



myCISI Participant Portal: Online Tools and Support for CISI Insureds

This document was designed as a helpful summary or overview of the **myCISI** Participant Portal's main functionalities.

Your CISI coverage includes a comprehensive online Portal of tools and information as well as access to 24/7 medical, personal, travel and security support. Through this customized site you can:

- View/print/email your ID card, coverage brochure and claim form
- Purchase an extra month of insurance for a period of personal travel
- View/update your online account profile information
- Obtain contact information for emergencies and benefit/claim questions
- Check-In to let us know you are safe in the event of a natural disaster or security-related incident

Additional travel-related information can be found under Resources & Links, such as:

- Locate English-speaking doctors overseas
- Short-term travel alerts and travel warnings issued by the U.S. Department of State
- Country-specific information and profiles for every country in the world
- Links to overseas U.S. Embassy websites
- Health and vaccination recommendations compiled by the Center for Disease Control (CDC)

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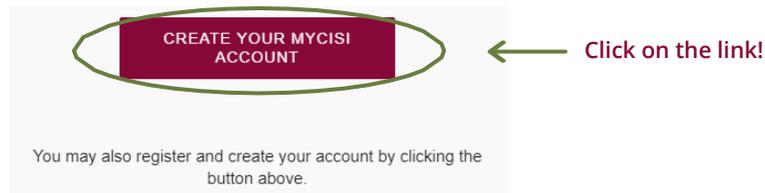
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 **Click on any of the items above to go to that section in the document**
To search for items, type Ctrl + F (PC) or Command + F (Mac)

Create an Account and Log In:

Create your own **myCISI** login by following these steps:

- 1) Click on the **'CREATE YOUR MYCISI ACCOUNT'** link provided in the body of your welcome email (or by going to www.mycisi.com and clicking on **Login to myCISI** in the upper right corner).



- 2) On this new screen, click on the sentence that reads, **'Please [click here](#) to create an account'** on the right-hand side of the page.

CISI
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Login to portal

Sign in
Returning customers sign in here:
I am a(n)
Insured
User Name: *
Password: *
Password is case sensitive.
* Required Fields
Log In
Forgot your password?

Create an account
For individual insureds
As a registered user gain 24/7 access to

- View, print and email: ID Card, Consulate letter, Plan of insurance brochure and Claim form
- Access valuable travel related sites
- Research country specific information
- Personal security assistance website

Please [click here](#) to create an account.

- 3) Fill-in your: First Name, Last Name and Birth Date and then click **Continue**.
(If this does not work, please call 203-399-5509 to verify the spelling of your name and date of birth in our system.)

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Create an account / Forgot password

To create an account or reset your password
Please provide your first name, last name and date of birth.

Personal information

First Name *
Last Name *
Birth date *
e.g. 23-Feb-1992

Continue

- 4) Enter the e-mail address where you would like the temporary password sent and click on **'Send Password to this e-mail'**.



- 5) Go and check this e-mail address for your **myCISI** temporary (case sensitive) password. *(Please note: Your username is your email address.)*
- 6) After retrieving your Password, go back to the page you were last on and click on **Login Here** or go to **Login to myCISI** from the homepage and enter your username *(which will be your e-mail address)* and temporary (case sensitive) password then click on **Log In**.



Username: your email address

Password: Use the one provided in the e-mail. (Please note this temporary password **cannot** be copied and pasted from your email. You need to type in the password exactly how it appears in your email and it is case sensitive.)



Welcome to the Portal

Through this customized site you can

- [View/print/email](#) your ID card, coverage brochure, consulate letter and claim form
- Purchase an **extra month of insurance**
- [View/update](#) your online account profile information
- Obtain **emergency** contact information
- Access enhanced **Personal Security Assistance** (if this benefit is provided by your policy)

Home

My Profile

My Itinerary

My Documents

Purchase Individual Coverage

US Provider Search

International Provider Search

Emergency Contact Information

Claim Information

Travel Destination Info

Resources & Links

Sign Out

Get valuable travel-related information, such as

- Contact information for English-speaking doctors overseas
- Short-term travel alerts and travel warnings issued by the U.S. Department of State
- Country-specific information and profiles for every country of the world
- Links to overseas U.S. Embassy web sites
- Health and vaccination recommendations compiled by the Center for Disease Control (CDC)

Just choose the **Resources & Links** option.



Accessing these documents requires Adobe Reader version 8 or higher. If you need to download this program, [click here](#).

Are you safe? Let us know where you are.

We use the data exclusively to assist you in providing emergency services. Our service is based on the accuracy of the information you provide.

[Check In](#)

My Profile

The participant portal **"My Profile"** screen allows you to update your personal profile (change your password; add/change your phone #'s, e-mail addresses and home/overseas mailing addresses). Help us serve you better by keeping your contact information up-to-date. This information is especially important in the event of an unforeseen emergency or when submitting claims.

My Documents

The participant portal **"My Documents"** screen allows you to view, print and/or e-mail the following personalized documents:

- ID Card
- Consulate Letter
- Policy Brochure
- Claim Form
- All of the above

My Itinerary

If you are traveling to more than one country, please complete the **"My Itinerary"**. If there is civil unrest, a security evacuation is triggered, or a natural disaster occurs, you will appear on the roster your program pulls for that region. (You can also confirm you are safe by clicking on 'Check-in' on the home page and/or through our **myCISI** App; [Click Here](#) to learn more).

1. Click on **'Add Destination'**

2. Input all fields marked with * and press **'Save'**.

You will then see the destination details under 'My Itinerary' on the next screen

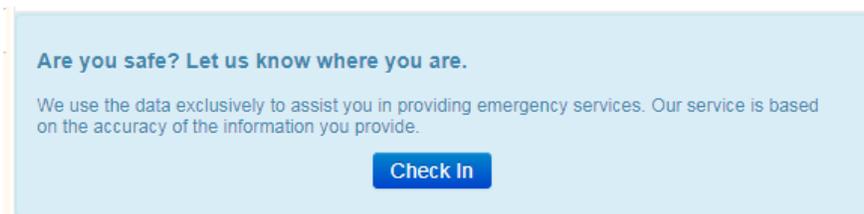
3. If you would like to add another destination, you can proceed to do so by clicking **'Add Destination'** again. You can manage your itinerary and make updates at any time.



*Last minute travel excursion? You can enter trip details from your cell phone using the **myCISI** app! [Click Here](#) to learn more.*

Check-In Feature – ‘Are you safe?’

If there is a natural disaster, terrorist attack, or other security-related incident, you can click on ‘**Check-In**’ so your program and CISI knows you are safe. **Please Note:** You do not have to ‘Check-in’ if nothing has occurred. You will only want to check-in when you want to notify your program and us that you are safe if there is a natural disaster, terrorist attack, or security-related incident.



Did you know that you can also check-in using the *myCISI* app? [Click Here](#) to learn more!

Purchase Extra Coverage (Purchase Individual Coverage)

The participant portal allows you to purchase additional insurance directly through CISI for a period of personal travel (up to 60 days) outside the dates of your program. **Please Note:** this plan is separate and different from your group plan and provides coverage for new covered accidents/sicknesses and medical evacuation/repatriation within the new period of coverage while in the U.S. A detailed brochure describing the coverages, limits and exclusions is available through a link on this “**Extend Coverage**” page.

If you are looking to purchase coverage before your program begins, please follow the instructions below since you will not be able to do it through your myCISI portal:

- ▶ Go to www.mycisi.com
- ▶ Select ‘Insurance Plans’
- ▶ Then choose ‘Individual Students or Scholars coming to the U.S.’
- ▶ Select the ‘International Students & Scholars’ plan
- ▶ Select ‘Enroll Now’
- ▶ From there follow the steps to enroll

Please Note: If you are looking to purchase coverage **Before and After** your program for a period of one month or less, the month of coverage cannot be split up into two segments (i.e. 2 weeks before and 2 weeks after). This coverage is monthly, so if you are traveling for less than a month before or after your program, you still need to purchase the full month.

If you have questions or need additional assistance, please contact enrollments@mycisi.com or call 203-399-5509 or 800-303-8120 ext. 5509 (toll-free from within the U.S.)

U.S. Provider Search

(For Participant’s Studying Inside the U.S.)

The participant portal “**US Provider Search**” page allows you to search physicians (based upon their specialty), U.S. hospitals and clinics within Aetna’s preferred providers network. You are not required to use the PPO network, but can receive information on participating providers by visiting: <https://www.culturalinsurance.com/>, click on ‘**U.S. Provider Search**’ on the top bar, and select ‘Your Coverage begins after 01-01-2019 and your insurance card has the Aetna logo’ to find an in-network health care provider.

If you need assistance locating a provider, please contact us by:

- Phone (Toll-free):** (800) 303-8120 ext. 5130
- Phone:** (203) 399-5130
- E-mail:** Claimhelp@mycisi.com

Claim Information

For your reference, below is some helpful information on how to handle both minor injuries or illnesses and more serious situations.

In Case of a Minor Injury or Illness:

- ▶ *CISI participates with Aetna Passport to allow our members in the United States access to their comprehensive provider network nationwide. Insureds can access a list of medical providers in their area from within the CISI portal or web app.*
- ▶ *When arriving for an appointment or walk-in services, the CISI insurance card should be presented. All insurance cards include the Aetna logo and important information needed for a medical provider to submit a claim for payment. If the provider participates in the network, Aetna will bill the insurance directly. If the policy carries a deductible or co-pay, the insured will most likely be billed by the provider after the claim is processed. Some providers may ask for out-of-pocket expenses at the time of service so the member should be prepared to pay such costs if required.*
- ▶ *If your provider requests full payment for services rendered, you are eligible to submit a claim for reimbursement. CISI's billing address and claim help # is on each ID card and on the Claim Form which is part of the brochure. Instructions on how to submit a claim is provided at the top of the Claim Form. CISI's claim help line (203-399-5130) and e-mail address (claimhelp@mycisi.com) are answered from 9-5 EST M-F.*
- ▶ *Claims should be submitted for processing as soon as possible (and no later than one year after treatment was received, if possible) and are typically processed within 15 business days provided CISI has all the information needed for reimbursement.*

In Case of a Serious Injury or Illness:

- ▶ **For all emergencies, seek help without delay at the nearest facility and then, after admittance, open up a case with Team Assist (our 24/7 assistance provider).**
- ▶ *Opening a case for inpatient care will allow us to monitor your case, provide regular updates to the program and family, and to address any concerns you may have. Should a medical evacuation become necessary, Team Assist will need to make those arrangements.*
- ▶ *Anyone can open a case on behalf of an insured. The person opening the case should be prepared to provide the following information:*
 - *Caller's First and Last Name as well as the name of the insured, if different*
 - *Policy/Participant ID number (for coverage verification purposes)*
 - *Contact details: phone, cell, email*
 - *Location where assistance is requested*
- ▶ *If a benefit or claim related call or e-mail comes to Team Assist during our business hours, it is usually transferred to us. After hours and on weekends, Team Assist handles the communications and involves our Claims Operations Manager as needed 24/7.*

Emergency Contact Information

The participant portal "**Emergency Contact Information**" page provides you with convenient one-stop access to CISI's contact information for benefit and claim questions and also that of Team Assist, our 24/7 Emergency Assistance Provider. You can also find this information on your insurance ID card.

CISI Contact Information (M-F, 9-5 EST):

Toll-free in the U.S.: (800) 303-8120 ext. 5130

Outside the U.S. (collect calls accepted): (203) 399-5130

E-mail: claimhelp@mycisi.com

Team Assist Contact Information (24/7):

Toll-free in the U.S.: (877) 714-8179

or (603) 952-2660

E-mail: mail@oncallinternational.com

Download the 'myCISI Traveler' Mobile App

(This **FREE** app is for all participants)

You can access many of the same features as the online myCISI Participant Portal in an easy on-the-go format by downloading the myCISI Traveler mobile app. Here's how:

1. If you received a welcome email from CISI upon enrollment in the insurance (subject line: "CISI Insurance Materials"), you can simply click the **"GET THE MYCISI APP"** link in the email and follow the prompts to download:



2. If you didn't receive the enrollment email or can't locate it, simply click on the below "Google Play" or "App Store" icons to download:

Android Phones



If the icon link isn't working:

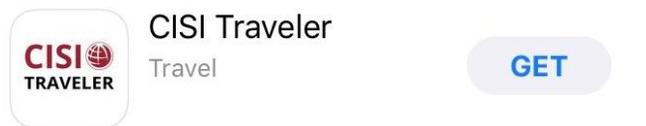
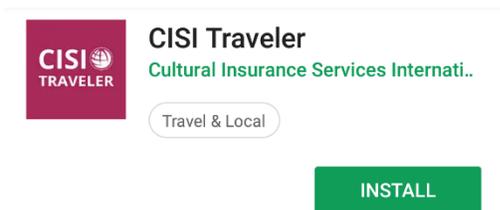
- ▶ Go to Google Play
- ▶ Search Cultural Insurance Services International *or* myCISI

iPhones

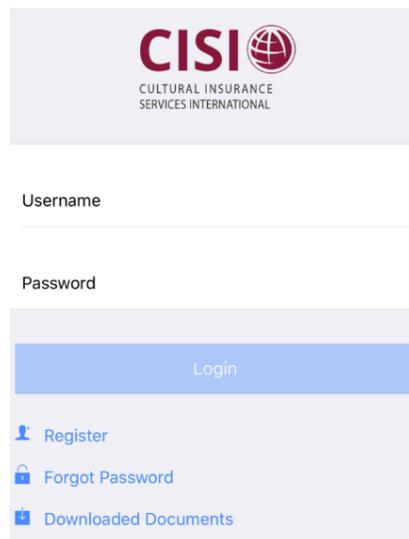
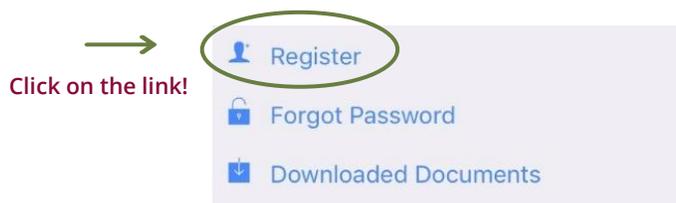


If the icon link isn't working:

- ▶ Go to the App Store
- ▶ Search Cultural Insurance Services International *or* myCISI



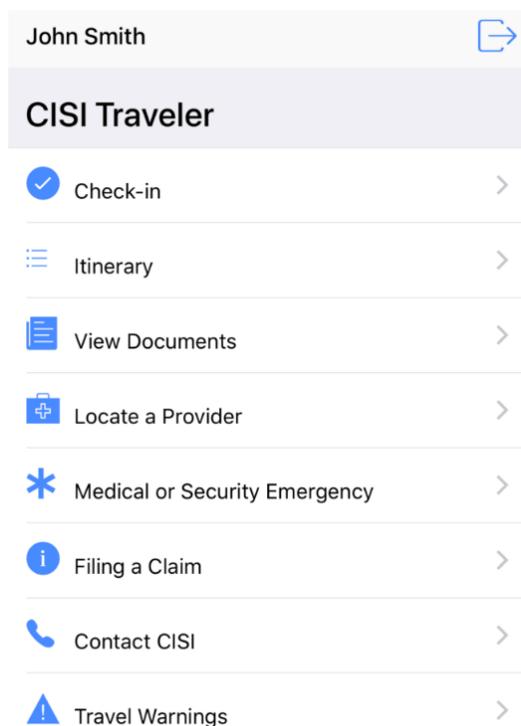
- After downloading, use the myCISI log in information you created via the full website ([Click Here](#) to learn more) OR register via the app by selecting 'Register' under the blue 'Login' button and follow the prompts.*



**If registering through the app doesn't work, try registering through the full website. If you continue to have problems, please contact enrollments@mycisi.com or call 203-399-5509 for assistance.*

Mobile App Features

After logging in, you will have access to an easy-to-read home screen and simple-to-navigate menu options:



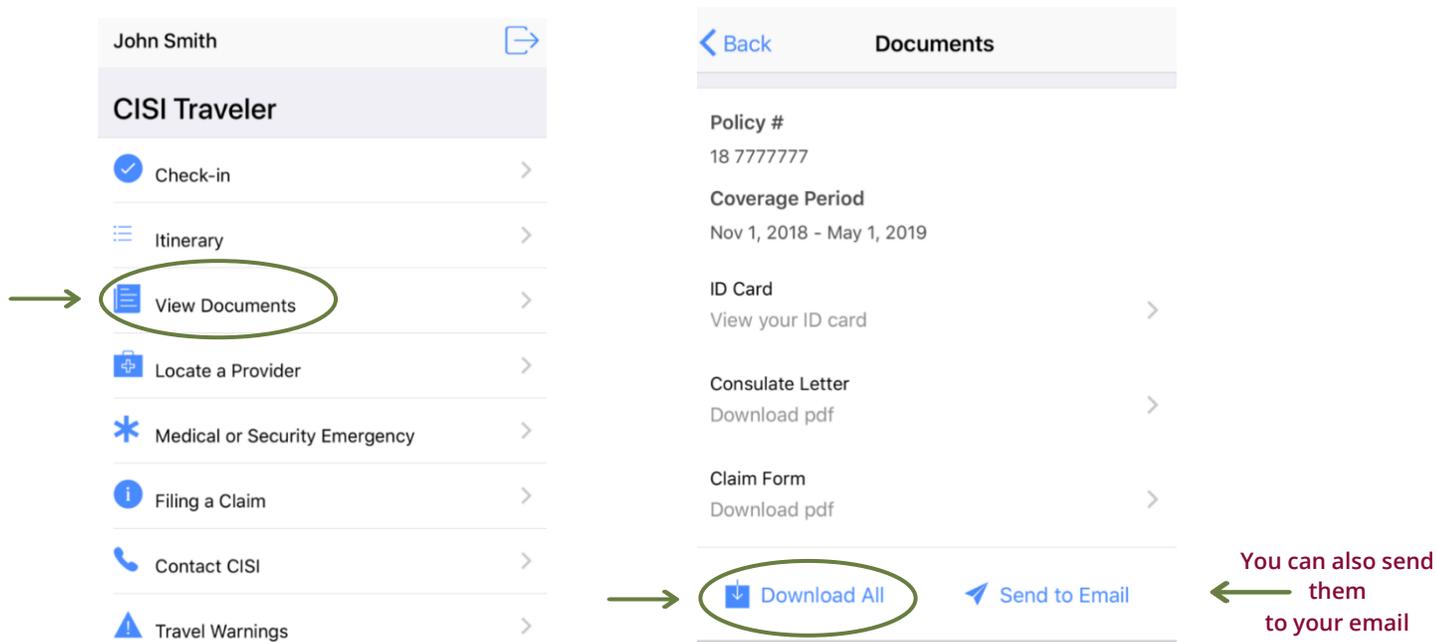
- **Check-in** - Let your program and CISI know you are safe when unforeseen events occur
- **Itinerary** - Add and edit travel plans on-the-go to ensure you can be located in the event of an emergency
- **View Documents** - Email/view your travel insurance documents or download for offline viewing later
- **Locate a Provider** - Search medical providers worldwide
- **Medical or Security Emergency** - Get Team Assist's contact information (and access the Personal Security Assistance site, if this benefit is provided by your policy)
- **Filing a Claim** - Get information on what to do in the event of a minor or major illness or accident, how-to file a claim, and information on how to open a case with Team Assist if needed
- **Contact CISI** - All contact information in one place (for CISI claims as well as links to Team Assist)
- **Travel Warnings** - Get embassy contact details and country-specific details and information

Save your Insurance Documents to your Phone

You can view or email your insurance documents (ID Card, Consulate Letter and/or Claim Form) from the **myCISI Traveler** app or download these documents for later access and viewing.

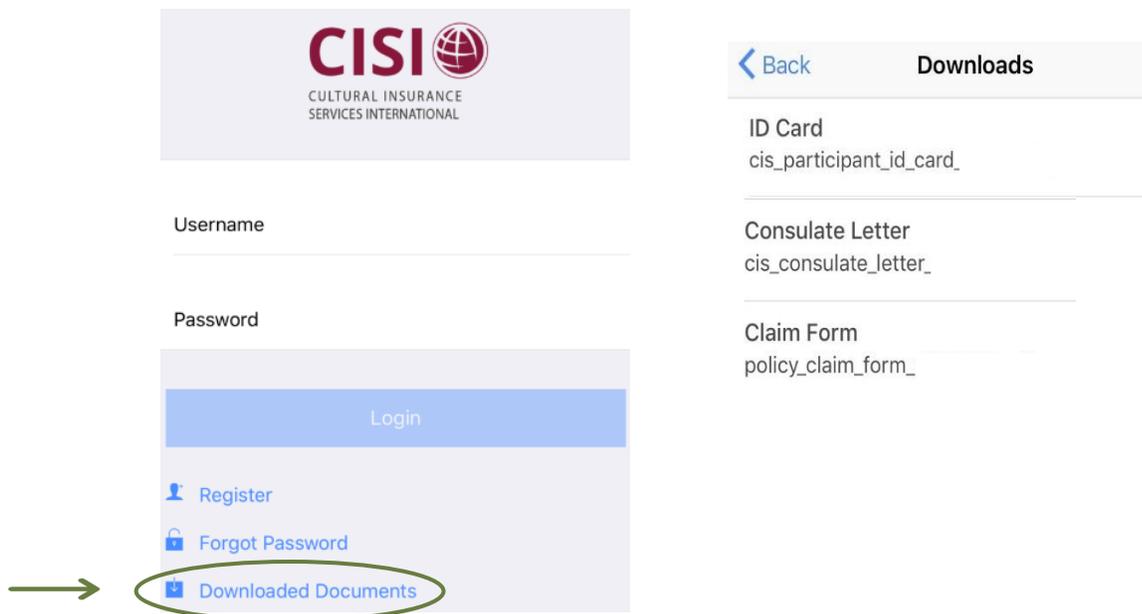
Click on **'View Documents'** on your home screen, and select 'Download All'

**To avoid data usage charges when downloading, we strongly advise you to use a WIFI connection*



Access Documents Offline

Downloading your documents as instructed on the previous page will ensure that they can be accessed regardless of whether or not you are connected to a network. To access them offline after downloading them, click on **'Downloaded Documents'** on the Log in screen.

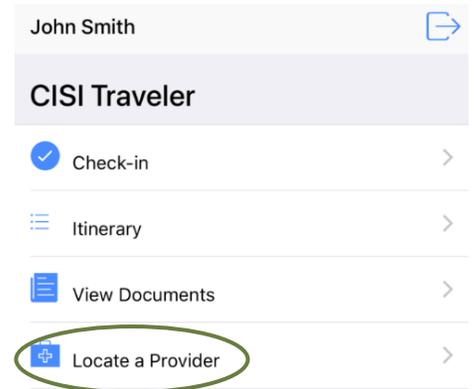


Search for Providers On-the-Go

You can search for providers from your mobile phone using the **myCISI Traveler** app.

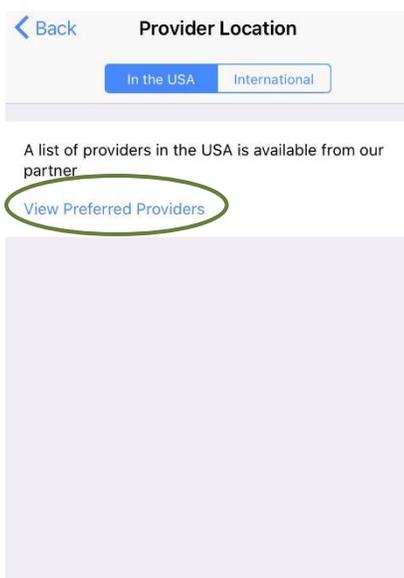
IMPORTANT NOTE REGARDING DATA: You do not need to have your location on while using the app, thus ensuring less data usage. Pulling up local doctors, hospitals, etc. are all done by search, and not through GPS services

Simply follow the steps below after clicking on **'Locate a Provider'**:



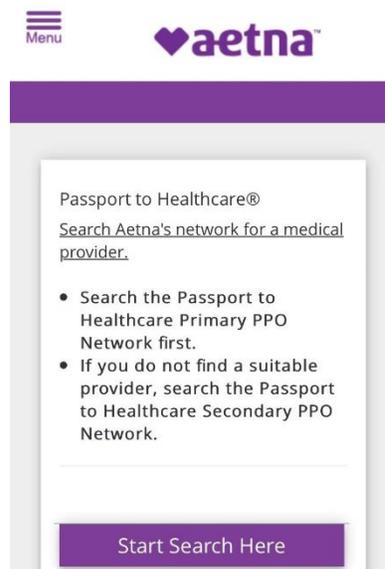
Step 1

Click on 'In the USA' and then on 'View Preferred Providers'



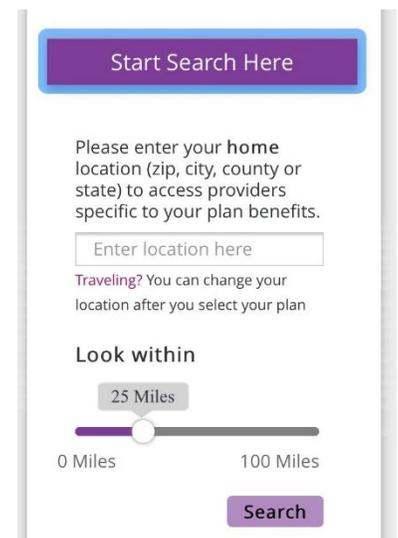
Step 2

This will bring you to the Aetna Provider Search page



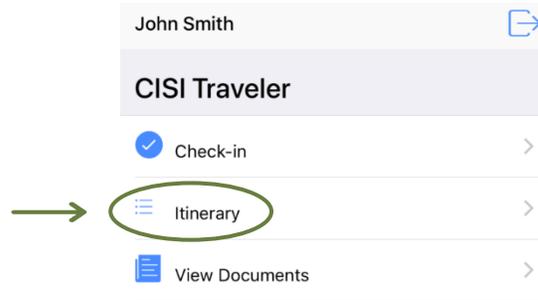
Step 3

Scroll down, and enter in your location, and distance. Then click on 'Search'.



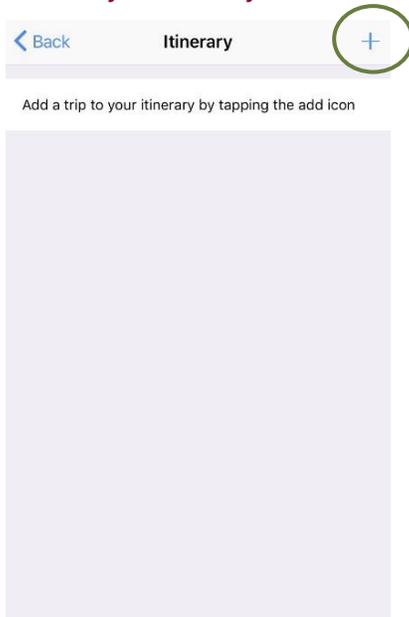
Use the Mobile 'Itinerary' Feature

CISI can more accurately pinpoint your location during emergencies when the 'Itinerary' section of the myCISI Participant Portal or myCISI Traveler app is utilized. For this reason, we highly encourage all participants to use this feature. See the below information/screenshots to access this feature from the myCISI Traveler app:



Step 1

Click on + to add your Itinerary



Step 2

Add your information and press 'Save Itinerary'

Cancel Add Itinerary

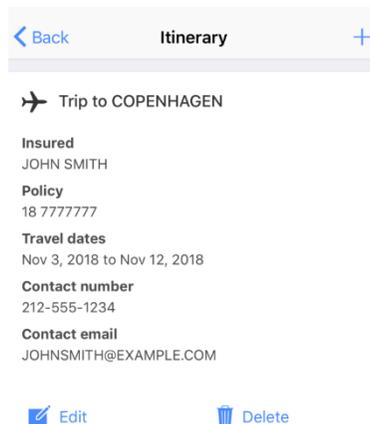
The coverage period for this itinerary is:
Nov 1, 2018 - May 1, 2019

City	City Name
Country	Select A County
From Date	Month/Day/Year
To Date	Month/Day/Year
Mobile #	Mobile Telephone Number
Email	Email Address
Note	Note

Save Itinerary

(Repeat the steps until you have entered in your full itinerary)

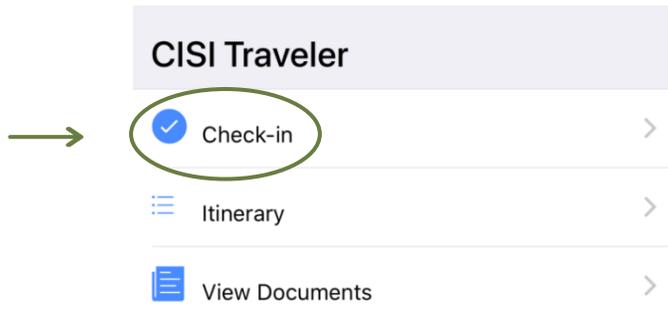
Once saved, your itinerary will appear in this section:



PLEASE NOTE: If any date changes or destinations need to be added or removed, you can edit your Itinerary at any point.

'Are You Safe?' Mobile Check-in

When the unexpected happens, you can check in to let your program and CISI know you are safe via the portal or **myCISI Traveler** app. The app makes it easy to check in – just click **'Check-in'** from your home screen*:



Once checked in, your program can pull an emergency roster through the **myCISI** sponsor portal where they can then view participant check-in times and locations. If you need immediate assistance, you will be directed to contact our 24/7 assistance team, Team Assist.

Please Note: You do not have to 'Check-in' if nothing has occurred. You will only want to check-in when you want to notify your program and us that you are safe if there is a natural disaster, terrorist attack, or other security-related incident.

**Alerts will not be automatically sent to your phone after you check in. Your program will work on a communication plan with CISI for contacting participants after an incident occurs.*

