

TSA Security Program for Veterans and Wounded Warriors

Military Severely Injured Joint Services Operations Center (MSIJSOC) Program

TSA wants to facilitate the screening of our veterans and injured and wounded service members. To address these specific situations TSA has partnered with the Department of Defense (DOD) to develop a process so that we have better awareness of when our Veterans and injured military heroes are traveling through our nation's airports. In early February 2005, TSA was granted permission by DOD to place TSA staff in the newly commissioned [Military Severely Injured Joint Services Operations Center Program](#) on a 24-hour, 7-day a week basis.

Here is how the process works:

- 24-72 hours before a confirmed flight, the veteran or Wounded Warrior and his or her family can call the Operations Center's 24/7 toll-free number (888) 262-2396 or you may e-mail the call center via MSIJSOC@DHS.GOV with details of the itinerary. The number is also available to representatives of programs for the severely injured, military treatment facilities and Veterans Administration hospitals acting on behalf of the injured service member.
- The caller will be connected to a TSA liaison Officer via the center's care managers.

The TSA liaison Officer will then notify the appropriate Federal Security Director at the involved airports to ensure that any security screening required at those airports will be conducted by TSA screening experts with empathy and respect in order to make the overall experience for the service member as expeditious and pleasant as possible.

The hotline may not be able to assist if the call is more than 72 hours or less than 24 hours before the flight is scheduled to leave before the flight is scheduled to leave.