



TSA Cares

New Travel Helpline Number for Passengers with Disabilities and Medical Conditions

1-855-787-2227

TSA recently launched TSA Cares, a new toll free helpline number designed to assist travelers with disabilities and medical conditions.

If a Passenger Asks:

- TSA Cares is available for passengers or their loved ones who may need extra support.
- Passengers can call the toll free number for TSA Cares at 1-855-787-2227 before traveling to address questions about screening policies, procedures, and what to expect at the security checkpoint.
- The hours of operation for the TSA Cares helpline are Monday through Friday, 9 a.m. – 9 p.m. Eastern time, excluding federal holidays.
- TSA Cares staff provide assistance either with information that meets the passenger's specific needs or by referring the passenger to disability experts at TSA.
- TSA Cares staff may coordinate with TSA Customer Service Managers to assist at the airport as necessary.
- Individuals inquiring about TSA, interested in filing complaints, or asking general questions can continue to contact TSA through Talk To TSA, a web-based tool that allows passengers to reach out to an airport Customer Support and Quality Improvement Managers directly, and the TSA Contact Center (1-866-289-9673 and TSA-ContactCenter@dhs.gov).
- We have posted information about TSA Cares on our website at www.tsa.gov, and any traveler who currently contacts the TSA Contact Center can be directed to the TSA Cares helpline if they are a passenger or companion of a passenger with a disability or medical condition.
- Every person and item must be screened before entering each secure boarding area and the manner in which the screening is conducted will depend on the passenger's abilities and any special equipment brought to the security checkpoint.



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