“myCISI” Participant Portal: On-line Tools and Support for the University of Wisconsin System (Policy STB009987904) 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
- Search for hospitals and clinics overseas

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:


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 CISI homepage. Next, select “I am a(n) Insured” and enter your Username and temporary (case sensitive) Password then click on “Log In”.

Have a question? E-mail CISI at enrollments@culturalinsurance.com.
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 just below) 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 #’s, 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 let us know your location when you are somewhere other than the country/city reported to us by your study abroad program. We use the data exclusively to assist you in providing emergency services. 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 following personalized documents (or all of the above):

- ID Card
- Consulate Letter
- Policy Brochure
- 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. 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 this “Extend Coverage” screen.

“US Provider Search” Screen

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. The University of Wisconsin System plan primarily covers you while overseas, but it also provides coverage in the Home Country if you are home on a break (within your CISI coverage dates) and need medical attention.

If you need a medical referral (i.e. a doctor, clinic, hospital, pharmacy or medical facility) while outside of the U.S., you may use our “International Provider Search” screen and/or contact Team Assist our 24/7 Assistance Provider at the following phone and/or e-mail:

Team Assist Emergency Assistance: Provided by Assist America. Your ID number is: 01-AA-CIS-01133. Please Note: Assist America (AAI) will ask for this when anyone contacts them. This AAI ID # is on each ID card as well as in the brochure and on the myCISI portal materials.

Ph: (800) 872-1414 (calling toll-free from within the US)
(609) 986-1234 (calling from outside of the US, collect calls accepted)

Email: medservices@assistamerica.com

“International Provider Search” Screen

The participant portal “International Provider Search” screen allows you to search for overseas hospitals and clinics 24/7 by country, city and facility type. The results include address and telephone number.

“Drug Translation Tool” Screen

Brand name medications are often sold under different names in different countries. The participant portal “Drug Translation Tool” screen will help you find the foreign equivalent of a US brand name or generic drug, should you need to obtain the drug while you are traveling. It provides the equivalent name for more than 7,000 brand name and generic prescription and over-the-counter drugs in 114 countries. It is provided through a partnership with Lexi-Comp, an industry-leading provider of drug information and clinical content for the healthcare industry.

“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. Additionally, you may reach Team Assist for security related concerns 24/7 via the following phone and e-mail information, which is also found on your CISI ID card and coverage brochure:
Team Assist Emergency Assistance: Provided by Assist America. Your ID number is: 01-AA-CIS-01133. Please Note: Assist America (AAI) will ask for this when anyone contacts them. This AAI ID # is on each ID card as well as in the brochure and on the myCISI portal materials.

Email: medservices@assistamerica.com

Ph: (800) 872-1414 (calling toll-free from within the US) (609) 986-1234 (calling from outside of the US, collect calls accepted)

Upon entering the participant portal “Personal Security Assistance” screen, click on your policy number. This brings you to the Team Assist Plan website designed by CISI in conjunction with Assist America/SecurAssist and iJET Travel Intelligence, Inc. © 2009 (iJET) to provide travelers with worldwide, 24/7/365 emergency telephone and internet assistance services. The Team Assist Plan supplements the insurance benefits provided by Arch Insurance Company. As a CISI insured, you have 24/7 access to the Team Assist Plan Medical, Personal, Travel, and Security assistance services as detailed on this “Home” page and in the documents and information found on this website.

The navigation of this website is via tabs along the top (i.e. see below... “Home”, “Services”, “Program”, “Links”, “About Us” and “Contact Us”). You are currently at the “Home” tab where you can also find smart phone app scans and Twitter information.
The “Services” tab provides access to the following functionalities:

- **Up to the minute Global Travel Alerts** covering the top most recent worldwide events involving political instability, civil unrest, disease outbreaks, crime patterns and terrorism news around the world. These are provided and updated daily by iJET. Select Global Travel Alerts from the “Services” tab and follow the login instructions. Once in, click on iJET Complete Headlines to access full details of a particular alert. Additionally, within the alert, you may click on any underlined wording for additional information on that specific topic of concern.

- **Real time Country-Specific Trip Briefs** The information contained in this area of the portal includes infrastructure basics; local political, economic and business insights; demography; cultural etiquette; health advisories; and daily news for countries all around the world. Click on Country Trip Briefs, then, select the country and region of interest from the drop down boxes. Next, below the country map, click on the “People”, “Cultural Etiquette”, “Travel Guide” and/or “Health Advisory” buttons depending on the additional information needed.

- **U.S. State Department Travel Warnings** Select Travel Warnings from the “Services” tab to access warnings and information provided at this link. Travel Warnings are issued to describe long-term, protracted conditions that make a country dangerous or unstable. A Travel Warning is also issued when the U.S. Government's ability to assist American citizens is constrained due to the closure of an embassy or consulate or because of a drawdown of its staff.

- **Global (country-specific) Health Information** Select Global Health Information from the “Services” tab to access links viewing travel tips from the Center for Disease Control & Prevention.

- **Live Flight Tracker** – Select Live Flight Tracker from the “Services” tab to access a flight tracking service that provides you with real-time info about thousands of aircraft around the world. This service is currently available online and for your iOS (iPhone, iPad, iPod Touch) or Android device plus for Windows 8 and your Mac OS computer.

- **Assist Alerts** – Select Assist Alerts from the “Services” tab to Subscribe to Assist America Newsletter and Alerts containing important information about world travel conditions, emergency assistance and more.
The “Program” tab provides access to the following documents/flyers:

- **Summary of Assistance Services document** – a detailed description of the services available from our assistance providers.

- **How to Access Assistance Services document** – includes an ID card and other important contact information.

- **About Our Providers flyer** – a brief description of the emergency medical, personal, travel and security assistance providers working with CISI.

- **Prescription Assistance flyer** – it is easy to replace a forgotten toothbrush on a trip, but when a serious challenge arises because a prescription medication has been lost or left behind the solution is not so simple. Assist America works with the prescribing physician and a pharmacy in the area of travel to replace a member’s medicine. If necessary, we will arrange for the member to see a local doctor for a new prescription.

- **Mobile Applications flyer** – the Assist America Mobile applications for Android and iPhone provide members with a one-touch connection to their Operations Center. See flyer for additional information and links to download free Assist America and SecurAssist mobile apps.

The “Links” tab provides one-stop access to helpful travel and study abroad related links.

When you are done visiting this Personal Security Assistance website simply close the window you are in and you will then be back at the myCISI Participant Portal.

**“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, State Department Travel Warnings, English-speaking doctor listings, 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:

- Links to overseas U.S. Embassy web sites
- Consular information by country
- Country profile information compiled by the U.S. Department of State
- Health and vaccination recommendations compiled by the Center for Disease Control (CDC)
- Travel Warnings issued by the U.S. Department of State
- Contact information for English-speaking doctors overseas
- Useful links to CDC, OFAC, DOS and WHO
- FAQ’s Frequently Asked Questions for students studying outside the U.S.
- Live Chat submit a question to a CISI representative (during EST business hours)

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

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*Thank you for taking the time to get acquainted with this customized portal of health and safety tools and resources designed for the University of Wisconsin System by Cultural Insurance Services International (CISI).*

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