



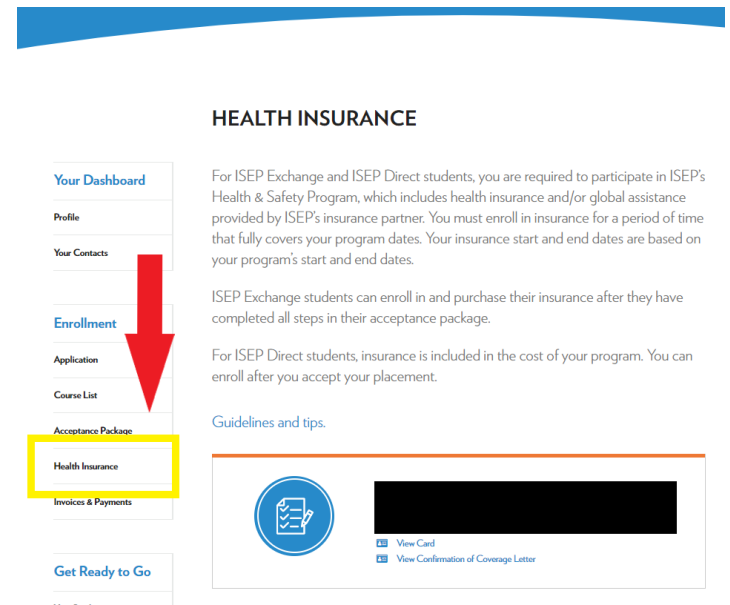
CISI – ISEP’S INSURANCE PROVIDER

Alexandra Kahn-Johnston

Director of Health, Safety & Risk Management

INSURANCE ENROLLMENT

- All ISEP students are required to enroll in the ISEP Health and Safety plan through CISI
*Some countries may have additional requirements
- All students can enroll through their ISEP Dashboard
- Students can manually add one week of additional insurance through ISEP to the beginning or end of their program
- The email insurance@isep.org can still be used for insurance enrollment questions related to withdrawals, refunds, EHIC approvals, etc.



HEALTH INSURANCE

For ISEP Exchange and ISEP Direct students, you are required to participate in ISEP's Health & Safety Program, which includes health insurance and/or global assistance provided by ISEP's insurance partner. You must enroll in insurance for a period of time that fully covers your program dates. Your insurance start and end dates are based on your program's start and end dates.

ISEP Exchange students can enroll in and purchase their insurance after they have completed all steps in their acceptance package.

For ISEP Direct students, insurance is included in the cost of your program. You can enroll after you accept your placement.

[Guidelines and tips.](#)

[View Card](#)
[View Confirmation of Coverage Letter](#)

CISI FEATURES

- Student access to the CISI Portal and Mobile App
- Students can enroll in additional insurance through CISI directly for personal travel outside their program dates, and/or purchase supplemental travel insurance
- All questions about benefits, claims, and providers directed to CISI
 - Email, chat or phone

CISI
CULTURAL INSURANCE
SERVICES INTERNATIONAL

Home
Email C
enroll
cultura
or call t
(800) 3

Login to portal

Sign in

Returning customers sign in here:

I am a(n)
Insured

Username:
akahn@seep.org

Password:
.....
(Password is case sensitive)

Log In

Required Fields

Forgot your password?
For Insureds, [Click Here](#)
For Sponsors, please email
enrollments@mycisi.com

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.

For active sponsors
Please contact enrollments@mycisi.com to obtain your username and password

[Privacy Policy](#)

- International provider search – from CISI portal or app
- CISI Global Assistance Team – coordination of benefits & guarantee of payment
- Comprehensive global assistance services – AXA Assistance
- Security tools
 - Country rosters, security profiles
 - Electronic check-in during an emergency
 - Students can upload travel plans

REMOTE BEHAVIORAL HEALTH SERVICES

- **What is this service?**
 - 'A telephonic consultation between a U.S. mental health professional and a patient, for the purposes of delivering counseling services.'
- **How can students access this service?**
 - Call 24/7 number provided on their CISI medical ID Card
- **What happens when a student makes a call?**
 - Immediate response to student call
 - A mental health professional responds to the immediate concerns and deescalates the situation
 - The professional can:
 - Help the student set up follow up care with local professionals
 - Direct students to the most appropriate immediate care service
 - All conversations are confidential



CISI VS. AXA

CISI

Contact CISI (Mon-Fri 9AM-5PM EST) for the following:

Enrollments@mycisi.com

Phone: 203-399-5509

- Enrollments
- Participant Information
- Consulate Letters
- Materials and Guides
- Portal-related Questions
- Questions about AXA

Claimhelp@mycisi.com

Phone: (800) 303-8120 Option 5 | 203-399-5130 Option 5

- Claim Questions
- Claim Submission and Status Updates
- Coverage/Benefit Questions
- GOP (Guarantee of Payment/Direct Billing) Assistance

If you are unsure who the question should go to, email enrollments (enrollments@mycisi.com) and they will help direct your question to the appropriate person.

AXA Assistance

CISI partners with AXA Assistance for Medical, Travel & Technical Assistance (24/7/365)

- The Team Assist Plan is designed by CISI in conjunction with the Assistance Company, AXA Assistance, to provide travelers with a worldwide, 24-hour emergency telephone assistance service. Multilingual help and advice may be furnished for the Insured Person in the event of any emergency during the term of coverage.
- They can assist with locating providers, setting up appointments and direct billing in addition to non-insurance services: medical, travel and technical assistance.

WHEN TO OPEN A CASE WITH AXA

Pre-Departure

- Continuation of Care (Continuing treatment abroad for a Pre-existing Condition)

On-Program

- Remote Behavioral Health Assistance
- Provider referrals
- Medical monitoring for inpatient care
- Potential need for evacuation or repatriation services
- Translation assistance

HEALTH CARE ABROAD

- ISEP Health and Safety Program covers students outside of their home country, within the dates of enrollment listed on their ID card.
- **Normally if students have a non-emergency medical problem, they will first visit their university health center or a local clinic.**
- For medical emergencies after-hours it is generally recommended that students visit a local hospital.
- Typically students will be required to pay for medical expenses out-of-pocket and then submit a claim to request reimbursement. A blank claim form is included in their CISI welcome email after enrollment. More information about treatment and claims can be found on the [ISEP website](#) and the [myCISI portal](#).
- AXA Assistance can arrange direct payment between CISI and the medical provider for large outpatient and inpatient expenses.
 - If students need assistance with payment arrangements, contact the ISEP staff and AXA Assistance as soon as possible.

**How students
will interact with CISI**

CISI STUDENT PORTAL



myCISI



Login to portal

Sign in

Returning customers sign in here:

I am a(n)

Insured

Username:

akahn@isep.org

Password:

.....

(Password is case sensitive)

* Required Fields

Log In

Forgot your password?

For Insureds, [Click Here](#)

For Sponsors, please email enrollments@mycisi.com

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

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Please contact enrollments@mycisi.com to obtain your username and password

Have a Question?

Email CISI

enrollments@culturalinsurance.com

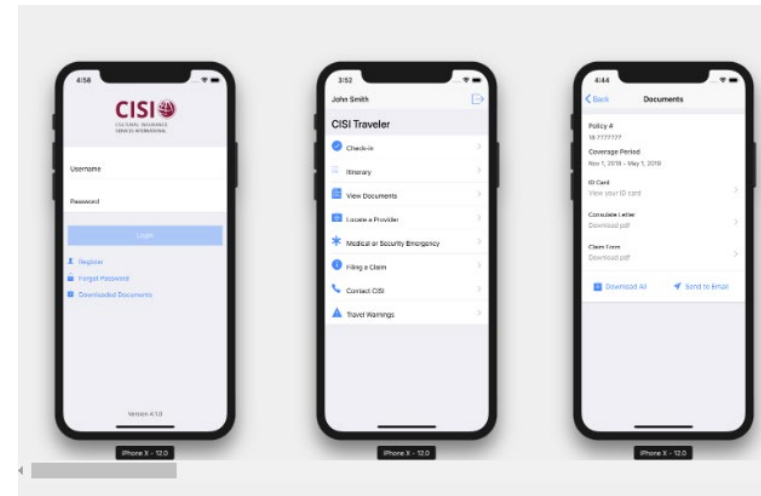
or call toll-free

(800) 303-8120

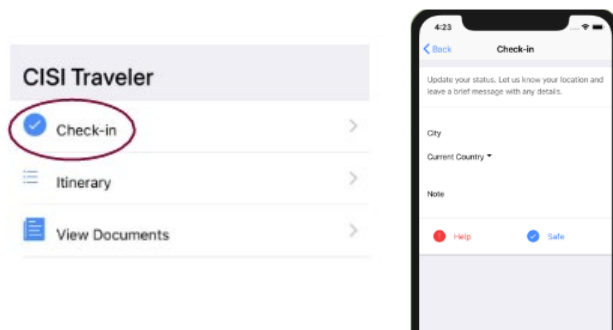


CISI STUDENT PORTAL AND APP FEATURES

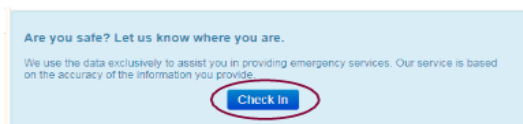
- Check coverage dates 24/7
- Review detailed policy brochure
- Create/replace personalized documents
 - ID cards, Consulate Letter, Certificate of Insurance
- Access claim form
- Enter updates to itinerary (travel outside of host city during program dates)



CISI STUDENT PORTAL AND APP FEATURES - CONTINUED

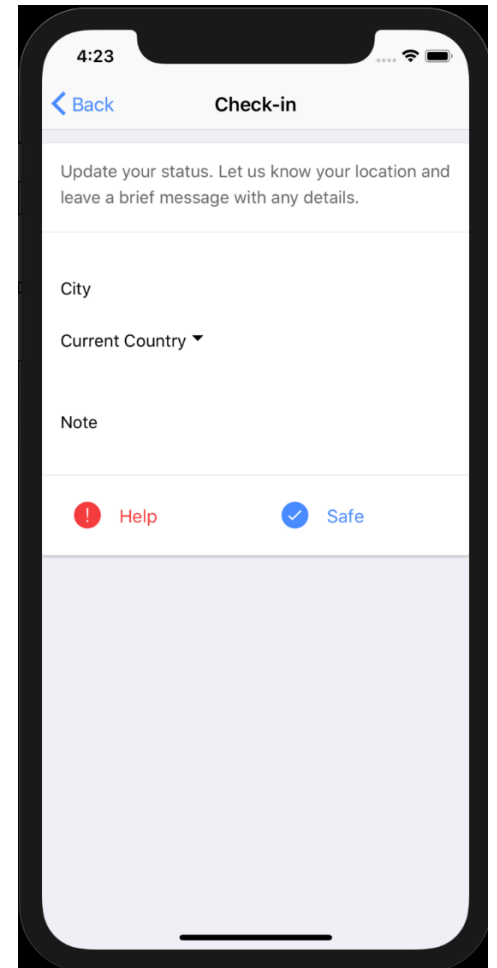
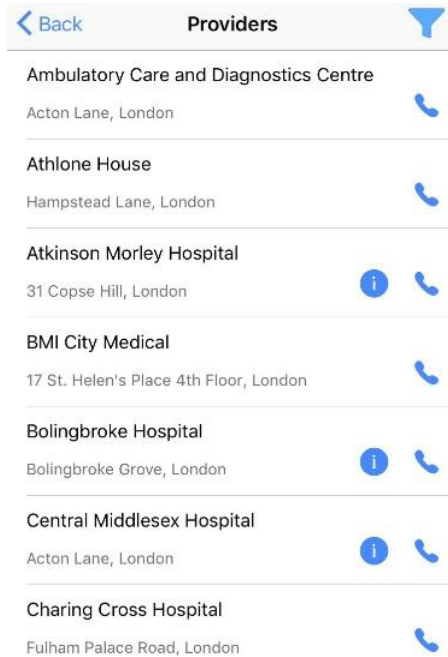
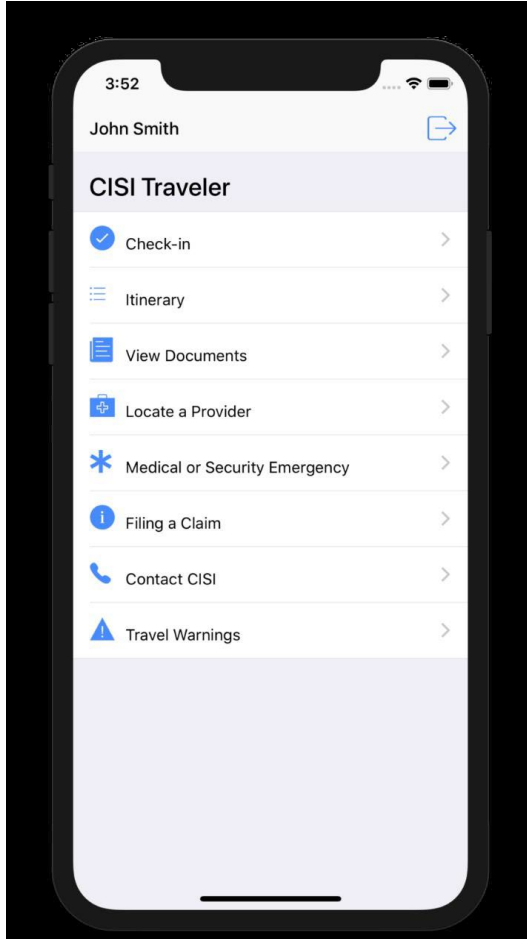


If the participant does not have the CISI Traveler app on their phone and prefer to send notification via a computer, once they log into the Participant Portal, they can simply click on the **Check In** button on the home page.



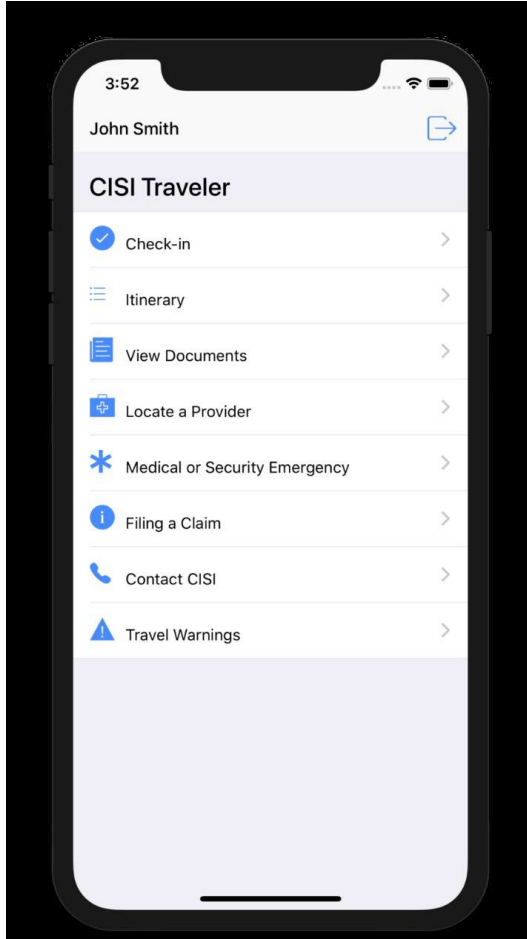
- Gain access to helpful links and resources tailored to their program:
 - Links to Embassies abroad
 - Consular information sheets
 - Country profiles
 - Health and vaccination information
 - Provider search by country
 - Safety and travel tips
- “Check in” in the event of a large-scale emergency

CISI APP FEATURES



To Cover in Orientation

ONSITE ORIENTATION



Students should:

- Download the myCISI app to their phone
- Print out a copy of their insurance ID card
- Program emergency numbers into their phone