

## Air Travel FAQs

At Coram<sup>®</sup> CVS Specialty<sup>®</sup> Infusion Services (Coram), we're here to make flying with your infusion therapy or medical equipment easier. We can work with the Transportation security Administration - or TSA - to make air travel smoother.

We've provided answers to common question to help you prepare for your next flight.

You can also call TSA Cares at **1-855-787-2227** for more support.

## **How can Coram help prepare me for my flight?**

- Our Travel Support Program offers you a dedicated patient advocacy team that can help you prepare for air travel.
- Your Coram advocate will file a TSA Request for Assistance form for you, walk you through specific steps to take before and during the screening process, and make sure you know what to expect at the airport and on the plane.

## **What is the Coram TSA Request for Assistance form?**

- At your U.S. departure point (airport), the form alerts the TSA that you are coming through security with medically necessary liquids over the TSA's 3.4 oz. limit. And that you may have an external medical device like an IV line, feeding tube or ostomy.
- It sets up a TSA Passenger Support Specialist (a specially trained TSA officer) or supervisor to escort you through the screening process.

## **So what's next? Will I be contacted by the TSA?**

- That depends on the departure airport. Some airports may have resources to call or email you ahead of time to set up a meeting point. Others may just let their TSA security checkpoint know when you may arrive, based on your departure information.

## **What if I'm not contacted or my request was submitted less than 72 hours before my flight?**

- When you arrive at the TSA security checkpoint, inform an officer you're carrying medically necessary liquids and would like a Passenger Support Specialist or supervisor to help you.
- For added assurance, call the TSA Cares line to provide your travel information, explain why you need to carry medically necessary liquids and ask for screening support.

## **What should I know about TSA screening if I'm carrying medically necessary liquids and have an external medical device?**

- Prepare to be screened thoroughly. Declare – or show – your liquids and separate them from other items.
- You may need to explain to an officer how your items should be handled safely.
- Allow extra time and prepare for the unexpected. The TSA advises travelers arrive at the airport 2 hours before domestic flights and 3 hours before international flights.
- The TSA also has standard procedures for people with medical conditions and disabilities. For more information, visit [tsa.gov/travel/special-procedures](https://www.tsa.gov/travel/special-procedures).

## What about infusion pumps, CPAP machines and portable oxygen containers?

- In standard screening lanes, you're advised to remove all electronics that are larger than a cell phone from your bags. This includes your medical equipment. Electronics larger than a cell phone will require additional screening. In TSA Pre✓® (PreCheck) lanes, passengers are not required to remove any electronics from their bags.
- The TSA recommends calling the airline regarding the use of portable oxygen.

## More Air Travel FAQs:

### What is TSA Pre✓®?

- TSA Pre✓® is a program that has certain advantages compared to regular screening. It's not related to the Passenger Support Specialist Program and does not exempt medically necessary liquids from screening. Learn more at [tsa.gov/precheck](https://tsa.gov/precheck).



### What if I need to infuse during my flight?

- Infusing during a flight is possible in pressurized cabins.
- Airline attendants may ask you about your pump. Before you travel, work with your Coram team to get a letter from your pump manufacturer that certifies your pump is safe during the flight. You can present this letter to flight attendants.

### What if I need assistance at the airport?

- Arrange for assistance when you book your reservation. Airlines generally provide wheelchairs and other assistance.
- Call the airline or visit its website for more information. Some airlines allow people with disabilities or medical conditions to pre-board.

## **What should I know about airline policies for medical baggage?**

- We suggest calling the airlines any time you plan on bringing carry-on bags that exceed normally allowed limits, and inform the airline personnel at the ticket counter and at the gate.
- Request to pre-board for medical reasons to help ensure there will be enough space in the overhead compartment for your medical baggage.
- Airlines sometimes waive fees for medical baggage, but each airline has a different policy. To have the best chance to get a bag fee waived, pack only medical supplies in that particular bag and speak to an airline customer service manager.
- Ask if you can check bags with non-perishable supplies at the gate rather than at the ticket counter to reduce the chances of lost luggage.

## **What should I do if I have issues with the TSA during the screening?**

- Request to speak to a TSA supervisor if your medical items are being handled in a way that endanger their safety or special procedures listed on **tsa.gov** are not followed.
- File a complaint through the TSA website or TSA Cares line.
- Alert the Coram Patient Advocate and TSA liaison, Michael Medwar, about your experience by contacting him at michael.medwar@coramhc.com or **1-508-254-3638**.
- Call your Coram branch right away if your nutrition therapy or other medications are damaged or sterility is compromised during the screening.

## **What if I have a complaint regarding something that happens on the plane or at the airport outside the TSA screening area?**

- The Department of Transportation oversees the airlines and in the rest of the airport. You can file complaints at **transportation.gov** or call **1-202-366-2220**.

## What should I know if I am flying to a different country?

- The TSA does not have jurisdiction at airports that are outside the U.S. or its territories.
- For customs and international authorities, carry an inventory of supplies, copies of your nutrition prescriptions (bottles for regular medicines) and a letter from your doctor that states:
  - o You are medically stable to travel abroad.
  - o You or your caregiver(s) administer your therapy independently.
  - o The medically necessary liquids and supplies you are carrying are essential to your health and, in the case of nutrition formulas, support life.
  - o The length of time you will be in the country.
- Travelers who board a connecting flight in the U.S. after arriving from an international destination will need to go through both U.S. Customs and TSA screening.

## More Travel Support

We can help you with important travel details like how to plan and pack for your trip. If you contact us **at least 72 hours** before you travel, our patient advocates can let the TSA know about your medically necessary liquids and specific medical needs. It's important that both your doctor and Coram team are informed about your travel plans at least two weeks in advance of your trip, when possible. This will make it easier for you to go through airport screening. If you need to travel by air urgently with less than 72 hours' notice, you should call the TSA Cares hotline at **1-855-787-2227**. Inform them of your medical needs and request assistance at the screening checkpoint.

### For infusion patients

- If you will need nursing services while traveling, you may need to get an order from a doctor with a license in the state you are visiting. Your Coram branch team can also advise you if you will have continued coverage for your therapy in the state or country you are visiting.
- If you plan to travel out of the country, let Coram know at least one month before you leave so we can help you address how you can safely travel with your medication and/or nutrition.

## For enteral nutrition patients

- With advanced notice, your Coram Enteral Refill team can coordinate your monthly shipments to the address you are traveling to, if needed.
- If you plan to travel out of the country, let Coram know at least one month before you leave so we can help you address how you can safely travel with your formula and supplies.



For more information on air travel, call the TSA Cares hotline at **1-855-787-2227** or visit **[tsa.gov](https://www.tsa.gov)**

CPAP (Continuous positive airway pressure). IV (Intravenous).

For more information about the Coram Travel Support Program, see [www.coramhc.com/travel](http://www.coramhc.com/travel). For more information about the TSA, see the TSA's What to Expect sheet and go to [tsa.gov](http://tsa.gov). For other travel questions or concerns, contact Coram patient advocate Michael Medwar at [michael.medwar@coramhc.com](mailto:michael.medwar@coramhc.com) or 1-508-254-3638.

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