

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." *

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.

* See the attached documentation to your specific airline.

for more information: certapet.com

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Alaska Airlines ESA Document Requirements:

Documentation must be completed and submitted at least 48 hours before departure.

- Mental Health Form (*ESA Letter*)
- Animal Behavior Form
- Animal Health Advisory Form

Traveling with an ESA

Emotional support animals travel for **free**.

- Guests traveling with an ESA are not allowed sit in a emergency exit row.
- Due to safety concerns, emotional support animals must be leashed, or in an approved carrier that fits under the seat.
- In accordance to FAA regulations, approved cat or dog carrier must be stowed under the seat during taxi, take off and landing.

Animal Behavior

- ESA must be under the control of the owner at all times in the airport and onboard the aircraft.
- ESAs are expected to be seated on the floor space below a guest's seat or, if no larger than an infant, seated in the guest's lap, if needed to accommodate your disability.

EMOTIONAL SUPPORT AND SERVICE ANIMALS CANNOT:

- Occupy a seat or sit on a tray table at any time.
- Obstruct the aisles or areas that must remain clear for emergency evacuation.
- The animal's size must not exceed the footprint of the traveler's seat or foot area.



Animal Restrictions

- Starting October 1, 2018, Alaska Airlines only will accept emotional support **dogs** or **cats**.
- Each person is allowed to travel with one ESA.



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>)