



# 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's Services

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**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

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*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:*

**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 a treating facility to arrange direct billing.

**Continuation of Care:** Participants with pre-existing conditions can initiate a case with AXA ahead of departure to ensure that they will be able to continue treatment while abroad. AXA will research availability of medication and work with the home physician to refer local providers willing to continue with the established treatment plan.

## How to Open a Case with AXA

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

- ▶ Inside the US: 1 (855) 327-1411 (Toll Free)
- ▶ Outside the US: 1 (312) 935-1703 (Collect Calls Accepted)
- ▶ 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 Members:

Director of Operations	Shannon McNamara
Health & Safety Manager	Drew Woods
Customer Service Supervisor	Renata Marut
Senior Benefit Analyst	Sheila Lorson

## Emergency Contact during Regular Business Hours

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

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

**Drew can be reached at 1-203-399-5563 or [crisis@mycisi.com](mailto:crisis@mycisi.com).**

## Emergency Contact on Evening and Weekends

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*In the event that you are encountering any issues with AXA Assistance 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@mycisi.com](mailto:crisis@mycisi.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.