“myCISI” Participant Portal: On-line Tools and Support for James Madison University (Policy GLM N04965802) 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.mycisi.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”.

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 to know your location when you are somewhere other than the country/city reported to us by your study abroad program. This is an important screen to complete particularly if your program has multiple locations and also if you will be travelling outside of your host location on the weekends or holidays. 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:

- 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.

“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 Intelligent Risk Systems. 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:  (855) 327-1411 (calling toll-free from within the US)
     (312) 935-1703 (calling from outside of the US, collect calls accepted)
Email: Medassist-usa@axa-assistance.us

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 AXA Assistance 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 ACE American Insurance Company. As a CISI insured, you have 24/7 access to the Team Assist Plan Medical, Personal, Travel, and Security assistance services and information found on this website. The navigation of this website is via the rectangular photos along the top (i.e. “Practical Info”, “Medical Info”, “Security Info” and “Provider Search”). You are currently at the CISI/AXA Assistance/iJET Home Screen Dashboard. To start you must go to “Please select a country” to change “worldwide” to your host country.
The “Practical Info” portal which is powered by AXA Assistance and is updated 1-2 X’s/year provides access to country-specific information in the areas of:

- Travel and Transportation
- Communication
- Largest Cities
- Currency
- Public Holidays
- Geographic Overview
- National Embassies
- Population
- Foreign Embassies
- Daily Life
- Traveler’s Information

The “Medical Info” portal which is also powered by AXA Assistance provides access to country-specific medical information regarding the host country’s:

- Health Care System
- Health Care Alerts

The “Security Info” portal which is powered by iJET provides access to country-specific security intelligence information including (via the “Trip Planner” tool link) the following frequently updated informational briefs:

The “Trip Planner” tool (on the bottom left side of the screen) when clicked on leads you to the “Trip Planner” link which brings you directly into iJET’s **Worldcue Planner** portal. Any tabs within this portal not requiring a password can be used by CISI insureds at no cost. Next, click on “Location Intel” and then enter your host country and city information under “Location Selection” then click on “Go”. The country-specific “Destination Intelligence” will display on the left side of the screen and on the right the following detailed “Location Reports” (briefs) in PDF format can be found:
The “Provider Search” portal links directly to AXA Assistance’s proprietary provider database (“CTY2”) and allows you to search for medical providers within their network. It includes the following features (Note: you may also call or e-mail AXA Assistance 24/7/365 to find a particular provider close to where you are located):

- Places you in center of the city unless you provide an address
- Indicates languages serviced by providers selected in that city
- Webcorp (including “Practical Info”...“Provider Search”) is also accessible via iPhone and Android apps

When you are done visiting this Personal Security Assistance website simply close the tab you are on (i.e. “Webcorp” or “Worldcue Planner”) rather than closing the window. By closing the tab(s) rather than the window you will remain within the myCISI Participant Portal.

“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 James Madison University – Study Abroad Programs by Cultural Insurance Services International (CISI).

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