

# CISI INSURANCE FOR YOUR TIME ABROAD

## What is CISI insurance?

Verto enrolls all participants in international health insurance provided by Cultural Insurance Services International (CISI). This is included in your Verto program fee.

Verto's coverage for participants provides comprehensive medical insurance benefits, alongside travel assistance services in the event of emergencies.

Participants may choose to get their own supplemental travel or property insurance (in case you get anything lost or stolen), as those are not included in the CISI plan.

## How do I learn more about coverage and resources offered?

Within 3-10 days prior to your departure, you will receive a **"welcome pack" email** from [enrollments@culturalinsurance.com](mailto:enrollments@culturalinsurance.com) confirming your CISI plan and sharing more about your coverage. This email will contain PDF attachments of your insurance card, claim form and policy brochure. We recommend you save a digital copy of your CISI insurance card on your phone and/or print a physical copy for your wallet.

Your welcome email will also have instructions on how to log in to the [myCISI Participant Portal](#) to learn more about CISI coverage and resources. The simplest way for you to access CISI resources, contact information, and claims help while you're abroad is to **download the free app** on your phone.

## How do I access the CISI Traveler app?

- Visit [Google Play](#) or the [App store](#) and download the CISI Traveler or Cultural Insurance Services International app.
- Register by providing your first name, last name, and date of birth.
- The app will then confirm your email address or ask you to provide one.
- An email will be sent to you providing a username and temporary password.

## What resources are available on the app and online portal?

Your CISI coverage includes a comprehensive portal of tools and information, including access to 24/7 medical, personal, travel, and security support. Through this customized site you can:

- View/print/email your ID card, coverage brochure, and claim form.
- Obtain contact information for emergencies and benefit/claim questions.
- View/update your online account profile information.
- Purchase an extra month of insurance for a period of personal travel after the Verto program has ended, if desired.

**While abroad, you may need to pay upfront for some medical services and submit a claim for reimbursement after. Any questions about claims should be directed to [claimhelp@mycisi.com](mailto:claimhelp@mycisi.com).**

While onsite, you can work with your **Student Success Advisor** to address any questions regarding CISI claims and coverage. Please reach out to them if you have any questions or need assistance at any time. We wish you a happy, healthy and safe semester abroad!