile for review.	REVIEWING [AS INITIAL*]
3	AA Reviewer is assigned the profile to review.	REVIEWING
4	AA Reviewer checks all account and profile details (account owner name, animal name/pictures/information, Service Provider information, vaccines, affirmations, other profiles) to make note of anything that is still needed and/or unclear.	
5	AA Reviewer checks the answers to the 2 questions we are permitted to ask: 1. <i>Is the animal required because of disability?</i> 2. <i>What is the disability-related task the animal has been trained to perform?</i>	
6	If the answers are sufficient; the profile status is changed to Recommended by the AA Reviewer.	RECOMMENDED
If the answers are NOT sufficient, move to step 7.		
7	AA Reviewer selects return language to send back to Account Owner regarding what is still needed/required on the profile.	WAITING FOR ANIMAL OWNER
8	If the Account Owner does not resubmit the profile within 10 days, the profile would then move into non-responsive animal owner status.	NON-RESPONSIVE ANIMAL OWNER
9	If/when the Account Owner begins to edit the profile, it will remain in either waiting for animal owner or nonresponsive animal owner status until it is fully submitted; but it will create another draft of the profile.	DRAFT / WAITING FOR ANIMAL OWNER [OR] DRAFT / NONRESPONSIVE ANIMAL OWNER
10	If/when the Account Owner resubmits the profile, the process will restart itself again at step 3.	REVIEWING [AS RESUBMISSION*]

SUPPORT ANIMAL PROFILE WORKFLOW		PROFILE STATUS
1	Account Owner begins profile creation process and selects the profile type as Support Animal.	DRAFT
2	Account Owner completes profile creation and submits the profile for review.	REVIEWING [AS INITIAL*]
3	AA Reviewer is assigned the profile to review.	REVIEWING
4	AA Reviewer checks all account and profile details (Account Owner name, animal name/pictures/information, Service Provider information, vaccines, affirmations, other profiles) to make note of anything that is still needed and/or unclear.	
5	AA Reviewer checks the medical provider information section of the profile and reviews the attached documentation submitted to check for: a. Disability criteria being met. b. Disability-related need criteria being met. c. Documentation issued within the last 12 months criteria being met (not always required). d. Distinct disability-related need criteria (only for multiple animals) being met. e. Patient name and the healthcare provider name/signature criteria being met.	
6	If the profile and documentation are sufficient ; then the profile status is changed to verifying through one of the following methods: a. An email is sent through our system to the healthcare provider. b. A fax is sent through our system to the healthcare provider. c. The profile status is manually changed to verifying, so that a member of the Verification team can call the healthcare provider.	VERIFYING
If the profile and/or documentation are NOT sufficient, move to step 9.		
7	If/when the healthcare provider responds confirming the authenticity of the documentation, the profile is then changed to recommended by: a. Automatically changed to recommended status through response to the email sent by us (healthcare providers are sent a direct link to their patient's profile in order to verify the document/recommend the profile). b. Manually changed to recommended status through response (email/fax/call) to the email/fax/call made by us by a Verification team member.	RECOMMENDED
8	If/when the healthcare provider responds denying the authenticity of the documentation, our team then seeks out written confirmation of their denial, and then will manually change the profile status to not recommended if/when the written confirmation is received.	NOT RECOMMENDED
9	If the profile and/or documentation are not sufficient, AA Reviewer selects a return language to send back to Account Owner regarding what is still needed/required on the profile.	WAITING FOR ANIMAL OWNER

8	If the Account Owner does not resubmit the profile within 10 days, the profile would then move into non-responsive animal owner status.	NON-RESPONSIVE ANIMAL OWNER
9	If/when the Account Owner begins to edit the profile, it will remain in either waiting for animal owner or nonresponsive animal owner status until it is fully submitted; but it will create another draft of the profile.	DRAFT / WAITING FOR ANIMAL OWNER [OR] DRAFT / NONRESPONSIVE ANIMAL OWNER
10	If/when the Account Owner resubmits the profile, the process will restart itself again at step 3 .	REVIEWING [AS RESUBMISSION*]

Profiles may get returned to the account owner after reaching verifying status if no response is received from the healthcare provider and/or the healthcare provider informs us that there are extra steps necessary for the patient to complete before they are able to verify and/or informs us that the document is no longer accurate/verifiable.

INITIAL reviewing status profiles have not yet been reviewed; RESUBMISSION reviewing status profiles have been reviewed 1+ times/returned and then resubmitted again.