



Frequently Asked Questions

Q: *From what type of medical professional is treatment accepted?*

A: Travel is provided for treatment by an M.D., D.O., or PA-C only.

Q: *How soon can I submit an application?*

A: A completed flight request form, along with all supporting documents from both the local and treatment site physicians, must be received at least 14 days (10 business days) prior to the departure date (one day prior to the first scheduled appointment). Documents may not be signed or dated older than 60 days prior to the departure date.

Q: *Can travel be provided for all family members?*

A: Travel is provided for a child patient and one, or both, parents/legal guardians. Travel will be provided for an adult and their caregiver provided that the medical necessity for an adult patient caregiver is documented by the local and/or treatment site physician. We cannot assist with booking tickets for other family members.

Q: *How do I know if my family qualifies for assistance?*

A: If the patient is physically able to sit upright in a commercial airline seat and deemed physically stable to fly by their physician(s), travel can be provided.

Miracle Flights assists economically disadvantaged families. We encourage families to first call to determine financial qualification if they are uncertain of their eligibility.

Q: *Does Miracle Flights provide travel outside of the United States for treatment?*

A: No. Travel is provided to treatment facilities within the United States only.

Q: *Does Miracle Flights provide travel for individuals who reside in other countries?*

A: Yes. Miracle Flights provides travel for a patient (all ages) and one caregiver for medical treatment in the United States only. For international flights into the U.S., a complete application must be received at least 30 days prior to the departure date.

Q: *Can I choose my preference of airline, flight time, and class of service?*

A: Miracle Flights provides travel at the lowest available fare, and cannot guarantee peak travel times, nor first class service. When options are available for various flight times and routes, we try to consult with the traveler to obtain their preference of available flights prior to booking.

Q: *Can I change my flight?*

A: Once reservations are confirmed, only Miracle Flights staff can make changes, and are only made for medical reasons documented by the patient's physician.

Q: *Can we provide relocation or transfer of a patient to/from hospice care?*

A: No. Travel is provided for date-specific, medical treatment only.

Q: *Does Miracle Flights provide reimbursement for tickets already purchased by a family?*

A: No. Miracle Flights facilitates the booking of your medical travel needs. We work with commercial airline partners to coordinate and book your flights based on information provided in your application and/or by your provider(s).

Q: *Will you fly patients for participation in FDA-approved clinical trials?*

A: Yes, as long as the patient will be treated by an M.D., D.O., or PA-C at an accredited medical facility or hospital; and the trial meets FDA approval. Please contact Miracle Flights for a case specific review.

Q: *Is there a minimum distance stipulation?*

A: No. Miracle Flights will fly eligible families to qualifying treatment, second opinions, and/or follow-up care, no matter the distance.

Q: *Do we book our own flights?*

A: No. Miracle Flights works with commercial airline partners to coordinate and book your flights for you, based on information provided in your application and/or by your provider(s).

Miracle Flights is a national nonprofit, dedicated to flying families in need of reaching distant specialized medical care. We are here to help. For additional questions, please feel free to contact us at:

Website: www.miracleflights.org

Phone Numbers: Toll-Free: [800-359-1711](tel:800-359-1711)
Fax: [702-261-0497](tel:702-261-0497)

Business Hours: Mon - Thu: 7:30 AM - 5:00 PM PST
Fri - Sun: Closed

Email: flightspecialist@miracleflights.org

Thank You!