



Transplant-Related Travel

COTA is pleased to help our transplant families with their transplant-related travel expenses. There are two ways we can help. Families can arrange and pay for their own transplant-related travel and then submit these expenses to COTA via our “Family Grant Application Form.” Or, families can have COTA arrange to be direct billed for some of these expenses. We partner with a professional travel agency to arrange for most flights, car rentals, hotel reservations, and train tickets for the COTA patient and up to two primary caregivers for a transplant-related trip. These expenses will then be direct-billed from the COTA funds raised in honor of the patient. Using this method frees our families from having to absorb these often large expenses up front.

Arranging transplant-related travel:

Please call our family services team, who will then provide you the next steps for getting in touch with the travel agency. Before you call, please make sure you have the following information handy:

- Date and location of the upcoming appointment
- Whether early arrival is needed
- Type of travel needed
- Who is traveling (COTA can help with the COTA patient and up to two primary caregivers)
- Full, legal names of those traveling

- A.** You will receive an email after the call with the travel information as well as Travel Leaders' phone number and the code word. Once you receive this information please call the travel agency and they will get your travel all set up.

- B.** After you have called Travel Leaders and they have had a chance to arrange your travel you should receive any trip confirmation from them in an email

Unfortunately COTA cannot help with most emergency travel after our normal business hours, Monday-Friday, 8am-5pm EST. Please speak with your social worker and/or transplant team for your emergency travel needs. Rest assured, any eligible transplant-related travel expenses you pay out of pocket can be submitted to COTA after the trip per our guidelines! If this option will help ease your transplant financial burden, please don't hesitate to call our
Family Services team!