

# IOWA STATE UNIVERSITY

OF SCIENCE AND TECHNOLOGY

## Office of Risk Management

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## International Health Insurance and Emergency Service

### Cultural Insurance Services International (CISI)

Iowa State University has an agreement with CISI to provide basic and emergency medical insurance and security evacuation services.

This plan is for authorized **university business only** and is *not appropriate for personal international travel*. Premiums for CISI coverage are centrally funded for ISU faculty and staff on ISU international business travel; **enrollment is strongly encouraged**.

CISI is not intended for use in the United States or to replace current U.S. coverage. CISI coverage does **not** include trip cancellation, trip interruption, or delayed baggage insurance.

To obtain CISI coverage for international travel (other than a study abroad program\*):

1. The traveler's **departmental verifier** must **register** travel through the University's requisitioning (Web Req) system in **AccessPlus**.
2. Following registration for enrollment, the request will be routed to the **departmental approver for review**.
3. Upon departmental approval, the **traveler will receive an email directly from CISI** with the following:
  - An insurance card
  - The CISI brochure with claim form
  - A consulate letter verifying insurance coverage (if needed for visa purposes)
  - Access to the CISI web portal

*\*Faculty, staff and students on official study abroad programs will be automatically enrolled in CISI by the Study Abroad Center and do not need to enroll through AccessPlus.*

**Departmental Verifiers, see: [Web Requisition Verifier Process](#)**

### CISI program information

- [CISI Participant FAQ](#)
- [International Insurance 101](#)
- [2013-14 CISI Policy Information \(for programs starting March 1, 2013 or later\)](#)
- [myCISI Participant Portal Overview](#)
- [CISI Cheat Sheet](#)
- [CISI Emergency Travel Assistance](#)

## Enrollment of ISU Faculty or Staff Dependents

After an ISU faculty/staff person has been enrolled in CISI, she/he can also enroll eligible dependents (spouse/partner/child).

Costs for spouse, child, or significant other can be paid with a personal credit card.

To enroll, e-mail a PDF version of the ENROLLMENT FORM to [enrollments@culturalinsurance.com](mailto:enrollments@culturalinsurance.com).

Please note that dependent travel dates cannot exceed the ISU faculty/staff member's coverage dates.

If you have questions that are not covered in the FAQs above OR if you have trouble enrolling, please contact [cisi@iastate.edu](mailto:cisi@iastate.edu).

Study Abroad / Student Enrollments  
(including study abroad program leaders)

Study Abroad Center  
Attn: Danette Bontrager  
3224 Memorial Union  
Ames, IA 50011-1130  
515-294-6792  
515-294-7724 fax

Faculty/Staff Access+ Enrollments  
(not incl. study abroad program leaders)

Office of Risk Management  
Attn: Dawn Hitsman  
3618 ASB  
Ames, IA 50011-3618  
515-294-7711  
515-294-3105 fax

Office of Risk Management, 3618 Administrative Services Building, Ames, IA, (515) 294-7711, (515)-294-3105 (fax), [orm@iastate.edu](mailto:orm@iastate.edu).

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