



A Member's Guide To Registering on myTrustmarkBenefits.com

Health Benefits

Trustmark[®]
benefits beyond benefits

To register as a member on myTrustmarkBenefits.com for the first time, you will need to follow these steps:

Step One: Create an Account

Go to myTrustmarkBenefits.com and select the **Create Your Account** button under the Participant section. Each plan member will need to create their own account.

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Health Benefits

Log in

Username

Password

SUBMIT

[Forgot your username?](#)

[Forgot your password?](#)

Register

Participant
Find a doctor, check claim status, manage your health and more.
[CREATE YOUR ACCOUNT](#)

Employer/Client
Manage employee coverage and eligibility, view claims and view reports.
[CREATE YOUR ACCOUNT](#)

Broker
Keep tabs on your clients' plan and access reports.
[CREATE YOUR ACCOUNT](#)

Provider
Check the status of your patients' claims and confirm their eligibility history.
[CREATE YOUR ACCOUNT](#)

Find a Doctor

aetna

Cigna

PHCS

Customer Service
Registration Guide
Trustmark Health Benefits Information
Privacy Statement
System Requirements
www.trustmarkHB.com
800.832.3332

Note: If at any time, you forget your username or password, you can select the appropriate link under the login button on the home page, and then follow the prompts.

Step Two: Activation

- Enter the required fields with information from your ID card.
- Click **Next**.

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Trustmark Health Benefits

Activation

Let's get started!

To keep this simple, all of the fields below are required.

Your Member ID or SSN
012345678

Your Last Name
Sample

Your ZIP/Postal Code
12345

Your Date of Birth
01/01/1970

NEXT

Client Logo

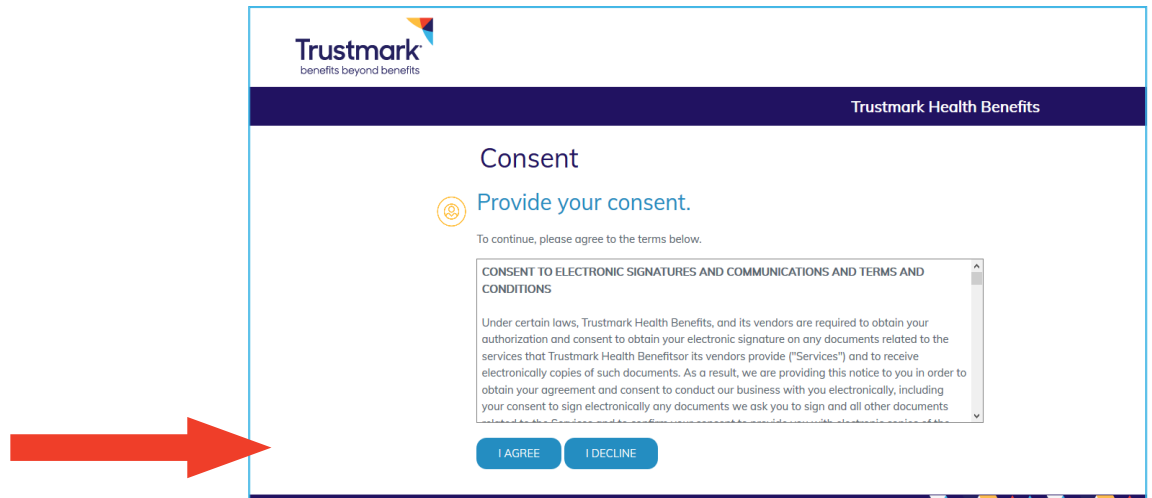
Network Logo

Member ID

Rx Logo

Step Three: Provide Your Consent

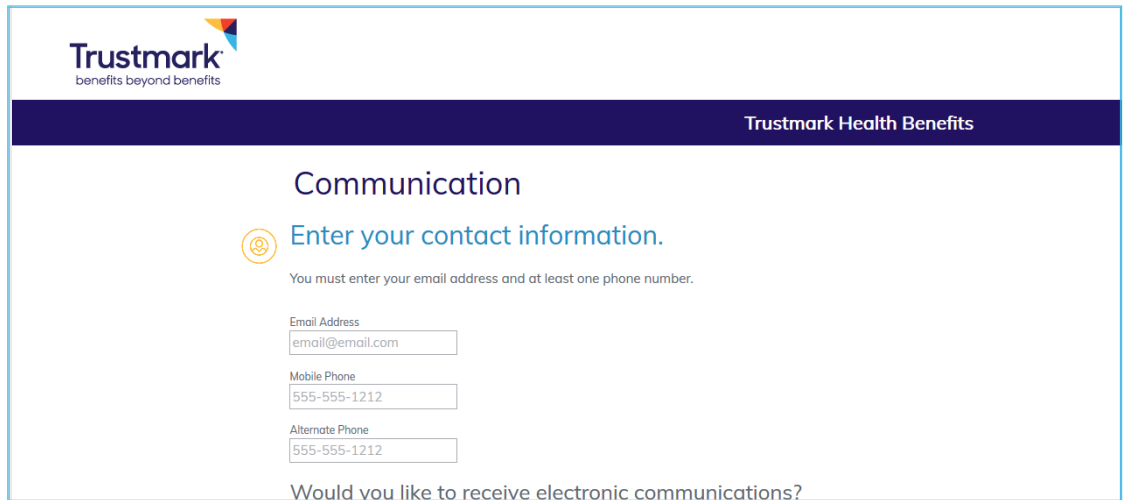
Click "I agree" to accept the consent to electronic signatures and communications and terms and conditions.



The screenshot shows the Trustmark Health Benefits website interface. At the top left is the Trustmark logo with the tagline "benefits beyond benefits". At the top right, it says "Trustmark Health Benefits". The main heading is "Consent" with a sub-heading "Provide your consent." and a small icon of a person with a gear. Below this, it says "To continue, please agree to the terms below." A scrollable text box contains the following text: "CONSENT TO ELECTRONIC SIGNATURES AND COMMUNICATIONS AND TERMS AND CONDITIONS" followed by a paragraph: "Under certain laws, Trustmark Health Benefits, and its vendors are required to obtain your authorization and consent to obtain your electronic signature on any documents related to the services that Trustmark Health Benefits or its vendors provide ("Services") and to receive electronically copies of such documents. As a result, we are providing this notice to you in order to obtain your agreement and consent to conduct our business with you electronically, including your consent to sign electronically any documents we ask you to sign and all other documents". At the bottom of the scroll box are two buttons: "I AGREE" and "I DECLINE". A red arrow points from the left towards the "I AGREE" button.

Step Four: Contact Information

Enter your contact information in the fields below. You must enter your email address and at least one phone number.



The screenshot shows the Trustmark Health Benefits website interface. At the top left is the Trustmark logo with the tagline "benefits beyond benefits". At the top right, it says "Trustmark Health Benefits". The main heading is "Communication" with a sub-heading "Enter your contact information." and a small icon of a person with a gear. Below this, it says "You must enter your email address and at least one phone number." There are three input fields: "Email Address" with the value "email@email.com", "Mobile Phone" with the value "555-555-1212", and "Alternate Phone" with the value "555-555-1212". At the bottom, it asks "Would you like to receive electronic communications?"



Step Five: Verification

- Click "Start" next to the communication method you would like to verify and a code will be sent to the email address or mobile phone number you provided.
- Enter the verification code in the indicated field.
- Click "Next" to continue

The first screenshot shows the Trustmark Health Benefits verification screen with the message: "We will need to verify your information before continuing." Below this, it says "Select ONE method below to verify. A code will be sent to the email address or mobile phone number you provided." A red arrow points to this screen.

The second screenshot shows the same screen but with the "Email Address" method selected. A text box prompts: "Please enter the verification code that has been sent to your Mobile Phone in the field below." Below this are three input fields: "Email Address" (with "sjdennis+01@gmail.com" and a "START" button), "Mobile Phone" (with "847-651-6583" and a "START" button), and "Verification Code" (with a "VERIFY" button). A red arrow points to this screen.

The third screenshot shows the same screen with a green message box at the bottom: "✓ Your code is correct! Click 'Next' below to continue." A red arrow points to this screen.

Step Six: Personalization

Create your profile by choosing a user name and password. Answer three security questions and click "Next."

The screenshot shows the Trustmark Health Benefits Personalization screen. It says "Create your profile." and has three input fields: "User Name", "Password" (with a note "At least 8 characters" and a help icon), and "Re-enter Password" (with a note "Confirm password"). Below these fields, it says "Let's keep this secure — answer these 3 security questions." and "Remember your answers as you will use these questions in the future if you forget your password!". There is a dropdown menu for "Select a security question". A red arrow points to this screen.

Expect **more.**
Benefit more.

Once you're registered on this site, please be sure to bookmark it as a favorite, and return directly to myTrustmarkBenefits.com for all future visits.