

Emergency Assistance Offered by CISI's 24/7 Assistance Team

In cases of serious illness or injury requiring inpatient treatment a case should be opened with CISI's Emergency Assistance Team, AXA Assistance

AXA Services

- **Medical Monitoring:** AXA has medical staff that will reach out to the treating facility to obtain comprehensive medical updates in order to ensure that the participant is receiving appropriate care.
- **Medical Evacuation:** If it is determined that a participant has been hospitalized at a facility that is not fully equipped to treat their condition AXA will coordinate a medical evacuation to the nearest medical facility with the resources to provide appropriate care.
- **Medical Repatriation:** If it is determined that a participant's medical condition will prevent them from completing their program AXA will make arrangements for the participant to return home. They will make travel arrangements suited to the participant's medical condition, including but not limited to medical escorts, non-medical escorts, upgraded seating, and air ambulance.
- **Security Evacuation:** Should a participant need to be evacuated due to civil or political unrest, natural disaster, or personal threat AXA will arrange for transportation to the nearest safe location, and then to another program location or home if the situation does not improve enough to allow for a safe return.

Emergency Assistance Outside of the United States

AXA can be contacted anytime medical assistance is needed abroad. In addition to the above services AXA also provides the following services to our participants traveling abroad:

AXA Services

- **Medical Referrals:** AXA can provide referrals to local medical providers. They will work to refer English-speaking providers when requested. They will also use a participant's address abroad as a starting point to provide referrals that are nearest to where a participant is residing.
- **Medical Coverage:** AXA will reach out to local providers to determine if they will accept a Guarantee of Payment for services. They will work with CISI to get a Guarantee in place so the participant does not have to pay up front for treatment.

How to Open a Case with AXA

AXA is open 24 hours a day, 7 days a week. Contact information is as follows:

- Inside the US: 1-855-327-1411
- Outside the US: 1-312-935-1703
- Email: medassist-USA@AXA-ASSISTANCE.US

Questions AXA will ask when opening a case:

1. Caller's/Participant's First and last Name
2. Contact Details
3. Type of Service Requested
4. Brief Summary of Request/Incident
5. Location where Assistance is Requested.

The CISI Crisis Management Team

The CISI Crisis Team consistently works with AXA to help support you and your participants during a time of crisis. The CISI Crisis Team consists of seasoned staff that are actively involved in Emergency Assistance Cases. They are notified at the onset of every case and kept informed throughout the life of the case to ensure that appropriate actions are being taken. Anytime they are notified that a participant has been admitted for inpatient treatment they will reach out to your program directly to make you aware of the case, provide regular updates, and address any concerns you may have.

CISI Crisis Team:

Shannon McNamara: Health and Safety Manager

Christine Wasil: Director of Operations

Ellen Vetrano: Claims Operations Manager

Sheila Lorson: Senior Benefit Analyst

Emergency Contact During Regular Business Hours

Shannon McNamara is responsible for overseeing all cases opened with AXA, from provider referrals, to outpatient visits, inpatient admissions, and medical evacuation and repatriation. She will be the key contact during regular business hours, ensuring that all cases flow smoothly. She will provide updates at the end of each day and week to ensure a smooth transition to the afterhours Crisis Team Duty Officer.

Regular Business hours are Monday – Friday from 9 am to 5 pm EST.

Shannon can be reached at 1-203-399-5557 or crisis@culturalinsurance.com.

Emergency Contact on Evening and Weekends

In the event that you are encountering any issues with AXA and wish to directly speak with a CISI staff member outside of our regular business hours, please contact us on our Crisis Hotline.

After Hours Crisis Hotline is 203-550-9028 or email crisis@culturalinsurance.com.

Please use AXA as your primary contact for emergency assistance cases. They have the resources and expertise to best assist you throughout a crisis. CISI is happy to act as an intermediary to ensure your needs and expectations are being met and that participants are safe and secure during their crisis. CISI kindly ask that you keep this after hours contact information for your crisis personnel and not share directly with your participants.

Further Questions:

Please contact Ted Cenatiempo, Account Executive

Office Line- 203-399-5556

Cell- 203-667-0233

Email- tcenatiempo@culturalinsurance.com

