

BENEFIT OVERVIEW:

BASIC MEDICAL	\$500,000
EMERGENCY ROOM ILLNESS DEDUCTIBLE	\$250 (Waived for injuries or admission to hospital for illness)
PRE-EXISTING CONDITIONS*	\$100,000
XRAYs & LABS	\$1,000
CAT SCANS & MRIS	\$2,000
EMERGENCY DENTAL – PAIN RELIEF	\$500
EMERGENCY DENTAL – ACCIDENT	\$1,500
MENTAL/NERVOUS	\$500
EMERGENCY FAMILY REUNION	\$2,500 to cover cost of flight and hotel and meals (Must be hospitalized MORE than 10 consecutive days)
TRIP INTERRUPTION	\$2,000 (Death or unforeseen injury or sickness of a family member)

*Pre-existing Conditions: Any condition treated for or experienced symptoms of in 12 months prior to coverage.

WHAT IS NOT COVERED:

- Routine care including vaccinations and immunizations, routine dental and routine eye or hearing tests.
- Congenital anomalies or complications that arise from congenital conditions or birth defects.
- STDs.
- Injury resulting from; scuba diving; jet, snow or water skiing; mountain climbing (where ropes or guides are used); sky diving; bungee jumping; spelunking; white water rafting; surfing; parasailing; off-roading vehicles (example: ATVs).



FOR MEDICAL EMERGENCIES

Contact AXA Assistance

Phone: 1-855-327-1411

Email: medassist-usa@axa-assistance.us



LOCATE A DOCTOR

PPO NETWORK:  **aetna**

- Its important participants reference **Aetna** when calling for an appointment.
- Use the following link to locate a doctor:
https://www.aetna.com/dsepublic/#/contentPage?page=providerSearchLanding&site_id=passport

Make sure to bring your ID card with you when going to the doctor.



CLAIM/COVERAGE QUESTIONS

CONTACT CUSTOMER SERVICE:

Phone: 800-303-8120 option 5
or 203-399-5130

Email: inquiries@mycisi.com

CLAIM SUBMISSIONS

Submit a claim online: [Click here](#)

Submit a claim via email:

submityourclaim@mycisi.com



PRESCRIPTIONS:

- All participants must pay out-of-pocket for prescriptions and submit a claim form reimbursement.
- CISI cannot pay pharmacies directly.
- Prescriptions are covered at 100% if the medication is used to treat a covered condition.

RX RELIEF CARD

- Have participants present their ID card when paying for a prescription. The bottom right corner has the Rx information, or they can download the RX Relief Card: <https://www.wellrx.com/rx-discount-card/enroll/>. The Rx information allows for savings up to 70% on medication at the time of purchase.

HOW TO SUBMIT A CLAIM FOR PRESCRIPTIONS:

- Participants can submit a claim right through their **Participant Portal online**. [Click here](#) for more information.
Important information they'll need to upload:
 - The prescription receipt (this is typically stapled to the bag the medication comes in).
 - Include any documentation provided by the doctor.
- Or a participant can submit a claim via **email, mail** or **fax**:
 - Fully complete a CISI claim form.
 - Note what the medication is treating.
 - Include the prescription receipt (this is typically stapled to the bag the medication comes in).
 - Include any documentation provided by the doctor.

If by email: All claim submissions must be sent as PDF or Jpeg attachment files. Claim images scanned within the body of the email are not acceptable.