

Quick Tips

for CISI-Bolduc Rotary Youth Exchange Insureds



How to locate a physician outside of the USA for a minor illness or accident:

Please note: you may visit any facility abroad, the following is to help you locate a facility

- Please go to www.cisi-bolduc.com
- Click on Student Login located in the upper right hand corner
- If you haven't yet, you will need to create an account. Once created, please log in by using your email address and password.
- Click on "International Provider Search"
- Select a Country and City to narrow down your search.

If the student has a serious accident, please call our assistance team for emergency medical assistance: (Available 24/7)

- Toll-free in the U.S.A: 855.327.1411
- Outside of the U.S.A: 312.935.1703 (call collect)
- Email: medassist-usa@axa-assistance.us

A majority of the time, the provider will bill CISI directly, but in the event that the student pays for the bill upfront:

- Complete the claim form which can be found under the "Downloads" tab on www.cisi-bolduc.com
- Submit the claim form with all the paper work that you received at the time of the visit i.e. medical bill/paid invoice to: (please only send it once)
 - **Email:** claimhelp@culturalinsurance.com or;
 - **Fax:** 203.399.5596 or;
 - **Mail:** 1 High Ridge Park, Stamford, CT 06905 (be sure to make copies for yourself as a backup).
- If you have any questions about a claim, please call CISI at **800.303.8120 ext.5556** or by email, claimhelp@culturalinsurance.com (typically it takes 2-3 weeks to process a claim).

Cultural Insurance Services International

1 High Ridge Park, Stamford, CT 06905
Phone 800.303.8120 | Fax 203.399.5596 | www.cisi-bolduc.com

What does my Plan cover outside of the USA:

Plan B covers:

- **Accident & Sickness benefit up to \$1,000,000**
 - Paid at 100%
 - \$0 Deductible

Plan A covers:

- **Accident & Sickness benefit up to \$1,000,000**
 - 80/20
 - \$100 Annual Deductible

Both Plans A or B also include:

- **Family Reunion benefit up to \$5,000**
 - In the event that you are hospitalized for more than 4 days, a family member may come to your bedside and we will pay for their travel & lodging expenses.
- **Trip Interruption benefits up to \$3,000**
 - In the event that a family member is very ill or has passed away, you may purchase a round trip ticket up to \$3,000 to go back home (please do not use your open ticket unless you are not planning on returning)
 - Please refer to your policy brochure for all benefits.
- **Medical Evacuation up to \$100,000**
- **Repatriation of Remains up to \$100,000**
- **Security Evacuation up to \$100,000**
- **Trip Cancellation up to \$3,000**
- **Transportation Expenses up to \$5,000**
- **Personal Liability up to \$500,000**
- **And much more!**