

### Quick Tips for CISI-Bolduc Rotary Youth Exchange Insureds!

1. How to locate a physician in the USA for a minor illness or accident:
  - a. Please go to [www.CISI-Bolduc.com](http://www.CISI-Bolduc.com)
  - b. Click on [U.S Provider Search](#) located in the upper right hand corner
  - c. To narrow down the search, please enter your zip code, or city and state
  
2. If the student has a serious accident, please call our assistance team for emergency medical assistance: (available 24/7)
  - a. Toll-free in the U.S.A: 877-577-9504
  - b. Outside of the U.S.A (Call Collect): 240-330-1520
  - c. Email: [ops@europassistance.com](mailto:ops@europassistance.com)
  
3. A majority of the time, the provider will bill CISI directly. But, in the event that the student pays for the bill upfront:
  - a. Complete the claim form which can be found under the “Downloads” tab on [www.CISI-Bolduc.com](http://www.CISI-Bolduc.com)
  - b. 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)
    - i. Email: [ClaimHelp@Culturalinsurance.com](mailto:ClaimHelp@Culturalinsurance.com) or;
    - ii. Fax: 203-399-5596 or;
    - iii. Mail: 9 West Broad St. Stamford, CT 06902 (be sure to make copies for yourself as a backup).
    - iv. If you have any questions about a claim, please call CISI at 1-800-303-8120 EXT:5130 or by email, [Claimhelp@culturalinsurance.com](mailto:Claimhelp@culturalinsurance.com) (typically it takes 2-3 weeks to process a claim).
  
4. What does Plan B(Inbound) cover: (these are just a few important benefits)
  - a. Accident & Sickness benefit up to \$1,000,000.00
    - i. Such as cold or flu, pink eye, headaches, stomach aches, breaks/fractures (these are just a few examples). You have a onetime deductible of \$100 (you are responsible for the deductible and 20% of the first \$5,000). CISI will pay 80% of the first \$5,000 of the medical expenses, thereafter; CISI will pay 100% of the covered medical bills. You’re out of pocket expenses are \$1,100. Example, Your bill is \$5,000; you will need to pay 20% of the bill which is \$1,000 and the one time deductible of \$100.
  - b. Family Reunion benefit up to \$5,000
    - i. In the event that you are hospitalized for more than 4 days, a family member may come to your bedside and will pay for their travel & lodging expenses.
  - c. Trip Interruption benefits up to \$3,000
    - i. 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)