



## Out-of-Country Care (OCC) Travel Request Guide

The Medical Benefits Plan (MBP) Out-of-Country Care benefit applies to all country office staff (Term, Open, Extended Term appointments) and their dependents. The OCC benefit is available when adequate medical care is not available in the duty location.

This quick reference guide will walk you through the submission of an out-of-country travel request.

1. **Request an approval letter from Cigna:** [Cigna Approval letter](#).
2. Once staff receive the Cigna approval letter, staff can **create a trip in MyTravel** (<http://MyTravel>)
3. Once in MyTravel:
  - a. **Create a Trip Request.** Under “TRIP TYPE”, select “BENEFIT” and “Out of Country Care” from the drop-down list.

The screenshot shows the 'myTravel' interface for creating a trip. The 'Basic Information' step is active, with a progress bar indicating steps: 1. Basic Information, 2. Itinerary, 3. Country Clearance, and 4. Validate and Submit. The 'TRIP TYPE' dropdown menu is open, showing 'BENEFIT' and 'Out of Country Care' selected. The 'REASON FOR TRIP' dropdown is also open, showing 'Test\_OOCC' and 'Out of Country Care' selected. The 'TRIP DEPARTURE DATE' is set to 05 Nov 2018 and the 'TRIP END DATE' is set to 10 Nov 2018. The 'TRIP PAID IN' is set to United States Dollars. The 'OPTIONAL COMMENTS' field contains 'Out of Country Care Test Trip'.

- b. Continue to complete step 2 “Itinerary” and step 3 “Country Clearance” of your trip request.  
**NOTE:** If you are requesting a Travel advance, you may do so in step 3 “Country Clearance”, of your trip request.



- c. For Step 4 “Validate and Submit”,
  - i. It is mandatory that staff enter the name(s) of traveler(s) in the “**Trip Comments**” section.
  - ii. **Do not submit yet.** You will need to “**Save as Draft & Exit**” as you are required to upload a copy of the Cigna Approval letter, which can only be done from your “Active Trips” dashboard in myTravel.

myTravel

F.E. Server: [travelqa.worldbank.org](http://travelqa.worldbank.org) B.E. Server: [sapms1ST](#) Logged In HQ Time : 10/22/2018 10:48:23 AM

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TRAVELER  
**Venkata Subbarao Kedariseti**  
UPI : 420022 | [Edit Preferences](#)

Create a Trip

Trips

Useful Links

- > Policy
- > Travel Booking
- > Travel Advisory
- > Others

Out of Country Care

1 Basic Information 2 Itinerary 3 Travel Advance 4 **Validate and Submit**

— Trip Comments ⓘ

Test trip

MANDATORY: User must list name of travelers and indicate if staff is also travelling.

— Trip Validation Results ⓘ

MESSAGE PROVIDE AN EXPLANATION TO PROCEED (125 CHARACTERS)

✘ The Cigna approval letter must be attached to the trip using the 'View/Upload Cigna Approval' functionality from the dashboard. Save the trip, attach the letter, and submit the trip. - [E-772-BE] ⓘ

⚠ Mandatory Security Responsiveness training has not been completed (There can be up to a 1-day delay in updating status if training was completed within the last 24 hours). - [W-783-BE] ⓘ

ok

📘

📘 After submission of the trip request, check the Airline Advisory System before traveling. - [I-483-BE] ⓘ

I have reviewed the Trip Summary Report

Previous **Save as Draft & Exit** Cancel Submit



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- d. From your “Active Trips” dashboard, **attach your Cigna Approval Letter using the “Modify Trip” drop down list** next to your OCCC trip saved earlier, and select “View/Upload Cigna Approval”. **NOTE:** Please wait for the status of the file upload to change from “In Progress” to “Success” (approximately 1-2 minutes).

The screenshot shows the 'Active Trips' dashboard for a traveler named Mr Venkata Subbarao Kedariseti. The dashboard displays a table of active trips with columns for Dates, Cities, Trip Type / Reason, Status, Total Expense, and Actions. A dropdown menu is open for the 'Modify Trip' button of the first trip (Paris, 05 Nov 18 - 10 Nov 18). The dropdown menu includes options like 'View/Upload Receipts', 'View Trip', 'Copy Trip', 'Cancel Trip', 'Trip Summary', 'Trip History', 'LLF Details', 'Country Clearance Details', and 'View/Upload Cigna Approval' (highlighted with a red box).

DATES	CITIES	TRIP TYPE / REASON	STATUS	TOTAL EXPENSE	ACTIONS
05 Nov 18 - 10 Nov 18	PARIS	Out of Country Care Test_OOCC	Request is in Draft Trip # 1000737609	0.00 USD	Modify Trip
14 Oct 18 - 20 Oct 18	PARIS	Out of Country Care Test_Approval	Request Submitted for Approval Trip # 1000737602	0.00 USD	Modify Trip View/Upload Receipts
01 Oct 18 - 06 Oct 18	ESQUEL	Out of Country Care test	Request Submitted for Approval Trip # 1000737519	0.00 USD	View Trip Copy Trip Cancel Trip
24 Sep 18 - 27 Sep 18	WASHINGTON, DC	Out of Country Care test	Request is in Draft Trip # 1000737520	0.00 USD	Trip Summary Trip History LLF Details
16 Sep 18 - 22 Sep 18	WASHINGTON, DC	Out of Country Care Test Demo	Trip Submitted for Approval Trip # 1000737491	0.00 USD	Country Clearance Details View/Upload Cigna Approval

- e. Once uploaded, **go back to “Active Trips” dashboard**, select “Modify Trip” next to your OCCC trip saved. Once the trip opens, you can then **submit for approval**.

The screenshot shows the 'Active Trips' dashboard for the same traveler. The table of active trips is visible, and the 'Modify Trip' button for the first trip (Paris, 05 Nov 18 - 10 Nov 18) is highlighted with a red box.

DATES	CITIES	TRIP TYPE / REASON	STATUS	TOTAL EXPENSE	ACTIONS
05 Nov 18 - 10 Nov 18	PARIS	Out of Country Care Test_OOCC	Request is in Draft Trip # 1000737609	0.00 USD	Modify Trip

## RELATED RESOURCES:

- [MBP: Out-of-Country Care Benefit](#)
- [Out-of-Country Care \(OCCC\) FAQs](#)
- General information about MBP is available at: <http://MBP>