

You Can Rely on Us

We believe a high level of personalized support will help members make the most of their benefits.

That's why our Trusted Member Care specialists go beyond to provide members with the help they need, whether it's finding a healthcare provider, learning about their self-funded health benefit plan or understanding their Explanations of Benefits (EOBs). Discover what our clients have to say about working with us.

Customer Service

Most calls are answered in less than a minute.¹

Claims

90%

of medical claims are processed and paid within 14 days.²

95%

of medical claims are processed and paid within 30 days.²

Privacy and Accuracy

99.22%

of calls meet our stringent quality standards, which includes how members are greeted, HIPAA requirements checked and accurate information provided.¹

What Members Say¹:

“She did an incredible job and went significantly above and beyond trying to locate my therapist who was in-network. She spent several minutes on the phone ensuring I had everything I needed and was very pleasant to talk to. She was absolutely fantastic.”

“I spoke with [someone] through your customer service and he was extremely helpful. He called multiple times to keep me updated, and in my opinion, he went out of his way to be kind and very helpful in general.”

What Employers Say¹:

“We get good responses to our inquiries. Good customer service. I have worked with many other insurers in the past. I also think Trustmark is better to deal with than those companies.”

Service

“Moving our policy to Trustmark is/was one of the best decisions we've made in the past 10 years of being in business.”

Overall

“The rates are very competitive and we are able to give our employees a very good plan for the price.”

Plan

“Our current benefit plans offer an expanded level of coverage to our employees without in-network restrictions.”

Plan

“Your online services allow us to make changes easily, pay our bill, and review other information.”

Digital Tools

Visit TrustmarkSB.com for more information.

¹2023 Metrics SBB Claim Operations, Claims – Medical. ²2023 Metrics- SBB Claim Operations, Customer Service. ³Results from 2021 Broker Survey administered by Stonegate Advisors, LLC.

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Trustmark Small Business Benefits®

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benefits beyond benefits