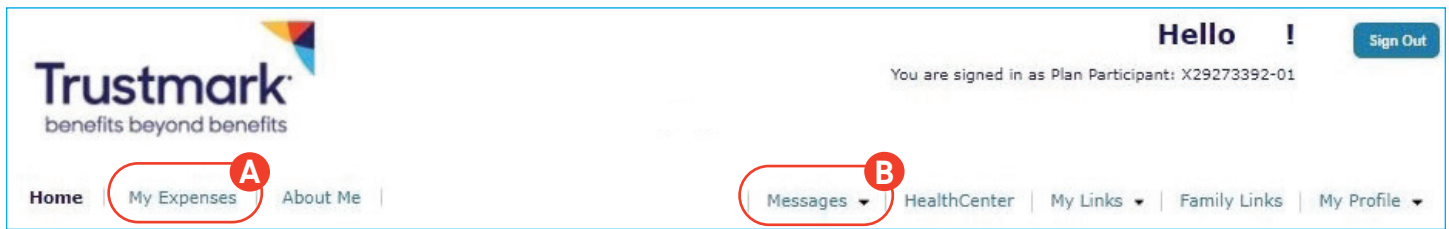




Member Service Tips

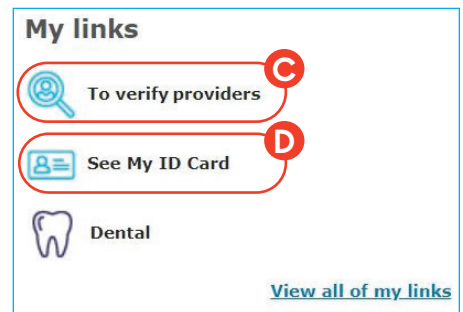
To help you get the help you need when you need it, check out these helpful tips for managing your benefits anytime, from anywhere and for connecting with Trustmark Health Benefits' customer service.



Use myTrustmarkBenefits.com. Your member portal gives you many 24/7 self-service options:

- A. Check balances** and explanation of benefit (EOB)
- B. Send customer service a message**, get an answer (usually) within 3 business days
- C. Find a provider** via the link in the *My Links* section of the portal home page
- D. Access** your ID card

NOTE: Your *My Links* section may include different links, depending on the specifics of your plan.



Check your Summary of Benefits and Coverage (SBC).

Your SBC contains all the details about your plan.



Call during non-peak hours.

If possible, call customer service in the morning or later in the afternoon for the shortest wait times.



Have your member number handy when calling customer service. Your member number can be found on the front of your Trustmark ID card.

Expect **more.**
Benefit more.

If you need to talk to our customer service team, give us a call at the number at the top of your ID card.