



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.

The screenshot shows the Trustmark Health Benefits website. At the top is the Trustmark logo with the tagline 'benefits beyond benefits'. Below the logo is a dark blue header with 'Trustmark Health Benefits' in white. The main content area is divided into two columns. The left column is titled 'Log in' and contains fields for 'Username' and 'Password', with links for 'Forgot your password?' and 'Forgot your username?'. The right column is titled 'Register' and contains four sections: 'Participant' (Find a doctor, check claim status, manage your health and more.), 'Broker' (Keep tabs on your clients' plan and access reports.), 'Employer/Client' (Manage employee coverage and eligibility, view claims and view reports.), and 'Provider' (Check the status of your patients' claims and confirm their eligibility history.). Each section has a 'CREATE YOUR ACCOUNT' button. A large red arrow points from the 'Log in' section to the 'Participant' section. At the bottom, there is a 'Find a Doctor' section with logos for Aetna, Cigna, MultiPlan, and a cross logo. To the right of the logos are links for 'Customer Service', 'Registration Guide', 'Trustmark Health Benefits Information', 'Privacy Statement', 'System Requirements', and 'TrustmarkHB.com' with the phone number 800.832.3332. The footer contains copyright information for 2019 and a statement that self-funded plans are administered by Trustmark Health Benefits, Inc., a subsidiary of Trustmark Mutual Holding Company.

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.

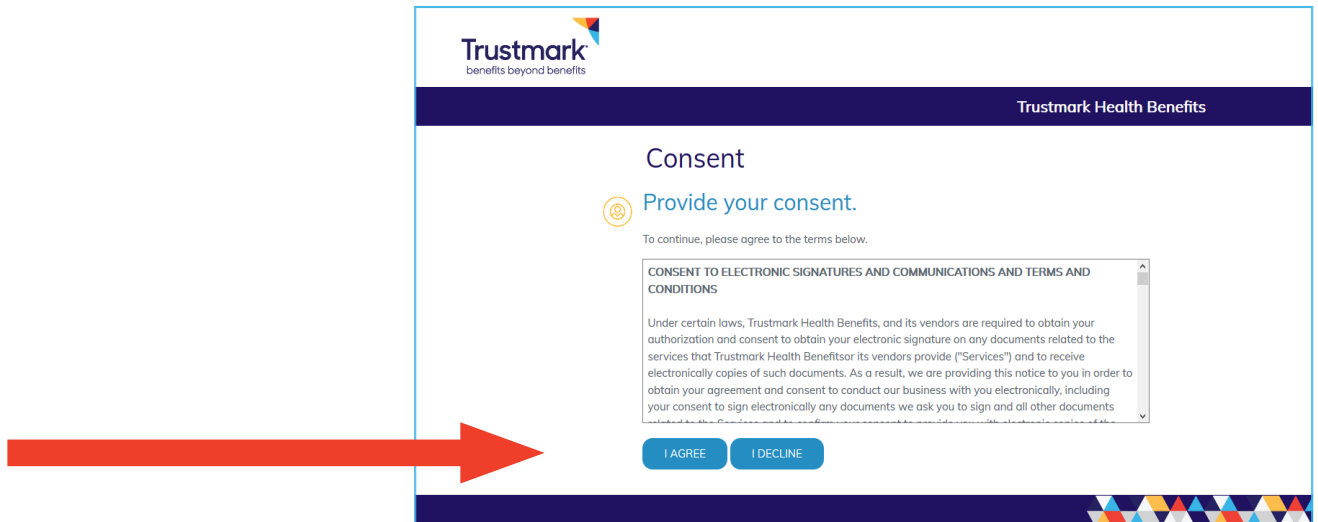
Step Two: Activation

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

The screenshot shows the Trustmark Health Benefits activation page. At the top is the Trustmark logo with the tagline 'benefits beyond benefits'. Below the logo is a dark blue header with 'Trustmark Health Benefits' in white. The main content area is titled 'Activation' and 'Let's get started!'. Below this is a sub-header 'To keep this simple, all of the fields below are required.' followed by five input fields: 'Your Member ID or SSN' (with a question mark icon), 'Your Last Name' (with 'Sample' as placeholder text), 'Your ZIP/Postal Code' (with '12345' as placeholder text), and 'Your Date of Birth' (with '01/01/1970' as placeholder text). A 'NEXT' button is at the bottom. To the right of the input fields is a graphic of a sample ID card. The ID card is divided into two sections: 'Employee' and 'Medical Plan'. The 'Employee' section includes 'Client Logo', 'Employee', 'Group #', and 'Member ID'. The 'Medical Plan' section includes 'Dependent Coverage: No', 'Network Logo', 'Therapy Plan', 'Rx Logo', and 'Member ID'. A large red arrow points from the left to the 'Your Member ID or SSN' field, and another large red arrow points from the left to the 'NEXT' button.

Step Three: Provide Your Consent

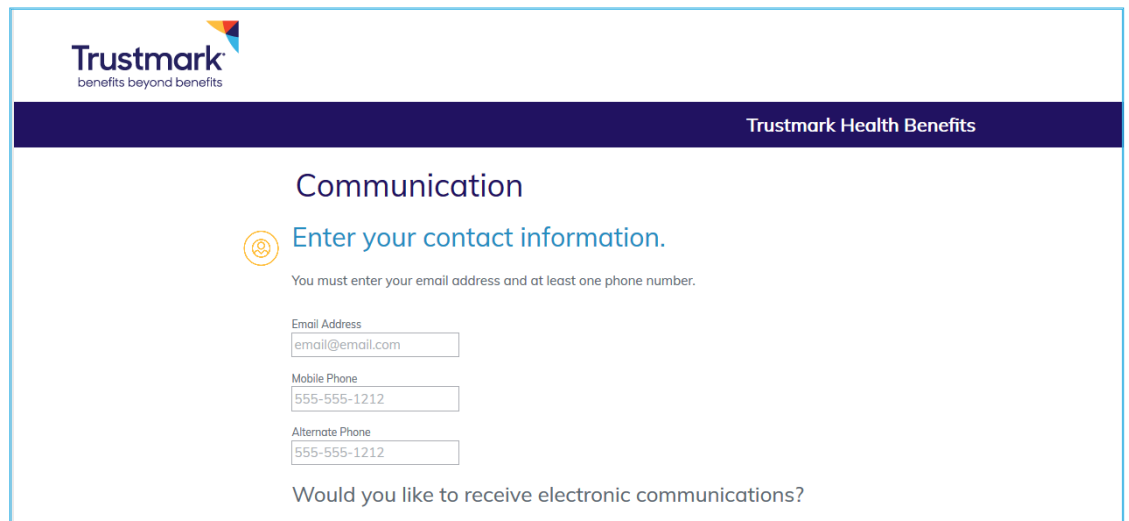
Click "I agree" to accept the consent to electronic signatures and communications and terms and conditions.



The screenshot shows the Trustmark Health Benefits website. At the top, the Trustmark logo is on the left and 'Trustmark Health Benefits' is on the right. The main heading is 'Consent', followed by 'Provide your consent.' and a small icon. Below this, it says 'To continue, please agree to the terms below.' A scrollable box contains the text: 'CONSENT TO ELECTRONIC SIGNATURES AND COMMUNICATIONS AND TERMS AND CONDITIONS' followed by a paragraph of legal text. At the bottom of the scrollable box are two buttons: 'I AGREE' and 'I DECLINE'. A large 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. At the top, the Trustmark logo is on the left and 'Trustmark Health Benefits' is on the right. The main heading is 'Communication', followed by 'Enter your contact information.' and a small icon. 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 placeholder 'email@email.com', 'Mobile Phone' with the placeholder '555-555-1212', and 'Alternate Phone' with the placeholder '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

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Verification

We will need to verify your information before continuing.

Select ONE method below to verify. A code will be sent to the email address or mobile phone number you provided.

Email Address **START**

Mobile Phone **START**

Select ONE method below to verify. A code will be sent to the email address or mobile phone number you provided.

Please enter the verification code that has been sent to your Mobile Phone in the field below.

Email Address **START**

Mobile Phone **START**

Verification Code **VERIFY**

Select ONE method below to verify. A code will be sent to the email address or mobile phone number you provided.

✓ Your code is correct! Click 'Next' below to continue.

Email Address

Mobile Phone

NEXT

Step Six: Personalization

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

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Personalization

Create your profile.

User Name

Password (At least 8 characters) ?

Re-enter Password

Confirm password

Let's keep this secure — answer these 3 security questions.

Remember your answers as you will use these questions in the future if you forget your password!

Select a security question Enter your answer

Select a security question Enter your answer

Select a security question Enter your answer

NEXT

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.