



## CLAIMS SUBMISSIONS & QUESTIONS

### SUBMIT A CLAIM BY:

**Online Portal:** <https://www.mycisi.com/Participant Portal>

**Email:** [submityourclaim@mycisi.com](mailto:submityourclaim@mycisi.com)

**Mail:** 1 High Ridge Park, Stamford, CT, 06905

**Fax:** (203) 399-5596

### SUBMIT A CLAIM ONLINE

**LOG INTO myCISI VIA THE ONLINE PORTAL:** <https://www.mycisi.com/ParticipantPortal>

- **If you created a login already**, select I am "Insured". Then enter your Username and Password.
- **If you have not created a login**, Click on the "click here" button to create an account.



### SUBMIT A CLAIM BY EMAIL, MAIL OR FAX



#### COMPLETE CLAIM FORM

Fully complete and sign the medical claim form for each occurrence, indicating whether the Doctor/Provider has been paid.



#### INCLUDE ITEMIZED BILLS & DOCUMENTATION

Attach itemized bills for all amounts being claimed and documentation. \*If mailing, we recommend you provide us with a copy and keep the originals yourself.



#### SUBMIT CLAIM

You can submit claims by:

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#### How long will it take to be reimbursed for eligible medical expenses paid out-of-pocket?

Turnaround for claim payments is generally 15 business days from receipt date. To check the status of your claim, contact CISI at (800) 303-8120 from 9AM to 5PM EST.

#### I received a bill from a medical provider. What do I do?

The bill may be for your deductible. Review the charges and see if CISI made a payment on your behalf. The balance may be your responsibility.

If you do not have a deductible in your plan, or have already paid this amount, submit the bill to CISI. Include a completed claim form pertaining to your doctor's visit and proof of payment to be reimbursed for any coverable expenses.

#### I got a letter from CISI asking for more information. What do I do?

The claims team may send you an email asking you to complete a claim form if it was not provided with your initial submission or was not completed correctly. Complete the claim form and send it back to the [submityourclaim@mycisi.com](mailto:submityourclaim@mycisi.com) email address. The claims team may need additional documentation that was not submitted with the initial claim. Please email [submityourclaim@mycisi.com](mailto:submityourclaim@mycisi.com) the information is requesting in order to process the claim or log into your Participant Portal and upload via the Claim Info & Submission tab.

#### How long do I have to submit a claim?

You can submit a claim within a year of the Date of Service.

#### Where can I access additional claim forms?

The claim form is provided at the end of your brochure, attached to your welcome email, our website [mycisi.com](http://mycisi.com) & on the myCISI Participant Portal.

**Approved reimbursements will be paid to the provider of the service unless otherwise indicated on the form.**

**For claim submission questions, call (203) 399-5130, or email [inquiries@mycisi.com](mailto:inquiries@mycisi.com).**

**Claims should be submitted for processing as soon as possible (and no later than one year after treatment was received).**