



Trustmark Small Business Benefits

Get to Know Our Website

TrustmarkSB.com/login

Member

Small Business Benefits

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Welcome

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

- Claims and EOBs – view claims and EOBs, and your deductible satisfied, and out-of-pocket satisfied for in-network and out-of-network
- Benefits – View your summary of benefits, digital ID card(s), network information and your covered dependents
- Document Center – View your documents, including the plan document and Summary of Benefits and Coverage in one convenient, secure place
- My Resources – Find program information, health and wellness resources, and cost savings ideas
- Health and Wellness – We offer a variety of programs and educational resources to help you maximize your health benefit plan
- Service Center – Update your or your dependent's information or expedite your claims by using the Automated Response System
- And more

The screenshot shows the Trustmark Small Business Benefits website. At the top left is the Trustmark logo with the tagline 'Small Business Benefits'. To the right are icons for search, help, notifications, and user profile. Below the logo is a 'Menu' button. The main heading is 'Welcome'. There are two prominent cards: 'Document Center' showing '0 New Documents Available' and 'Get a Flu Shot - No voucher needed!' with a 'Details' link. Below these are four navigation buttons: 'Digital ID Cards', 'Benefits', 'Claims and EOBs', and 'Healthcare Bluebook'. The page features three columns of services: 'Telemedicine' with an image of a doctor and patient, 'Second Medical Opinion' with an image of a doctor at a computer, and 'Healthcare Price Transparency Solution' with an image of a doctor and patient. Each column includes a brief description and a 'Learn more' link.

Benefits

View your Summary of Benefits* for medical and dental¹, out-of-pocket limits and network¹

*Full health benefit plan details are available in your plan document located in the Document Center.

¹If applicable.

Benefits

View a summary of benefits including a link to your provider lookup (if applicable). To view your full health benefit plan details see the plan document in the Document Center.

To switch to paperless plan documents and receive email notifications when new documents are available please go to your profile settings to consent to paperless.


To view your full health benefit plan details see the plan document in the Document Center.

[SUMMARY OF BENEFITS](#)

Additional Resources

 [Claims and EOBs](#)

Access your claims and EOBs. Also, view your deductible satisfied and out-of-pocket satisfied for in-network and out-of-network.

 [Document Center](#)

Access your plan documents for details regarding your employer-sponsored health benefit plan.

 [Pharmacy](#)

Easily access your online pharmacy to view your prescription drug program, locate an in-network pharmacy, look up drug costs and more. Note: Only available to members with a pharmacy benefit.

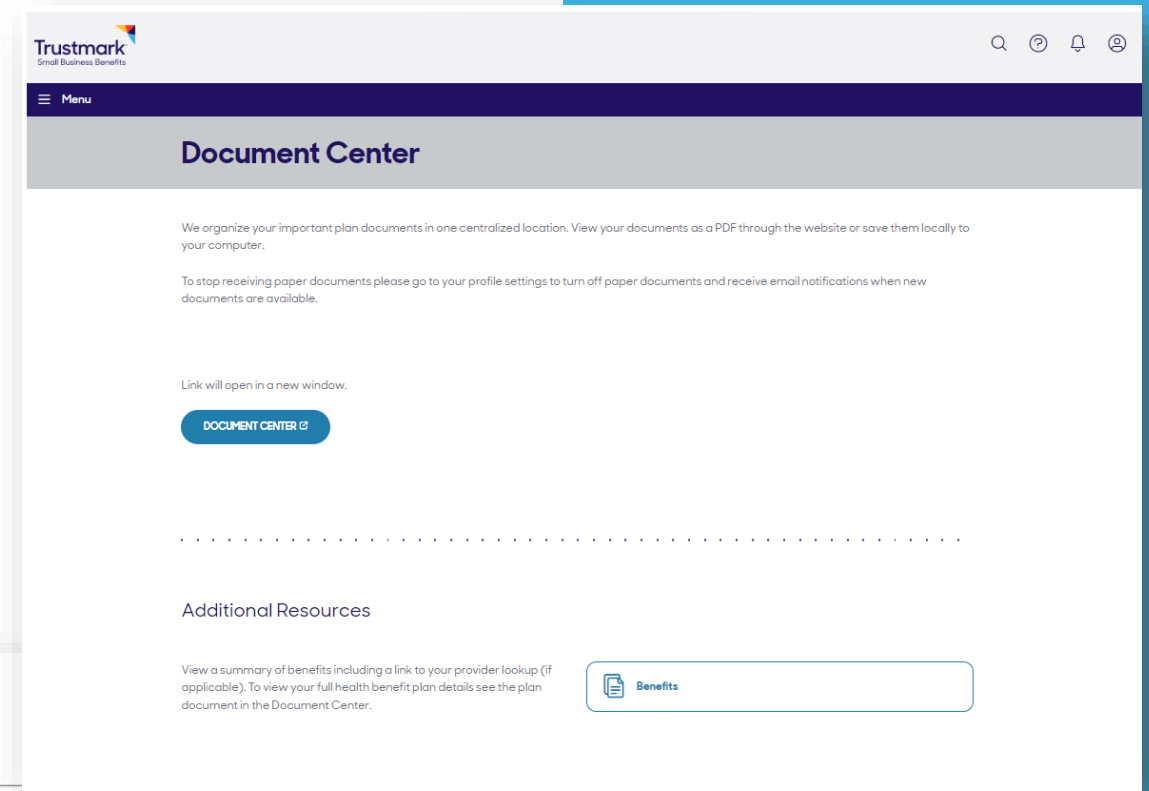
 [Digital ID Cards](#)

View, save and/or share your ID card with your dependents or providers as needed.

Document Center

The Document Center provides immediate, organized, and secure access to your documents. Find documents such as:

- Your plan documents
- And the Summary of Benefits and Coverage



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

Document Type: Created in:

Group ID	Group Name	Document	Date	Document Type
SM88888S	SOLUTIONS	Medical Plan Document Effective 08-01-2023	10/24/2023	Plan Document
SM88888S	SOLUTIONS	Summary of Benefits Effective 08-01-2023	10/24/2023	Plan Document
SM88888S	SOLUTIONS	Dental Certificate Effective 08-01-2023	11/15/2023	Plan Document
SM88888S	SOLUTIONS	Life Certificate Effective 08-01-2023	11/15/2023	Plan Document

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

My Resources

Search My Resources for health and wellness and educational materials personalized to your employer.

- View recommended materials
- Tag favorite materials for repeat access
- Enter a keyword or category to start your search
- Filter responses by category and format,
- Updated and new materials are tagged “New”

My Resources

SEARCH BY KEYWORD:
Search materials...

Favorite Materials

- Caregiver Service 10E-210**
Last revision: 02-2022
Access to Teladoc is extended to members' relatives for whom the member is a caregiver.
[Add to Favorites](#)
[Copy File URL](#)
- Traveling and Feeling Sick B680-T500-497-ee**
Last revision: 09-2023
What to do when you're not feeling well and are away from home.
[Add to Favorites](#)
[Copy File URL](#)

Recommended Materials

- Document Center (Member) B680-5609-376-ee**
Last revision: 07-2023
Turn of paper and switch to paperless PDFs and documents.
[Add to Favorites](#)
[Copy File URL](#)
- File a Medical Claim B680-T500-321**
Last revision: 03-2023
Provides steps for filing a manual medical claim.
Related Form: [File a Medical Claim \(Spanish\)](#)
[Add to Favorites](#)
[Copy File URL](#)

My Resources

health Clear

CLEAR ALL **21 results for "health"** Sort: Alphabetical

CATEGORY

- Advocacy Service (1)
- Cost Savings (4)
- Health and Wellness (19)
- Healthcare Bluebook (3)
- Included Health (2)
- Maternity (7)

Show All

FORMAT

- Flyer(s) (17)
- Miscellaneous (1)
- Video(s) (3)

Results:

- Caregiver Service 10E-210**
Last revision: 12-2021
Access to Teladoc is extended to members' relatives for whom the member is a caregiver.
[Add to Favorites](#)
[Copy File URL](#)
- Cigna Find a Health Care Provider Cigna 9Z3855**
Last revision: 09-2022
"Find a Doctor" user guide for the Cigna nationwide PPO network.
[Add to Favorites](#)
[Copy File URL](#)
- Do I Need to Go to the ER B680-T500-446**
Last revision: 04-2023
Describes options for receiving care to keep healthcare costs in check.
Related Forms: [Save on Healthcare Costs \(Spanish\)](#)
[Add to Favorites](#)
[Copy File URL](#)
- Healthcare Bluebook Doctor Search LIT20131D**
Last revision: 07-2023
Describes the search function to help members get the care they need without the worry of being overcharged.
[Add to Favorites](#)
[Copy File URL](#)
- Healthier Skin Starts B680-1609**
Last revision: 07-2023
Provides three steps to help members connect with a dermatologist.
[Add to Favorites](#)
[Copy File URL](#)
- Health Benefits Lingo 101 B680-1019-ee**
Last revision: 04-2023
Definition and examples of commonly used terms for a traditional PPO plan: deductible, copay, and coinsurance.
[Add to Favorites](#)
[Copy File URL](#)
- Healthcare Bluebook FAQs LIT20026**
Last revision: 06-2023
Learn what is Healthcare Bluebook and "Fair Pricing" and to access Healthcare Bluebook.
[Add to Favorites](#)
[Copy File URL](#)
- Included Health Infographic**
Last revision: 02-2022
Illustrates the second opinion process.
[Add to Favorites](#)
[Copy File URL](#)

Health and Wellness

Become an informed healthcare consumer. Get the right care at the right price by using health and wellness programs, and cost-saving services and education available through your health benefit plan. Programs such as:

- Telemedicine
- Second medical opinion services
- Quality and cost transparency program
- Maternity wellness
- Lifestyle Management
- Health advisors
- Oncology program
- And more

Health and Wellness

MAKE THE MOST OF YOUR HEALTHCARE DOLLARS

Become an informed healthcare consumers. Get the right care at the right price by using health and wellness, and cost-saving services and education available through your health benefit plan.



TELEMEDICINE

Teladoc™ Health provides access to U.S. board-certified doctors for nonemergency general medical care, dermatology and mental health services. Convenient phone, video or mobile app visits are available.



SECOND MEDICAL OPINION

Contact Included Health® to connect with a leading doctor who will provide a medical second opinion at no additional cost to you. No travel required.



HEALTHCARE BLUEBOOK™

A quality and cost transparency program helps you locate doctors and facilities in your area with the best quality and prices on medical procedures.



ACTIVE&FIT DIRECT

You and your spouse or domestic partner 18 and older can use the Active&Fit™ Direct program for discounted gym memberships nationwide and complimentary workout videos for home.



Maternity Wellness Program

Take advantage of one-to-one support from a registered nurse who will help achieve a healthy pregnancy.



LifeStyle Management Vitality Program

Lifestyle Management is an optional benefit selected by an employer. The Vitality program is available only to members with Lifestyle Management. [Learn more.](#)



CareChampion 24/7®

Advisors to help navigate, educate, support and advise on healthcare-related issues around-the-clock.



Oncology Program

Support and case management from detection to transitional care. Contact your case manager for more information.

Program availability and services may vary by plan design and state.

Service Center

Update your information with the following:

- Update – Correct or update your address, spelling of a name, date of birth, gender and SSN of dependents
- Online Response – Some claims can be expedited with our Automated Response System. If your claim requires additional information the letter will have a key and reference number

Note: Throughout the portal, find the “Did you find what need?” sections and let us know how we can help.

The screenshot shows the 'Service Center' header in a dark blue bar. Below it, a white box contains instructions: 'Use the following tools to update your information, request replacement ID cards, and contact customer service. In addition, update your site security. Your requests will be completed within 24-72 hours of receipt. You will receive two emails - one confirming we received your request and another to confirm your request has been completed.'

Two buttons are visible: 'Update' (with a person icon) and 'Online Responses' (with a speech bubble icon and an external link symbol). Below the 'Update' button, text reads: 'Correct or update your address, the spelling of your name or your dependent(s), date of birth, gender and SSN.' A note below that states: 'Note: When we receive notice of a spelling correction for a covered employee's name, new ID cards and a plan document will be provided.'

Below the 'Online Responses' button, text reads: 'Expedite your claim by submitting the additional information online through the Automated Response System. You'll need the key and reference number from the letter you received.'

At the bottom, a grey section titled 'Did you find what you need?' with a question mark icon and the text 'Please let us know if you need any help.' contains a form with fields for 'Name', 'Email *', 'Member ID *', and 'Comment'. A blue 'SUBMIT' button is at the bottom right of the form.

Register Today!

Register today at TrustmarkSB.com/login

If you have any questions, call the Trusted Member Care team at 800-522-1246, ext. 26300



Plan design availability and/or coverage may vary by state. ©2023 Star Marketing and Administration, Inc. Fully Insured plans are administered by Star Marketing and Insured by Trustmark Life Insurance Company. Self-funded plans are administered by Star Marketing, and stop-loss insurance is provided by Trustmark Life Insurance Company.

B680-T500-255-ee (12-23)