“myCISI” Participant Portal: On-line Tools and Support for University of Illinois (Policy GLB 9111648) 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, travel and technical 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 Illinois plan primarily covers you while overseas, but it also provides coverage in the Home Country (up to $5,000) 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.

“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 Illinois by Cultural Insurance Services International (CISI).*

(09/11)