

Get to Know Our Website



TrustmarkSB.com



Powerful healthcare benefit solutions
for small to mid-sized businesses

Small Business Benefits


Trustmark

Your online access

The screenshot displays the Trustmark member portal interface. At the top, there is a navigation bar with tabs for Overview, Benefits, Claims/EOBs and Network, Document Center, Health and Wellness, My Resources, Pharmacy, and Service Center. Below the navigation bar, the page is divided into several sections:

- Benefits and Claims Overview:** This section includes a link to 'Benefits and Claims' and a description of the page's content. It features a list of items: Covered dependents, Network information, Out-of-pocket limits, Summary of benefits, and Claims and EOBs. There is a prominent 'Access your EOBs' button and a thumbnail image of a digital ID card.
- ID Cards:** A section titled 'ID Cards' with instructions on how to request a provider to submit claims to the address on the ID card to avoid delays. It includes links for 'Digital ID card(s)' and 'Order replacement ID cards'.
- Stay Informed:** A section stating the company's commitment to health and well-being, with a link to 'at-home test information' and a video link for maximizing health benefit plan usage.
- Document Center:** A section indicating '0 new documents available' and a 'Reduce Paper' section encouraging users to opt for paperless EOBs and plan documents.
- Know Your Options!:** A section with the heading 'Taking care of yourself can help keep you healthy.' It contains three sub-sections: 'Teladoc' (remote care services), 'Healthcare Bluebook' (online tool for finding care), and 'Included Health' (second opinions).
- Search and Contact:** A search bar with the question 'Did you find what you need?' and a 'Contact Customer Service' section for sending secure messages.

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

Once logged in, you have access to:

- **Benefits and claims**, including your provider network (if applicable) and Explanation of Benefits (EOBs)
- **Document Center**
- **Digital ID card(s)**
- **Health and Wellness** tools
- **My Resources**
- Plus, **much more**

The following pages provide a high-level walkthrough of the website. Click the information icon to know more about a topic.



Let's get started: Overview

The screenshot shows the Trustmark member overview page. At the top is a navigation bar with tabs: Overview (selected), Benefits, Claims/EOBs and Network, Document Center, Health and Wellness, My Resources, Pharmacy, and Service Center. Below the navigation bar is a breadcrumb trail: Home > Member > Overview. The main content area is divided into several sections:

- Benefits and Claims Overview:** Includes a link to "Benefits and Claims" and a list of items: Covered dependents, Network information, Out-of-pocket limits, Summary of benefits, and Claims and EOBs. There is a button labeled "Access your EOBs".
- ID Cards:** A section titled "ID Cards" with a sub-section "Request your provider submit claims to the address on your ID card to avoid delays in claims processing." It includes links for "Digital ID card(s)" and "Order replacement ID cards".
- Stay Informed:** A section titled "Stay Informed" with text: "We remain committed to your health and well-being and educating you on your health benefit plan." It includes a link for "For at-home test information, visit the Coronavirus (COVID-19) page." and a video icon with the text "Watch a video on how to maximize your health benefit plan."
- Document Center:** A section titled "Document Center" with a link to "0 new documents available".
- Reduce Paper:** A section titled "Reduce Paper" with a laptop icon and text: "Reduce the paper you receive by opting in for paperless Explanations of Benefits (EOBs) and plan documents in your profile. When a new EOB or plan document is available, instead of paper, you will receive an email notification. See your profile to opt in."
- Know Your Options!:** A section titled "Know Your Options!" with the text "Taking care of yourself can help keep you healthy." It includes three sub-sections:
 - Teladoc:** "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!](#)"
 - Healthcare Bluebook:** "Healthcare Bluebook™ is an online tool that lets members:
 - Shop for care by seeing price ranges in the area
 - Compare facilities based on quality data
 - Access on any device (mobile, desktop, tablet)[Learn more!](#)"
 - Included Health:** "Included Health provides medical second opinions from expert physicians specializing in the area of need — without any required travel and no additional cost. [Learn more!](#)"
- Did you find what you need?:** A section with a magnifying glass icon and text: "Did you find what you need?" with radio buttons for "Yes" and "No". Below it is a text input field with "VWateridge@trustmarkben" and a "Submit" button.
- Contact Customer Service:** A section titled "Contact Customer Service" with text: "Send a secure message to [customer service.](#)"

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

- Access your **digital EOBs**
- View your **digital ID card(s)** or order replacement card(s)
- Check your **Document Center** in-box
- Let us know, "**Did you find what you need?**"
- Or get informed on **health and wellness programs**

 ID Cards

Benefits and Claims

Through the *Benefits, Claims/EOB and Network* page, you can:

- Review a **summary of benefits**, including all dependents
- Visit your **provider network** (if applicable)
- View **claims** and access **digital EOBs**
- View your **digital ID card(s)** or order replacement card(s)
- Visit your **online pharmacy**, CVS/caremark™
- And members with an employer-sponsored HRA can view their **HRA balance**


 Claims  CVS/caremark  ID cards  Provider Network

Document Center

Overview | Benefits, Claims/EOBs and Network | **Document Center** | Health and Wellness ▼ | My Resources | Pharmacy | Service Center

Home > Member > Document Center

To search for documents, select the criteria and click the magnifying glass.


Document Type: Created in: 

Group ID ▲	Group Name ◆	Document ◆	Date ◆	Document Type ◆
		Medical Plan Document Effective 11-01-2021	10/07/2021	Plan Document
		Summary of Benefits Effective 11-01-2021	10/07/2021	Plan Document
		SBC Notice Effective 11-01-2020	07/30/2021	Plan Document

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

Your Document Center provides access to your:

- **Plan Document** - which provides the details of your plan
- **Summary of Benefits and Coverage (SBC)** - an overview of your plan

 Document Center

Health and Wellness

We offer a variety of programs* and educational resources to help you maximize your health benefit plan.

- **Healthy Foundations** - A comprehensive suite of health and wellness management tools
- **Healthcare Bluebook** - Shop for care, compare facilities, mobile access
- **HRAs and HSAs** - manage health costs with a health reimbursement arrangement or health savings account
- **Wellness Programs** - additional programs offering alternative options to members

*Program availability can vary based on plan design.

The screenshot shows the 'Health and Wellness' section of a member portal. The navigation bar includes 'Overview', 'Benefits, Claims/EOBs and Network', 'Document Center', 'Health and Wellness' (selected), 'My Resources', 'Pharmacy', and 'Service Center'. The breadcrumb trail is 'Home > Member > Health and Wellness > Health Foundations'. The main heading is 'Healthy Foundations' with a photo of a family. Below this, there are sections for 'Wellness Education', 'Maternity Wellness Program', and 'Employer-Sponsored HRA*'. A 'Lifestyle Management' sidebar on the right includes a 'Click here to access the Vitality Program' button.

Overview Benefits, Claims/EOBs and Network Document Center **Health and Wellness** My Resources Pharmacy Service Center

Home > Member > Health and Wellness > Health Foundations

Healthy Foundations

We offer a uniquely comprehensive suite of health and wellness management tools through Healthy Foundations to help maximize the health potential of every member.

Additional cost savings resources are on the [My Resources](#) page.

Wellness Education

The Healthy Foundations® Wellness Newsletter provides **cost-saving** tips, and valuable information to help members get and stay healthy. Access articles on the [Trustmark Small Business Benefits blog](#).

Maternity Wellness Program

This program links mothers-to-be with important information and resources about pregnancy, childbirth, and baby care. Go to [My Resources > Health and Wellness](#) for information.

The maternity wellness program is not available with preventive-only plan designs.

Employer-Sponsored HRA*

Click below to view your HRA balance, activity, claims history, and payment (reimbursement) history.

[View your HRA Information](#)

Lifestyle Management

This health improvement program maximizes the health potential of every member by offering proactive, timely and personalized information.

Plus, online resources powered by Vitality provide tools, education and motivation to make healthy choices.

Lifestyle Management is an optional benefit selected by an employer. The Vitality program is available only to members with Lifestyle Management. If you do not have Vitality, you will be directed to [CDC.gov](#).

[Click here to access the Vitality Program](#)

Healthcare Bluebook Healthy Foundations

My Resources

My Resources contains personalized resources to help you understand and use your health plan benefits, such as:










- **Cost Savings** – Practical tips to save using low-cost providers, telehealth services, retail clinics, second medical opinions and more
- **Health and Wellness** – Find out more about programs that are available with your health benefit plan, such as Healthcare Bluebook™, Teladoc™, Included Health and more
- **Network and Precertification** – Resources such as precertification procedures, network information, and how to obtain network discounts when traveling will make procedures expected and unexpected less stressful
- **Prescription Drugs** – Make your pharmacy benefits work for you, know about options for OTC drugs, emergency preparedness, drug lists, and more
- **Using Your Plan** – Find claim forms, tips to maximize your benefits, plus more
- **Website Resources** – Be informed on what online tools are available to you and your dependents

My Resources contains resources to help you understand and use your health plan benefits. Information within My Resources is subject to change - 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.
Conveniently access your plan document online by clicking the Document Center tab near the top of the screen. Opt-in to access important documents online by clicking your name at the top of the screen, then checking "I Agree," within your profile.

Jump to: [Cost Savings](#) | [Health and Wellness](#) | [Network and Precertification](#) | [Pharmacy](#) | [Using Your Plan](#) | [Website Resources](#)


Cost Savings

Member Resources

 Cost Savings: 6 Smart Ways to Save Offers easy ways to save on healthcare throughout the year Form number: B680-T500-475-ee Updated: 10-19	 Cost Savings: Do I Need to Go to the ER? Describes options for receiving care to keep healthcare costs in check Form number: B680-T500-446 Updated: 10-19	 Cost Savings: End-of-Year Checklist End-of-year checklist helps review savings Form number: B680-T500-523 Updated: 10-19
 Cost Savings: Health Benefits Lingo 101 Understanding 3 terms commonly used with a traditional PPO plan design is an important part of managing your healthcare costs Form number: B680-1019-ee Updated: 10-19	 Cost Savings: In-Network vs Out-of-Network Demonstrates cost savings with using in-network care Form number: B680-T500-460-ee Updated: 10-19	 Cost Savings: Must-Have Apps Make Managing Your Healthcare Easier Provides information on must-have apps and our mobile-friendly website Form number: B680-1057-ee Updated: 10-19
 Cost Savings: Protection from Surprise Medical Bills Shares tips to avoid surprise medical charges Form number: B680-T500-487-ee Updated: 10-19	 Cost Savings: Save on Back-to-School Healthcare Explains how to save on back-to-school medical needs Form number: B680-T500-502 Updated: 10-19	 Cost Savings: Traveling and Feeling Sick? What to do when you're not feeling well and are away from home Form number: B680-T500-497 Updated: 10-19

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 your profile, you can:

- Update your **address**
- Revise your **email address**
- Change **password** and **security questions**
- View the **electronic consent** and **terms and conditions**
- Opt-in to the health and wellness **newsletter**
- And **opt-in to go green**, turning off paper documents and/or EOBs

Get Started Today

Register today at TrustmarkSB.com/login

If you have any questions, call Customer Service at 800.522.1246, ext. 26300.

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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](#).

B860-T500-255-ee (6-22)