

## Frequently Asked Questions (FAQs)

**CISI Claims Department (9-5 EST, M-F):**

Phone: (800) 303-8120 | (203) 399-5130

E-mail: [claimhelp@mycisi.com](mailto:claimhelp@mycisi.com)

**Team Assist (24/7/365) – On Call:**

Phone: (877) 714-8179 | (603) 952-2660

E-mail: [mail@oncailinternational.com](mailto:mail@oncailinternational.com)

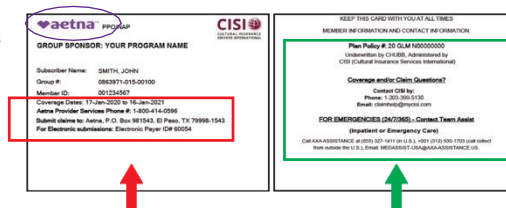
### How will I receive my insurance information?

Upon your arrival, you will receive an email from CISI Enrollments ([enrollments@culturalinsurance.com](mailto:enrollments@culturalinsurance.com)), with the subject line 'CISI Materials'. The email will contain:

- **Insurance ID Card** – You will need this if you need to seek treatment
- **Policy Brochure** – This outlines the coverage under your plan
- **Claim Form** – if you sought treatment and need to submit a claim
- **Link to download the CISI Traveler App and create a myCISI login.** (This will allow you to access your insurance documents at all times.)

### Your Insurance ID card Understanding your insurance card information

Your Preferred  
Provider Network



#### FOR THE MEDICAL PROVIDER

Do NOT call this number on the front. This information is for the Medical Provider and is NOT the Aetna Provider Search Phone Number.

#### FOR YOU

The backside of the card/second box is contact information. If you have questions or need assistance, contact CISI or Team Assist.

### Need to go to the Doctor?

#### 1. Locate a Medical Provider

**Medical Provider** refers to a doctor, urgent care, hospital, or other medical facility.

Aetna is your Preferred Provider (PPO) Network and allows access to over 1.2 million medical providers throughout the United States.

**To locate an In-Network provider near you, use the Aetna Preferred Provider Network website:** <https://www.culturalinsurance.com/aetna-provider-search>

(This link is also available in your brochure, on our website [mycisi.com](http://mycisi.com), Participant Portal and within the CISI Traveler App)

#### 2. Schedule an Appointment

If the Medical Provider is not a walk-in clinic, call the Medical Provider and Schedule an Appointment. If you need assistance, contact CISI or Team Assist.

#### 3. At Your Appointment

**Make sure you have your Insurance ID card** either printed or saved on your phone (this can be done through the CISI Traveler App).

**Present your card at your visit so they can see that Aetna is your PPO Network.** Medical Providers can contact CISI directly, toll-free at (800) 303-8120 to verify eligibility and/or benefits, from 9AM to 5PM EST.

### What is 'In-Network' and 'Out-of-Network'?

Aetna is your Preferred Provider (PPO) Network. The providers within their network are known as In-Network Providers. This means you will receive medical services with Aetna's discounted rates. If you go to a Medical Provider Out-of-Network, you will be subjected to the Medical Provider's rates with no discount from Aetna. Arranging services through a preferred provider is not required, but will help reduce any potential out-of-pocket expenses.

### Do I have to pay at the time of my appointment?

Depending on your type of visit, you may have a copay. If you have a copay, it will appear on the front of your insurance card under 'In-Network Copay'. If there is no 'In-Network Copay' listed on your card, you have no copay (\$0).

### What is a Copay or Coinsurance?

This is the amount of money you will have to pay out-of-pocket for covered medical services.

### What is a Deductible and does my plan have one?

The Deductible is the amount you have to pay before your benefits 'kick-in' (before CISI pays). Please see your plan's Schedule of Benefits to see if you have any Deductible(s).

### Will this insurance cover the purpose of my visit?

If you are unsure if this insurance will cover your appointment, view your plan's coverage. If you have specific questions that you are unsure of, call CISI.

### Who pays when picking up a prescription at a pharmacy?

Prescription medication will be an out-of-pocket expense. As long as the medication is for an illness or injury that is covered under your policy, you can be reimbursed. Complete a claim form and state clearly why you needed the medication. Submit the completed claim form with the prescription receipt to CISI. See the following page for claim submission questions.

## What is a prescription receipt?

This is usually stapled to the outside of your pharmacy bag when you pick up your medication. If it has the following information, it's a prescription receipt:

- Your Name
- Your Doctor's Name
- Name of the Medication
- Dosage of medication
- Date medication filled
- Amount of medication

Download FREE Pharmacy Discount Card: <https://www.wellrx.com/prescription-discount-card/>

## What do I do in case of inpatient care/serious accident?

**For all emergencies, seek help without delay at the nearest facility and then, after admittance, open up a case with On Call (our 24/7 assistance provider).** Opening a case for inpatient care will allow us to monitor your case, provide regular updates to your program and family and address any concerns you may have. In addition depending on your condition, if deemed medically necessary, the medical evacuation benefit will apply.

## How do I submit a claim?

If you seek medical treatment for an Injury or Illness and pay out-of-pocket, you are eligible to submit a claim. Claims should be submitted for processing as soon as possible (and no later than one year after treatment was received, if possible).

**Step 1:** Fully complete and sign the medical claim form for each occurrence, indicating whether the Doctor/Hospital has been paid.

**Step 2:** Attach itemized bills for all amounts being claimed and documentation. *\*If mailing, We recommend you provide us with a copy and keep the originals for yourself.*

**Step 3:** Mail to: High Ridge Park, Stamford, CT 06905,

Email: [claimhelp@mycisi.com](mailto:claimhelp@mycisi.com), or

Fax: (203) 399-5596

Approved reimbursements will be paid to the provider of the service unless otherwise indicated on the form. For claim submission questions, call (203) 399-5130, or email [claimhelp@mycisi.com](mailto:claimhelp@mycisi.com).

## How long will it take to be reimbursed for medical expenses paid out-of-pocket?

Turnaround for claim payments is generally 15 business days from receipt date. To check the status of your claim, contact CISI at (800) 303-8120 from 9AM to 5PM EST.

## Where can I access additional claim forms?

The claim form is provided at the end of your brochure, attached to your welcome email, our website [mycisi.com](http://mycisi.com) & on the myCISI Participant Portal.

## I received a bill from a medical provider. What do I do?

1. Does the bill include your insurance information? If not, you may just have to provide it to them.
2. On the back of the bill or by logging into their website, there is room for you to fill in your insurance information and send it back to them.
3. Once the medical provider has this information, they can send CISI a bill.
4. The bill may be for your deductible or copay. Review the charges and see if CISI made a payment on your behalf. The balance may be your responsibility.

## Can I send the bill to CISI?

Yes, but you should also give your insurance information to your medical provider. Email a copy to us at [claimhelp@mycisi.com](mailto:claimhelp@mycisi.com) and complete the insurance information and send back to the medical provider.

## I got a letter from CISI asking for an itemized bill - What is this and do I have to do anything?

This means that we need a certain type of bill from the medical provider. If you received the letter, we have sent one to the medical provider as well. However, it does speed things up if you call to request an itemized bill and forward it to CISI. This should ensure that we get what is needed to pay your claims.

## I got an Explanation of Benefits - What is this?

This is a statement that CISI sends you when we make a claim payment on your behalf. This shows how much your policy covers and what, if any, cost you should pay to the medical provider.

## Questions about the benefits and coverages outlined in the brochure?

Email [claimhelp@mycisi.com](mailto:claimhelp@mycisi.com) or call (203) 399-5130 or toll-free at (800) 303-8120.