

# CertaPet's ESA Travel Letter Fact Sheet:

## What is CertaPet?

CertaPet acts as an online portal to connect patients with licensed mental health professionals who can write them a recommendation for an emotional support animal and provide ongoing treatment options.

## Evaluation Process:



Pre Assessment Survey



Clinical Assessment



Receive treatment plan and ESA letter

IF QUALIFIED FOR EVALUATION →

Connect with licensed mental health professional

IF APPROVED BY LMHP ↑



## Are the Mental Health Professionals licensed?

- Yes, all Mental Health Professionals have all their credentials to evaluate and recommend a patient for an ESA Letter.



We have Mental Health Professionals in all 50 states.

## Does everyone get an ESA Letter from CertaPet?

- No, CertaPet does not provide the ESA Letter. CertaPet is a telemental health website in which patients are connected with LMHPs. The LMHPs do the evaluation and provide treatment recommendations that may or may not include an ESA Letter.



## According to the US Department of Transportation, what is required to travel with an ESA?

"Airlines may require documentation that is not older than one year from the date of your scheduled initial flight that states:

- You have a mental or emotional disability that is recognized in the Diagnostic and Statistical Manual of Mental Disorders (DSM);
- You need your emotional support or psychiatric support animal as an accommodation for air travel and/or for activity at your destination;
- The individual providing the assessment is a licensed mental health professional and the passenger is under his/her professional care; and
- The licensed health care professional's; Date and type of professional license; and Jurisdiction or state in which their license was issued." \*

\* See the attached documentation to your specific airline.

## How do you evaluate your Licensed Mental Health Professional (LMHP)?

- At CertaPet we go through a rigorous process to ensure that our Mental Health Professionals are properly licensed and credentialed before we connect them with clients.
- License verification is publicly available. Any LMHP can be searched by state and the listed credentials (LCSW, LPC, LMFT, etc.)

## How do I know the ESA Letter is real?

- All ESA letters have the LMHP license number and credentials. These can be confirmed by accessing their state-regulated website.

for more information: [certapet.com](http://certapet.com)



## jetBlue ESA Document Requirements:

Add the animal while making the reservation or notify jetBlue 48 hours before flight.

- \_\_\_ Veterinary Health Form
- \_\_\_ Medical/Mental Health Professional Form (**ESA Letter**)
- \_\_\_ Confirmation of Animal Training

**Note:** Required documentation for emotional support/psychiatric service animals must always accompany the animal when traveling and is to be presented upon request to JetBlue personnel for review.

**Note:** Puerto Rico and the U.S. Virgin Islands require vaccination documentation for the animal to be admitted into the destination.

## Flying in the Cabin

Only one ESA per customer. If traveler has more than one ESA, jetBlue will try and accommodate them. All ESAs must fit the seat footprint.

- If the animal(s) is too large to fit in a single footprint in accordance with FAA safety regulations, the passenger may purchase a second seat to guarantee travel or wait for a flight that has suitable empty seats available.
- All animals must remain on the floor; however, if the animal is no larger than a lap infant and is well-behaved, circumstances may permit the animal to remain in your lap.
- No animal is ever allowed to occupy a seat.

**Note:** Animals accepted as service or emotional support animals must be providing disability mitigation directly to the customer who is traveling.



## Animal Behavior

- The behavior of the animal will be assessed at the airport to ensure safety requirements are met before approving the animal for travel.

## Animal Restrictions

- Ferrets
- Reptiles
- Rodents
- Sugar gliders
- Animals with tusks, horns, hooves (excluding miniature horses properly trained as service animals)
- Snakes
- Spiders
- Hedgehogs
- Insects
- Any animal that is dirty or has an odor
- Animals who appear to be in poor health



**Note:** If a passenger believes their rights under the Air Carrier Access Act are being or have been violated, direct them to speak with a Complaints Resolution Official (CRO). A CRO is the airline's expert on disability accommodation issues. Airlines are required to make one available to passengers, at no cost, in person at the airport or by telephone during the times they are operating. (<https://airconsumer.dot.gov/guide/mod4/CRO.html>)