

Get to Know Our Website



TrustmarkSB.com

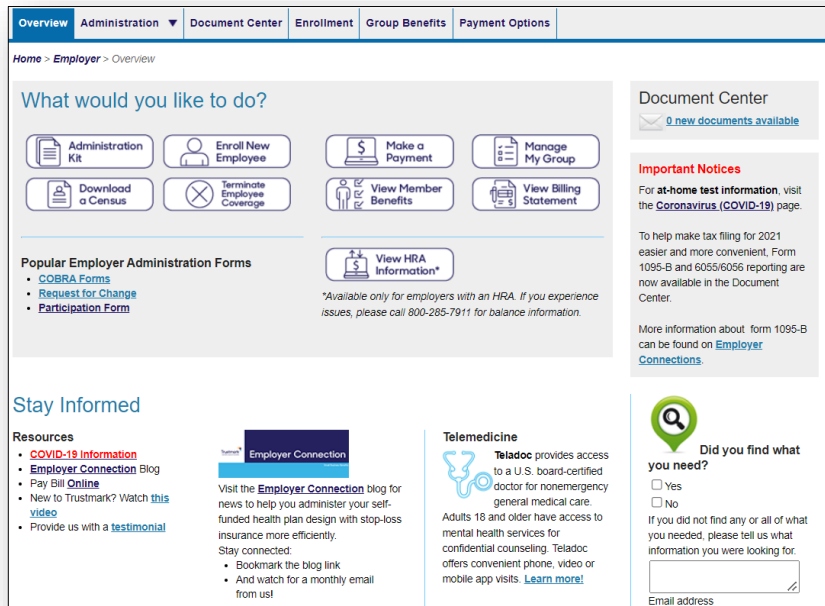


Powerful healthcare benefit solutions
for small to mid-sized businesses

Small Business Benefits




Your online access



Navigating your online access is simple with the following resources at your fingertips!

Once logged in, you have access to:

- **Administration** – Access your personalized Administration Kit, Manage My Group, Online Bill Payment and the Participation Form
- **Document Center** – Access your important self-funded documents
- **Enrollment** – Discover your options to enroll a new employee or dependent
- **Group Benefits** – View a summary of your employer self-funded health benefit plan
- **Payment Options** – Know your choices on how to pay your premium

The following pages provide a high-level walkthrough of the website. If you would like to know more about a topic, click the  information icon.

Let's get started: Overview

Overview Administration Document Center Enrollment Group Benefits Payment Options

Home > Employer > Overview

What would you like to do?

Administration Kit Enroll New Employee Make a Payment Manage My Group

Download a Census Terminate Employee Coverage View Member Benefits View Billing Statement

Popular Employer Administration Forms

- COBRA Forms
- Request for Change
- Participation Form

View HRA Information*

*Available only for employers with an HRA. If you experience issues, please call 800-285-7911 for balance information.

Document Center

0 new documents available

Important Notices

For at-home test information, visit the Coronavirus (COVID-19) page.

To help make tax filing for 2021 easier and more convenient, Form 1095-B and 6055/6056 reporting are now available in the Document Center.

More information about form 1095-B can be found on Employer Connections.

Stay Informed

Resources

- COVID-19 Information
- Employer Connection Blog
- Pay Bill Online
- New to Trustmark? Watch this video
- Provide us with a testimonial

Employer Connection

Visit the Employer Connection blog for news to help you administer your self-funded health plan design with stop-loss insurance more efficiently.

Stay connected:

- Bookmark the blog link
- And watch for a monthly email from us!

Telemedicine

Teladoc provides access to a U.S. board-certified doctor for non-emergency general medical care.

Adults 18 and older have access to mental health services for confidential counseling. Teladoc offers convenient phone, video or mobile app visits. [Learn more!](#)

Did you find what you need?

Yes


No


If you did not find any or all of what you needed, please tell us what information you were looking for

Email address

The **Overview** page starts your online experience, where you can navigate to different sections or:

- Access popular employer **administration forms**
- Pay your **monthly premium** online
- View how many **new** documents are available in the Document Center
- **Employer Connection and Healthcare Reform** - Stay informed with news that could affect you and your employees
- Let us know, “**Did you find what you need?**”
- And more

 Online Bill Payment

 Document Center

Administration

Administering your group health plan is easy with us. All the tools and forms needed to administer a group are available at your fingertips.

- **Administration Kit** – Access materials that give you information to use when administering your health benefit plan
- **Manage My Group** – An interactive suite of tools that allows you to submit administrative forms online
- **Online Bill Payment** – Make a premium payment online
- **Participation Form** – Update the total number of full-time and part-time employees (including owners or independent contractors and total number of eligible employees) online

The screenshot shows the 'Administration Kit' webpage. At the top, there is a breadcrumb trail: Home > Employer > Administration > Administration Kit. The main heading is 'Administration Kit'. Below this, a paragraph states: 'The Administration Kit contains materials to help you administer your plan, including member resources for you to distribute to your plan participants as needed. The information in the Administration Kit may vary by plan design and is subject to change. Additionally, materials may be revised periodically, so check back for the latest versions. Details about your plan design and benefits are provided in the plan document, which is the prevailing document and the basis for benefit payment.'


A navigation bar contains links: Jump to: [About Your Plan](#) | [COBRA](#) | [Cost Savings](#) | [Enrollment](#) | [General Administration](#) | [Health and Wellness](#) | [Healthcare Reform](#) | [HIPAA Information](#) | [Medicare Part D](#) | [Network and Recertification](#) | [New Plan Year/Participation FAQs](#) | [Pharmacy](#) | [Using Your Plan](#) | [Website Resources](#)

Under the 'About Your Plan' section, there are several resource cards:

- Count on Exceptional Customer Service**: Highlights our customer service ranking compared to competitors, according to a broker survey. Form number: B680-T500-360-er. Updated: 10-19.
- Frequently Asked Questions**: Provides answers to frequently asked questions regarding our self-funded plan designs and stop-loss insurance. Form number: B680-T500-277-br. Updated: 10-19.
- Healthcare Utilization Reports**: Aids employers understanding of the healthcare utilization reports. Form number: B680-T500-527-er. Updated: 10-19.
- Reference-Based Pricing**: Educates brokers about reference-based pricing and how it can provide a way for employers to mitigate costs. Form number: B680-1046-br. Updated: 10-19.
- Reference-Based Pricing Brochure**: Educates about Starmark Healthy Choices reference-based pricing. Form number: B680-1014-er. Updated: 10-19.
- Reference-Based Pricing Facts for Employers**: Provides employers and brokers with helpful facts about reference-based pricing. Form number: B680-1167-er. Updated: 10-19.
- Self-Funding Overview Brochure**: Introduces the concept of self-funding. Form number: B680-T701-51. Updated: 10-19.
- Starmark Reference-Based Pricing**: Educates employers and brokers about reference-based pricing and highlights features of Starmark Healthy Choices. Form number: B680-1056-er. Updated: 9-17.

 Administration Kit

 Manage My Group

 Online Bill Payment

Document Center

The **Document Center** provides access to your group's self-funded health benefit plan documents, such as:

- Administrative Services Agreement
- Application for Stop-Loss Insurance Coverage
- Healthcare Utilization Reports
- Monthly Aggregate Claim Liability Summaries
- Monthly Billing Statement
- New Plan Year offer
- Plan Document
- Stop-Loss Insurance Policy
- Summary of Benefits and Coverage
- Tax Documents
- Various correspondences

The screenshot shows the Document Center interface with the following elements:

- Navigation tabs: Overview, Administration, **Document Center**, Enrollment, Group Benefits, Payment Options.
- Breadcrumbs: Home > Employer > Document Center
- Link: [Having trouble accessing content below?](#)
- Search instructions: To search for documents, select the criteria and click the magnifying glass.
- Filters: Document Type: All Types, Created in: 6 Months
- Table of documents:

Document	Date	Document Type
Administrative Agreement Effective 04-01-2022	01/14/2022	Contract
Billing Statement CSV Format Due Date 02-01-2022	01/11/2022	Billing
Billing Statement CSV Format Due Date 03-01-2022	02/10/2022	Billing
Billing Statement CSV Format Due Date 04-01-2022	03/10/2022	Billing
Billing Statement CSV Format Due Date 05-01-2022	04/12/2022	Billing
Billing Statement CSV Format Due Date 06-01-2022	05/10/2022	Billing
Billing Statement CSV Format Due Date 07-01-2022	06/10/2022	Billing
Billing Statement Due Date 02-01-2022	01/11/2022	Billing
Billing Statement Due Date 03-01-2022	02/10/2022	Billing
Billing Statement Due Date 04-01-2022	03/10/2022	Billing
Billing Statement Due Date 05-01-2022	04/12/2022	Billing
Billing Statement Due Date 06-01-2022	05/10/2022	Billing
Billing Statement Due Date 07-01-2022	06/10/2022	Billing
Healthcare Utilization Report Beginning Period 04-01-2021	05/20/2022	Report
Healthcare Utilization Report For Plan Year 04-01-2022	01/20/2022	Report

Display 15 rows per page << Page 1 of 2 >>



Document Center

Enrollment

We give you options to enroll a new employee or dependent. Pick what solution works for you:

- Your Administration Kit contains PDF **enrollment forms**.
- Or fill out the online **Employee Eligibility Statement**.
- Or have your employees complete their enrollment through **Express Connect**[®]

The screenshot shows the Trustmark Enrollment page. At the top, there are navigation tabs: Overview, Administration, Document Center, Enrollment (selected), Group Benefits, and Payment Options. Below the tabs is a breadcrumb trail: Home > Employer > Enrollment. The main heading is "Enrollment". Below the heading is a sub-heading: "We give you options to enroll a new employee or dependent. Simply pick what solution works for you." There are three main options, each with an icon and a description:

- Administration Kit**: The Administration Kit contains all [enrollment forms](#). Add an employee or waive coverage for a dependent and/or employee with a fillable PDF. Watch an Express Connect video. And more.
- Enroll New Employee**: Complete the [Employee Eligibility Statement](#) to enroll a new employee or dependent. Fill out the online form and submit securely.
- Express Connect**: With online enrollment through [Express Connect](#)[®], enrolling for coverage in your group's health plan is faster than conventional paper enrollment, easy to understand and complete, and all information submitted online is safeguarded for your protection. **Telephone enrollment also available.** Please read the [Express Connect, Online Enrollment Guide](#). Spanish available.

At the bottom, there is a fourth option: **Terminate Employee Coverage**. To [terminate an employee](#) complete this online form.

On the right side, there is a "Need Help? Message Us!" section with a search icon. Below it are input fields for "Contact name", "Group number", and "Email". There is a "Help me with:" dropdown menu set to "Select one" and a large text area for a message. A "Submit" button is below the text area. At the bottom right, there is a "Customer Service" section with contact information:

- Phone: 800.522.1246, ext. 35399
- Fax: 847.615.3955
- Email: AdministrationSB@trustmarkbenefits.com

Group Benefits

Home > Employer > Group Benefits

The following information is a summary of your health plan benefits. More details are provided in your plan document, which is the prevailing document and the basis for benefit payment. You can access your plan document in the Document Center.

As Of Date

SM00000X	As Of Date: Group Effective Date: Group Status:	2019-10-04 2013-04-01 Active
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Medical
Benefit Effective

Medical Network: [CIGNA PPO NETWORK](#) (Hospital/Doctor)

	Out-of-Pocket Limits			
	Individual		Family	
Individual Deductible	In-network	Out-of-network	In-network	Out-of-network
Family Deductible	\$3,500	\$10,000	\$7,000	\$20,000
Coinsurance (In Lifetime Maximum)	*Includes: Deductible, coinsurance, copays, access fees and prescription drug deductible and copays as applicable.			
Physician/Specialist	Deductible/OOP Accumulation Period: Plan			
Emergency Room	ASO Specific Attachment Point: \$20,000			
Inpatient Admissions	ASO Run Out Period: 9			
Outpatient Surgery				
Urgent Care Visit				
Diagnostic X-ray				
Outpatient Advanced				
Maternity:				
Supplemental A				
Preventive Care				
Prescription Drug				
Therapy Coverage				

Surplus:

Traditional Cash Surplus
If there is a surplus of funds in the claim pre-fund account at the end of the runout period, the employer will receive the surplus as a cash refund.

For off-anniversary terminations: If the stop-loss insurance contract terminates before the end of the contract period, there is no aggregate stop-loss insurance available for the months the contract was in force. As a result, the employer is responsible for reimbursing Trustmark Life Insurance Company and/or Starmark for any advances, including all aggregate advances. The employer is also responsible for paying all covered claims, below the specific deductible, if applicable, that were incurred and not paid while the plan was in force.

Surplus Determination Period: N/A

On the **Group Benefits** page, you can view:

- Review a **summary of benefits**. For full health plan benefits, please refer to the plan document
- Visit your **provider network**, if applicable
- View **out-of-pocket limits**
- View your **surplus option**

Payment Options

The **Payment Options** page provides you with your payment options:

- Making your premium payment is quick, easy and secure with **online bill pay**.
- **Sign up for electronic funds transfer (EFT)** and never be late making your payments.
- **Sign up for electronic funds transfer (EFT)** and never be late making your payments.

The screenshot shows the 'Payment Options' page for an employer. At the top, there is a navigation menu with tabs for Overview, Administration, Document Center, Enrollment, Group Benefits, and Payment Options (which is currently selected). Below the navigation, the breadcrumb path is 'Home > Employer > Payment Options'. The main heading is 'Payment Options'. A sub-heading reads: 'You have choices on how to pay your premium. From our secure online bill payment center to EFT, you choose what works for your business.'

There are three main action buttons:

- Make a Payment**: Accompanied by a dollar sign icon. Text: 'Making your premium payment is quick, easy and secure. Set up is easy and [online bill pay](#) offers a secure site that keeps your banking information safe and saves it for future use.'
- Sign up for EFT**: Accompanied by a computer monitor icon. Text: '[Sign up for electronic funds transfer \(EFT\)](#) and never be late making your payments.'
- Sign up for Paperless Billing**: Accompanied by a hand cursor icon. Text: 'Reduce your paper and [sign up for paperless billing](#).'

Below these buttons is an 'Additional Resources' section with a list of links:

- View your billing statements in the [Document Center](#)
- [Sign up](#) to receive notifications when a new document has been added to the Document Center. Receive notices on tax files, utilization reports, billing statements and more.
- [Run a census](#)
- [Terminate an employee](#)
- [Update Participation](#)

On the right side of the page, there is a 'Need Help? Message Us!' section with a question mark icon. It contains a form with the following fields:


- Contant name:
- Group number:
- Email:
- Help me with:
- Comment:
- Submit:

At the bottom right, there is a 'Customer Service' section with contact information:

- Phone: 800.522.1246, ext. 35399
- Fax: 847.615.3955
- Email: AdministrationSB@trustmarkbenefits.com

Profile

User Profile

 To make changes, you must supply your current password.

Username

Current password

First name

Last name

[Change/Update Name\(s\)](#)

Phone number

[Change Address](#)

E-mail
@trustmarkins.com ([change e-mail](#))

New password

Verify new password

Password strength

Welcome [John Doe](#) [Log out](#)

[▶](#)

To access your **profile**, click your name at the top right of your screen. Within the profile, you can:

- Update your **email address**
- Change **password** and **security questions**
- View the **electronic consent**, and **terms and conditions**
- Opt-in to the **Document Center**

Get Started Today

New groups, who have provided an email address, will receive a personalized registration link in their Welcome email. To register, click on the personalized link to start the registration process.

If you have any questions, call Customer Service at 800.522.1246, ext. 35399.

Please note: An employer or administrator registering on TrustmarkSB.com/login must be an authorized representative before registering.



[Employer Registration](#)

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Plan design availability and/or coverage may vary by state. Plans are administered by Star Marketing and Administration, Inc., and stop-loss insurance and ancillary coverage are provided by [Trustmark Life Insurance Company](#).

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