

CIEE

Participant Services Overview

ENGAGE. EXPERIENCE. EMBRACE. EDUCATE.

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CIEE PARTICIPANT SERVICES

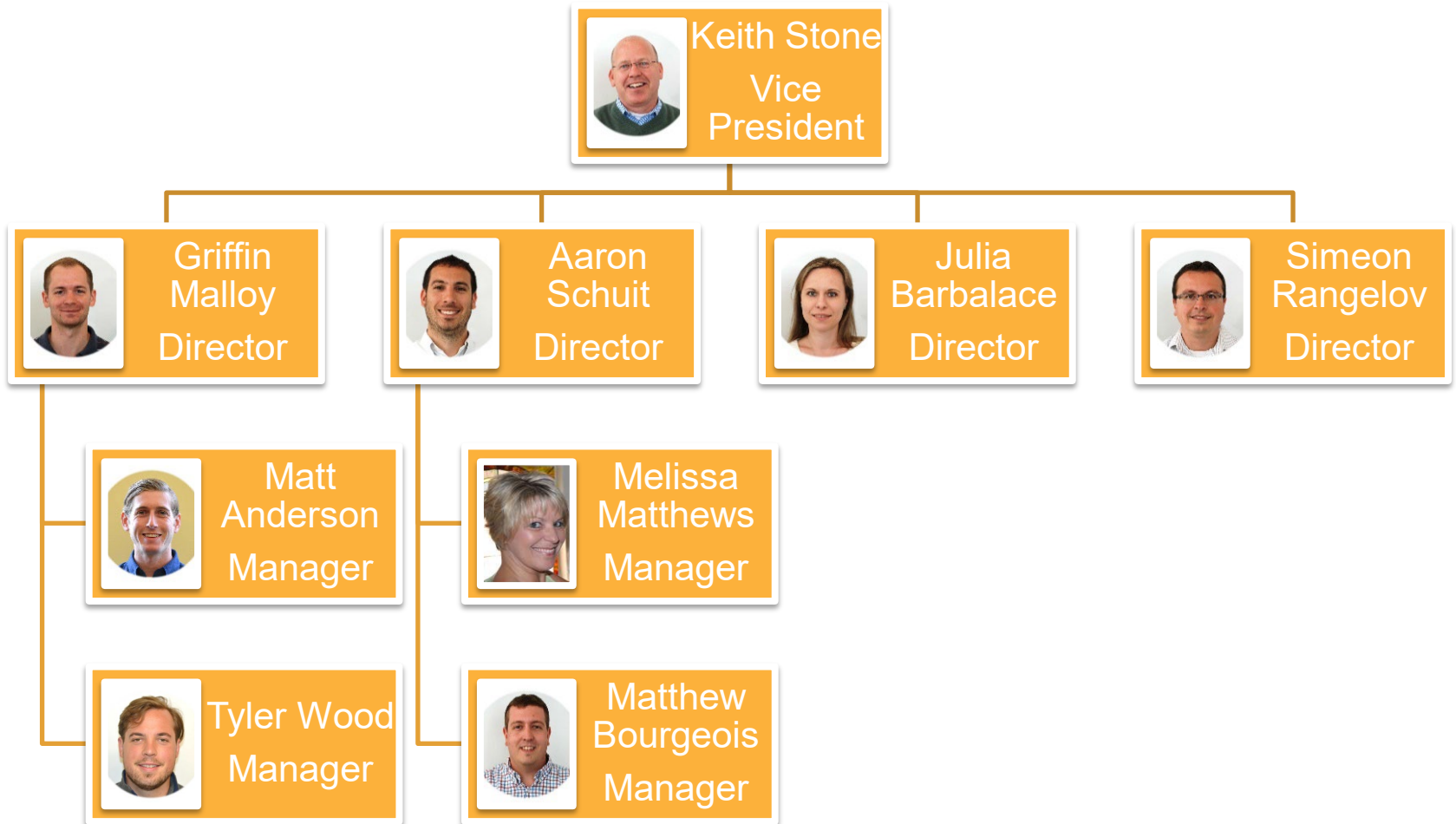
Customer Service

Support

Insurance

Operations-
Enrollment

Participant Services Management Team



CIEE Office Hours

- CIEE Office Hours: 9AM-5PM EST
- High School Line: 1-800-448-9944



CIEE After Hours Emergency Call Process

THE OFFICE IS
CLOSED



THE CALL REACHES
ECELL 1 OR 2



GATHER
INFORMATION AND
MAKE A DECISION



TO ESCALATE TO A MANAGER ON CALL

CIEE Insurance

What is CIEE Insurance?

- CIEE insurance plan is a travel insurance policy that utilizes network of Aetna medical providers for Aetna Student Health plan.
- We provide insurance for inbound BridgeUSA programs: USA High School, Summer Work Travel, Intern/Trainee, Camp Counselor, Research Scholar and Specialist programs with over 20,000 participants coming on the programs each year.
- As a general rule, it covers most accidents and sudden illnesses. It does **NOT** cover routine care, vaccinations, sports physicals, pre-existing conditions, or anything related to the use of drugs or alcohol.
- Students are advised to notify CIEE if they go or need to go to a doctor or hospital.

Insurance Roles



- Visa Sponsor
- Customer Service
- Serves as primary contact for students with insurance/medical related problems



- Network of over 672,000 providers
- Recognized industry name
- Processes and pays all medical claims

- Hospitals, doctors, and urgent care centers



- Aetna Student Health

Confirmation of Insurance Form

Confirmation of Insurance		ciee
Policy Holder: Date of birth: Member ID: Group ID: CIEE-697401 Effective Date: Termination Date: The health insurance has, within the framework of the tariff and insurance conditions, an upper limit for the reimbursement: Maximum Benefit: US\$ 100,000		
Emergency Evacuation: \$75,000 Repatriation: \$30,000 Emergency Reunion: \$15,000 Urgent Travel Expense: \$5,000 Copays: \$20 Urgent Care Copay \$50 Doctor/Specialist Copay \$100 ER/Hospital Copay Liability Limits: \$100,000 <i>The insurance coverage expires on the termination date listed above, or when the participant withdraws from the program, or when they are dismissed from the program, or their employment is terminated, whichever comes first.</i>		
PROGRAM INFORMATION		
OS 2019 Number Program Code		
Insurance and Program Start Date	You may not enter the US prior to this date. Insurance coverage starts on this date.	
Insurance and Program End Date	You must leave the US by your departure date. Insurance coverage ends on this date.	
<i>This is an important document. Please read it thoroughly. You are insured under the group policy of CIEE for the period of time stated on this document. For complete terms of coverage please refer to the CIEE website at www.ciee.org/insurance. If you have a specific question please call CIEE at 1-888-268-6245.</i>		
CLAIMS TO BE MADE TO:		
Aetna Student Health PO Box 981106 EL Paso, TX 79998 OFFERED BY: CIEE 600 Southborough Drive Suite 104 South Portland, ME 04101 USA 888.268.6245 www.ciee.org	 Open Choice PPO Group No. CIEE-697401 To correctly, promptly, verify eligibility and/or benefits, please contact CIEE at: 1-888-268-6245 insurance@ciee.org www.ciee.org/insurance EDI Payor ID: 60054-0315	 First Name: Last Name: Member ID: Aetna is the third party claims administrator and provides the network of participating providers. Aetna does not insure this plan. Exchange visitors and any accompanying spouse and dependent(s), may be subject to the requirements of the Affordable Care Act. Mail all claims to: Aetna Student Health P.O. Box 981106 EL Paso, TX 79998 \$20 Urgent Care Copay \$50 Doctor/Specialist Copay \$100 ER/Hospital Copay
CIEE 600 Southborough Drive, Suite 104, South Portland, ME 04106 www.ciee.org/insurance insurance@ciee.org 1-888-268-6245		

- Proof of CIEE Insurance-Confirmation of Insurance (COI)
- Coverage dates correspond with Program dates

Insurance Co-Pays

- Co-pays
 - \$20 for an Urgent Care Center
 - \$50 for a doctor/specialist
 - \$100 for in-patient hospital stay or Emergency Room
 - \$20 per prescription



Insurance Overview

Common Medical Benefits

- Most accidents and sudden illnesses
- Doctor visits and specialists
- Emergency surgeries
- Emergency Room and ambulance
- Dental accidents
- Prescription medication

Insurance Overview

Other Coverage Issues

- Treatment Period is 90 days per injury or illness
- Outpatient Procedures/Surgeries; \$15,000 Maximum
- Physical Therapy – Ordered by Doctor; 10 visits
- Mental Health
 - Inpatient; maximum of 10 days
 - Outpatient; 10 visits

Insurance Overview

Common Medical Exclusions

- Routine check-ups, sports physicals & immunizations
- Pre-existing issues
- Routine dental & optical
- Non-certified hospital in-patient stays (50% reduction)
- Alcohol/Drug/Criminal Related Injuries
- Injuries related to recreational vehicles including, but not limited to, golf carts, jet skis, mopeds, and motorboats

Insurance Overview

Common Non-Medical Benefits

- Urgent Travel of up to \$5,000
- Loss or Theft of Baggage up to \$1,500
- with the following sub limits:
 - Valuables - \$350
 - Personal Papers - \$500
 - Police report must be filed within 24 hrs and claim submitted within 15 days of discovery of loss or theft
- Emergency Reunion up to \$15,000
- Emergency Medical Evacuation up to \$75,000
- Repatriation of Remains up to \$30,000

Questions

Questions?