



## **“myCISI” Participant Portal: On-line Tools and Support for Insureds**

Your CISI coverage includes, at no additional cost, a comprehensive on-line 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, consulate letter 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

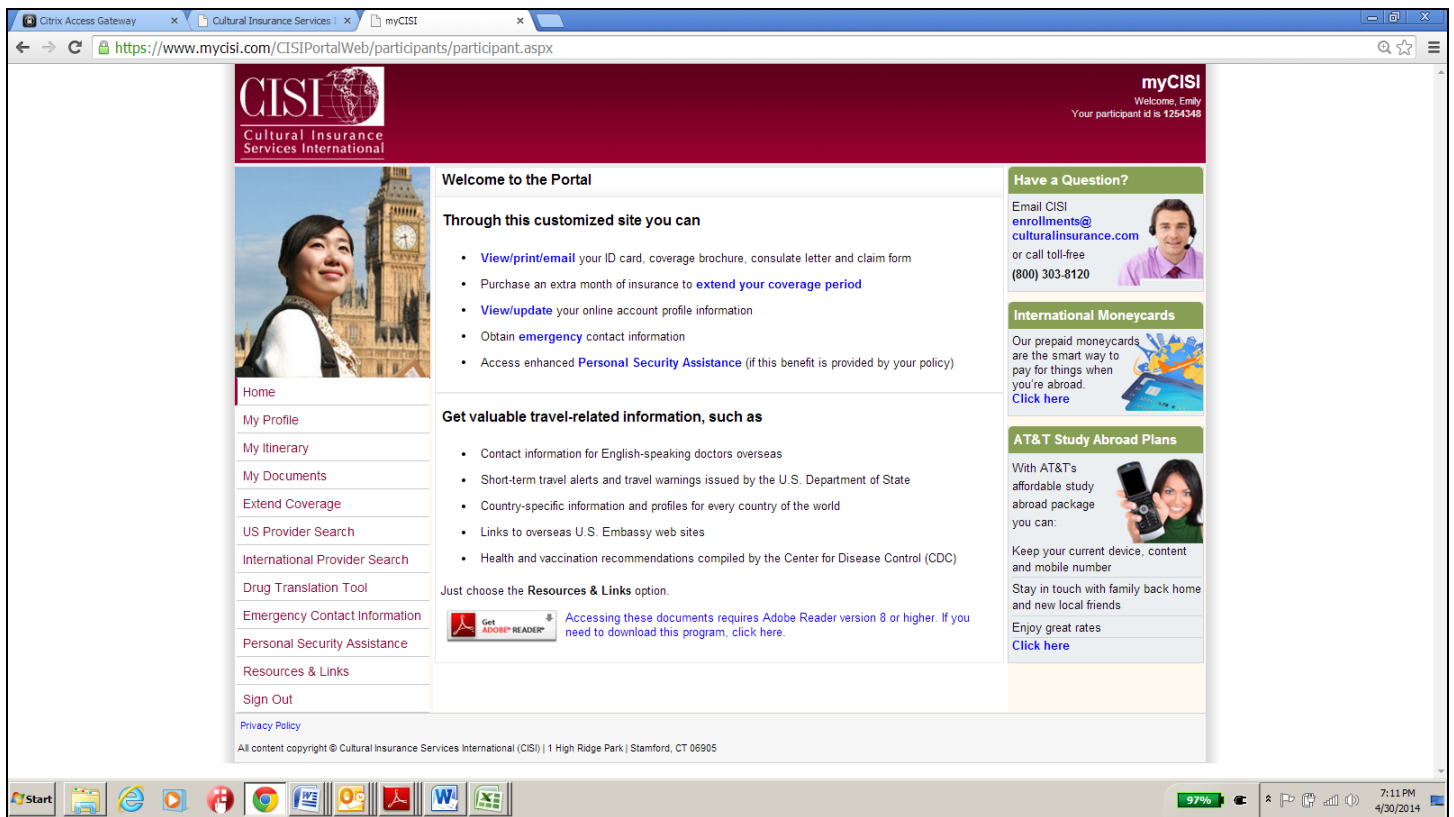
You can also find valuable travel-related information, such as:

- 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)

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

### **Creating an Account and Logging In:**

- 1) The **myCISI** Participant Portal is accessible via Cultural Insurance Services International’s (CISI) homepage: <http://www.culturalinsurance.com/>.
- 2) While on the CISI homepage, click on the green button in the upper right corner that reads, “Login to **myCISI**”.
- 3) On this new screen, to the right of the green “login” button, go to/click on the sentence that reads, “Please [click here](#) to create an account.”
- 4) Fill-in your: First Name, Last Name and Birth Date and then click on the “Create an account/Reset password” button.
- 5) Enter the e-mail address where you would like the temporary password sent and click on “Send Password to this e-mail”.
- 6) Go and check this e-mail address for your **myCISI** Username and temporary (case sensitive) Password.
- 7) After retrieving your Username and Password, go back to the page you were last on and click on “Login” or go to the green “Login to **myCISI**” button from the homepage and enter your Username and temporary (case sensitive) Password then click on “Log In”.
- 8) You are logged in now and will be asked to change your password before going further (passwords need to be at least 8 characters long).
- 9) After clicking on “Change Password”, you are brought to the “Welcome to **myCISI** Portal” or “Home” screen (see next page) where the following screens of information are available via left-margin buttons and text links:



## “My Profile” Screen

The participant portal “My Profile” screen allows you to update your personal profile (change your password; add/change your phone numbers, e-mail addresses and home/overseas mailing addresses). Help us to 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 Itinerary” Screen

The participant portal “My Itinerary” screen allows you to input destination details for trips outside of those reported during the initial enrollment process. An example would be a field trip or weekend excursion to a neighboring city or country. We use this data, along with the initial enrollment details, to better assist you in the event of an emergency. Our service is based on the accuracy of the itinerary you provide.

## “My Documents” Screen

The participant portal “My Documents” screen allows you to view, print and/or e-mail the insurance ID card, consulate letter, policy brochure, and claim form.

## “Extend Coverage” Screen

The participant portal “Extend Coverage” screen allows you to purchase additional insurance directly through CISI for a period of personal travel (up to one month) outside the dates of your overseas program. The effective date for the additional insurance will automatically calculate to coincide with the program end date to ensure there are no gaps in coverage. Please note that this plan is separate and different from the group study abroad plan and provides coverage for new covered accidents/sicknesses and medical evacuation/repatriation within the new period of coverage while outside the U.S. A detailed brochure describing the coverages, limits and exclusions is available through a link on the “Extend Coverage” screen.

## “US Provider Search” or “International Provider Search” Screens

The participant portal “U.S. Provider Search” screen allows you to search for a Healthcare Facility within the U.S. (i.e. acute care hospital, urgent care center, laboratory, etc.) or a Healthcare Practitioner within the U.S. (i.e. chiropractor, primary care physician, mental health physician, gynecologist, etc.). You can use this resource if you have an inbound international student or scholar plan with CISI.

If you need a medical referral (i.e. a doctor, clinic, hospital, pharmacy or medical facility) while outside of the U.S., you can find a variety of resources by clicking on the “International Provider Search” link. You can also contact Team Assist, our 24/7 Assistance Provider, at the following phone number and/or e-mail address for information:

**Ph:** (312) 935-1703 (calling from outside of the US, collect calls accepted)  
(855) 327-1411 (calling toll-free from within the US: NOTE – This number can’t be dialed from outside the US)

**Email:** MEDASSIST-USA@AXA-ASSISTANCE.US

## “Emergency Contact Information” Screen

The participant portal “Emergency Contact Information” screen 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.

## “Personal Security Assistance” Screen

The participant portal “Personal Security Assistance” screen provides you with access to a security assistance website where a wealth of up-to-the-moment security and safety related tools and information are available. The security intelligence is powered by **iJET Intelligent Risk Systems**. Additionally, you may reach Team Assist for security-related concerns 24/7 via the phone number/email address found on the “Emergency Contact Information” screen, the coverage brochure, and on the front of your ID card.

## “Resources and Links” Screen

The participant portal “Resources and Links” screens allows you to have convenient one-stop access to U.S. Embassy website information, consular information sheets, country profiles, CDC health and vaccination information, English-speaking doctor listings, State Department Travel Warnings/Alerts and other useful resources, links and tools to assist you in preparation for your overseas program. The following “Resources and Links” screens are currently available:

- 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
- [Country profile](#) information compiled by the U.S. Department of State
- [Health and vaccination](#) recommendations compiled by the Center for Disease Control (CDC)

## “Sign Out” Screen

To logout of the **myCISI** Participant Portal just click on the left margin “Sign Out” button.

*Thank you for taking the time to get acquainted with this customized portal of health and safety tools and resources designed by Cultural Insurance Services International (CISI). After setting up your account online, don’t forget to download our free **myCISI** app (iPhone and Android users) for access to many of the features described above.*