

Coram[®]

♥CVS specialty infusion services

Air Travel FAQs

Safely infuse your therapy from anywhere

At Coram[®] CVS Specialty[®] Infusion Services (Coram), we're here to make flying with your infusion or nutrition therapy easier. We can work with the Transportation Security Administration — or TSA — to make air travel smoother.

We've provided answers to common questions 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 Coram Travel Program offers you dedicated support. Our patient advocacy team can help you with airline security, packing tips and other resources. For cooler packing tips, visit [CoramHC.com/patients/portable-cooler-your-therapy](https://www.coramhc.com/patients/portable-cooler-your-therapy).
- Your Coram Patient Advocate will file a TSA Request for Assistance form for you. They'll also walk you through the screening process. And they'll help 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. They'll know you are carrying medically necessary liquids over the TSA's 3.4 oz. limit. And they'll know you may have an IV line, feeding tube, ostomy and other medical needs.
- The form also requests help from a TSA Passenger Support Specialist or supervisor. This is a specially trained TSA officer or supervisor. These trained officers can help you through the screening process.

What's next? Will I be contacted by the TSA?

- TSA at some airports may contact you ahead of time. They'll call or email you to set up a meeting point. Others may just let their TSA security checkpoint know when you may arrive. This is based on when you fly out.

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

- When you arrive at the TSA security checkpoint, inform an officer you medically necessary liquids. Ask for a Passenger Support Specialist or supervisor to help you.
- For extra support, call TSA Cares. Explain why you need to carry medically necessary liquids and request screening support.

What should I know about TSA screening? I'm carrying medically necessary liquids. And I have an "external medical device" like an IV line or feeding tube.

- Prepare to be screened well. Declare – or show – your liquids. Separate them from other items.
- You may need to explain to an officer how to handle your items safely.
- Allow extra time and prepare for the unexpected. The TSA advises travelers arrive at the airport two hours before domestic flights. And three hours before international flights.
- The TSA also has a process for people with medical conditions and disabilities. For details, 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 need extra screening. In TSA Pre✓® (PreCheck) lanes, you're not required to remove any electronics from your bags.
- The Federal Aviation Administration allows certain portable oxygen concentrators to be carried on the plane. The TSA suggests calling your airline about using portable oxygen.



More Air Travel FAQs:

What is TSA Pre✓®?

- TSA Pre✓® is a program that has certain perks over regular screening. It's not related to the TSA's Passenger Support Specialist Program. And it doesn't exempt medically necessary liquids from screening. Learn more at [tsa.gov/precheck](https://www.tsa.gov/precheck).

What is a TSA Notification Card? How can I get one?

- The TSA does not require medical papers. But they offer cards you can use to tell screening officers about your medical needs. Ask your Coram Patient Advocate for a card. Or download it from [tsa.gov/sites/default/files/disability_notification_card_508.pdf](https://www.tsa.gov/sites/default/files/disability_notification_card_508.pdf).

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, get a letter from your pump company. Your Coram team can help you. The letter should state that your pump is safe during the flight. You can give this letter to flight attendants.



What if I need help at the airport?

- Arrange for support when you book your flight. Airlines provide wheelchairs and other assistance.
- Call the airline or visit the website for details. Some airlines allow people with disabilities or medical conditions to board first.

What should I know about airline policies for medical baggage?

- Call the airlines any time you plan on bringing carry-on bags that exceed normally allowed limits. Inform the airline personnel at the ticket counter and at the gate.
- Request to board first for medical reasons. This helps ensure you'll have enough space in the overhead compartment for your medical baggage.
- Airlines sometimes waive fees for medical baggage. But, each airline has a different policy. Pack a bag with only medical supplies. Talk to an airline customer service about your medical bag(s). They may be more likely to waive your bag fee.
- Ask if you can check bags with non-perishable supplies. Do this at the gate rather than at the ticket counter. This can help avoid lost luggage.

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

- Request to speak to a TSA supervisor. Tell them if your medical items are being handled in a way that risk their safety. Report if special procedures listed on [tsa.gov](https://www.tsa.gov) are not followed.
- File a complaint through the TSA website or TSA Cares phone line.
- Alert the Coram Patient Advocate and TSA liaison, Michael Medwar, about your experience. You can contact him at **CoramTravelProgram@CVSHealth.com** or **1-508-254-3638**.
- Call your Coram pharmacy right away if your therapy or medications are damaged. Also call if sterility is compromised during the screening.

What if I have a complaint about an issue from the flight or at the airport outside the TSA screening area?

- Contact the U.S. Department of Transportation at [transportation.gov](https://www.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 authority at airports outside the U.S. or its territories.
- For customs and international authorities, keep items you need handy. This may include an inventory of supplies, copies of your nutrition prescriptions (or bottles for regular medications) and a letter from your doctor that states:
 - You are medically stable to travel abroad.
 - You or your caregiver(s) self-administers your therapy.
 - The medically necessary liquids and supplies you are carrying are needed for your health. For nutrition formulas, they help support life.
 - How long you'll be in the country.
- You may board a connecting flight in the U.S. after arriving from another country. If so, you'll need to go through both U.S. Customs and TSA screening.



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

For other travel questions or concerns, email CoramTravelProgram@CVSHealth.com or call Coram Patient Advocate **Michael Medwar** at **1-508-254-3638**.

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

This information is not a substitute for medical advice or treatment. Talk to your doctor or health care provider about your medical condition and prior to starting any new treatment. Coram assumes no liability whatsoever for the information provided or for any diagnosis or treatment made as a result.

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