



Coverage for University of Washington International Students “GAP” Coverage for Summer Programs and Early Arrivals

Frequently Asked Questions

1. Is there a CISI website for quick access to this coverage?

A website is available for your reference at <https://portals.gbg.com/uwashington>. That site contains quick information and access to the brochure and policy.

2. Who is eligible for this coverage?

University of Washington International Students or Scholars. This coverage package is designed for summer programs, early arrivals, and others who may need gap coverage while in the United States preparing for the academic program(s) with the University of Washington.

3. How do I sign up for coverage?

Visit the website <https://portals.gbg.com/uwashington> and then click on GET QUOTE & APPLY. Complete the Personal Details section and the Coverage Details section and then follow the instructions

on the screen. You will be able to secure coverage and pay for coverage online. If you have any questions about your enrollment, you may contact enrollments@culturalinsurance.com.

4. What is the cost of the coverage?

The cost of the \$1,000,000 annual maximum plan is \$2.00 per day for those between the ages of 14 and 39. The rate increases after the age of 40, so please check the coverage details for price information if you are over the age of 40.

5. How can I find a specific type of medical doctor in my destination?

This plan features the AETNA Passport network of medical providers in the United States. A provider directory is available through the portal at website <https://portals.gbg.com/uwashington>. 24/7 Customer Service is available through GBG Assist toll free at 866.915.5333.

6. Are pre-existing conditions covered?

Pre-existing conditions are not generally covered by this policy. However, in the event of a Medical Emergency resulting from a Pre-Existing Condition that the Insurer considers stable, this Plan will cover costs for the immediate relief of an acute symptom only. Please see the policy brochure for the specific terms and policy language.

7. How are claims processed and where can I get answers to claim/benefit questions?

Claim and emergency support are processed by the team at GBG Assist. If you have any questions regarding your benefits or the claim submission process, do not hesitate to contact GBG.

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