



"myCISI" Participant Portal: On-line Tools and Support for the University of Wisconsin System (Policy GLB 9133969) 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:

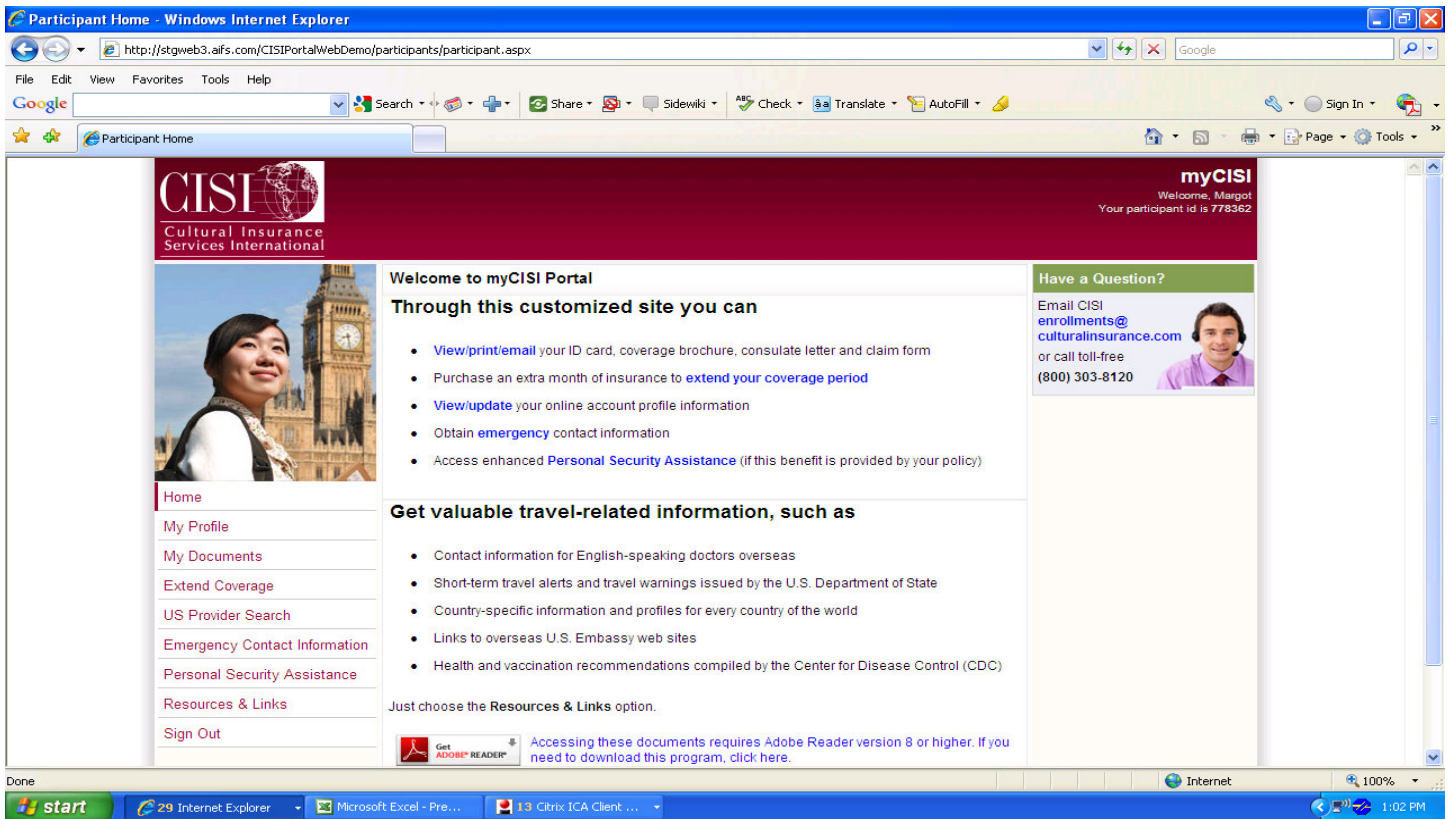
- Contact information for English-speaking doctors overseas
- Short-term travel alerts and travel warnings issued by the U.S. Department of State
- Country-specific information and profiles for every country of the world
- Links to overseas U.S. Embassy web sites
- Health and vaccination recommendations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

- 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 CISI homepage. Next, select "I am a(n) Insured" 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 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 Documents” Screen

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

“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:

Ph: (800) 472-0906 (calling toll-free from within the US)
(817) 826-7143 (calling from outside of the US, collect calls accepted)

Email: teamassist@culturalinsurance.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.

“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 **red24**. 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:

Ph: (800) 472-0906 (calling toll-free from within the US)
(817) 826-7143 (calling from outside of the US, collect calls accepted)

Email: teamassist@culturalinsurance.com

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 **red24** in conjunction with Chartis to provide travelers with worldwide, 24/7/365 emergency telephone and internet assistance services. The Team Assist Plan supplements the insurance benefits provided by Chartis. As a CISI insured, you have 24/7 access to the Team Assist Plan Medical, Personal, Travel, and Security assistance services found on this website at no additional cost.

The navigation of this website is via the icons along the right column (i.e. see screenshot below...“Travel Safety Website”, “Daily News”, “Travel Health Advisories”, “24-Hour Security Assistance”, “Travel Safety E-mail Alerts” and “Security Evacuation”). You are currently at the “Welcome” page for this website and to follow are descriptions of the information and functionality available via these six icons.

Accident & Health

Welcome

Accident & Health and security experts red24 have partnered to give you complimentary access to red24 services.

To use these free services, please complete the fields below and select your desired option from the right-hand menu.

1. Enter your details

Please enter your login details in the login box for immediate access.

login number:

password:

Login successful proceed to step 2

Proceed

For 24/7 security assistance or help logging in call:
 Inside the US and Canada, dial 1 800 626 2427.
 Elsewhere, ask an international operator to place a collect or reverse charge call to +1 715 295 9817.

Special reports

South Sudan

As part of our ongoing development of website content and global coverage, red24 is pleased to introduce a new country guide for South Sudan.

2. Select your travel security or health service

- Travel safety website:** Search your intended destination for any safety or security concerns, including areas in which extra vigilance is advised, getting around information, helpful security tips and important contact details.
- Daily News:** Subscribe to email reports sent each weekday, covering political instability, civil unrest, disease outbreaks, crime patterns and terrorism news from around the world.
- Travel health advisories:** View our articles on travel-related diseases and ailments, and see country-specific information on health concerns and vaccinations.
- 24-hour security assistance:** Contact a red24 security specialist to discuss any safety concerns for your travel destination or if you need immediate assistance while you are away.
- Travel safety email alerts:** Sign up to receive email alerts of any significant safety or security developments in your travel destination.

- **Travel Safety Website:** Search your intended destination for any safety or security concerns, including areas in which extra vigilance is advised, getting around information, helpful security tips and important contact details.
- **Daily News:** Subscribe to email reports sent each weekday, covering political instability, civil unrest, disease outbreaks, crime patterns and terrorism news from around the world.
- **Travel Health Advisories:** View articles on travel-related diseases and ailments, and see country-specific information on health concerns and vaccinations.
- **24-Hour Security Assistance:** Contact a **red24** security specialist to discuss any safety concerns for your travel destination or if you need immediate assistance while you are away.
- **Travel Safety Email Alerts:** Sign up to receive email alerts of any significant safety or security developments in your travel destination.
- **Security Evacuation:** On-the-ground assistance should you be involved in a potentially life-threatening situation while abroad (such as political unrest, violent crime, kidnap and missing persons cases). **red24** will initiate a rescue team, utilizing their network of over 400 global security specialists to assist you in person.

“Resources and Links” Screens

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 for the University of Wisconsin System by Cultural Insurance Services International (CISI).

(07/11)