



## A Member's Guide To Registering on myTrustmarkBenefits.com

Health Benefits

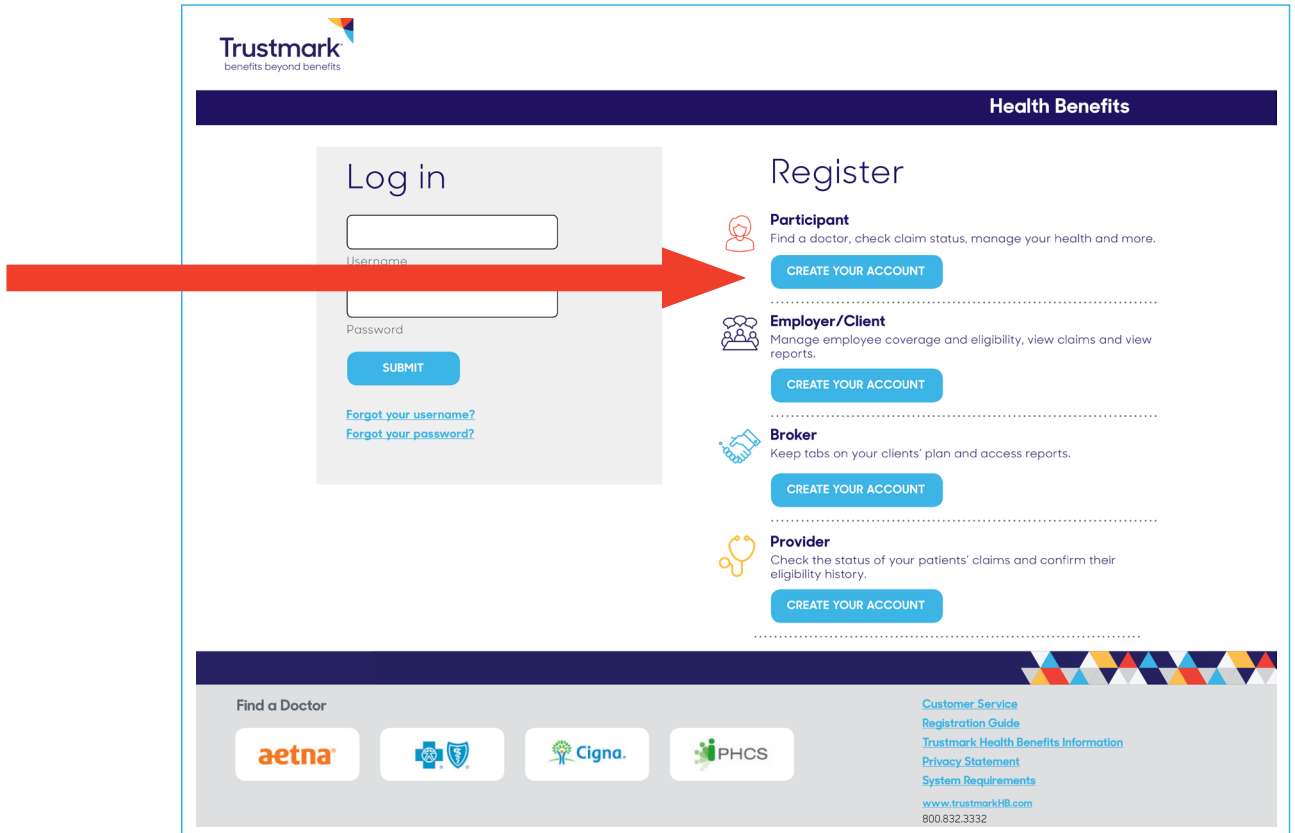
**Trustmark**  
benefits beyond benefits



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.

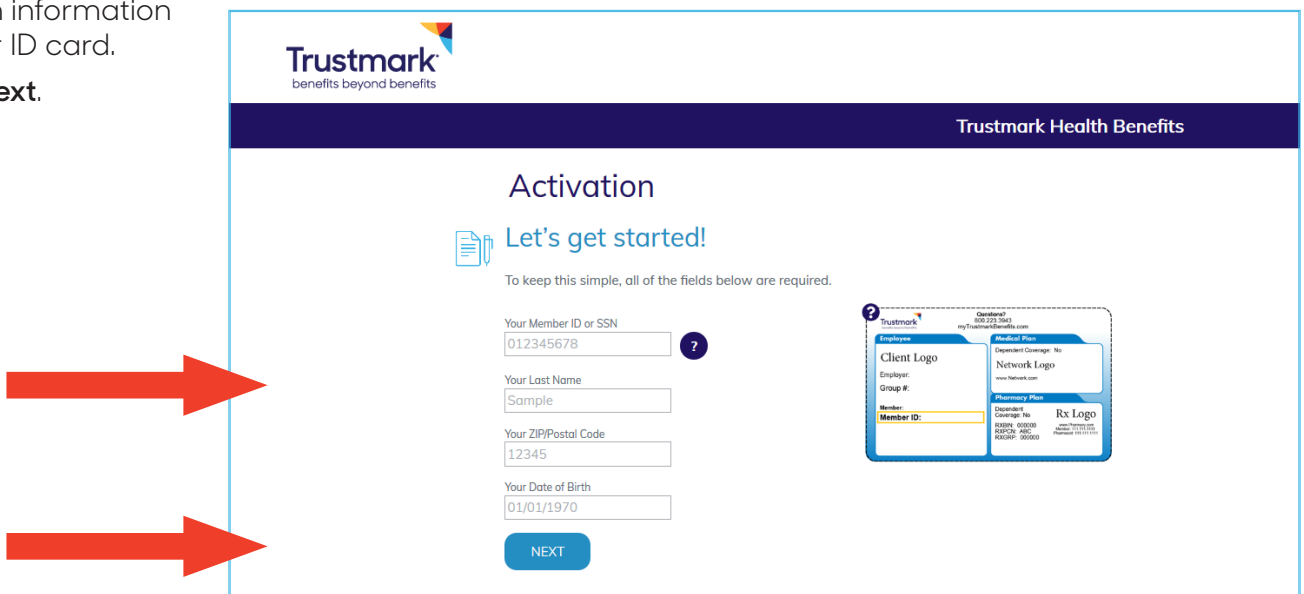


The screenshot shows the Trustmark Health Benefits website. On the left is a 'Log in' section with fields for 'Username' and 'Password', a 'SUBMIT' button, and links for 'Forgot your username?' and 'Forgot your password?'. On the right is a 'Register' section with four options: 'Participant' (Find a doctor, check claim status, manage your health and more.), 'Employer/Client' (Manage employee coverage and eligibility, view claims and view reports.), 'Broker' (Keep tabs on your clients' plan and access reports.), and 'Provider' (Check the status of your patients' claims and confirm their eligibility history.). Each option has a 'CREATE YOUR ACCOUNT' button. A large red arrow points from the 'Log in' section to the 'Register' section. At the bottom, there is a 'Find a Doctor' section with logos for aetna, a cross logo, Cigna, and PHCS. To the right of these logos are links for 'Customer Service', 'Registration Guide', 'Trustmark Health Benefits Information', 'Privacy Statement', 'System Requirements', 'www.trustmarkHB.com', and '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

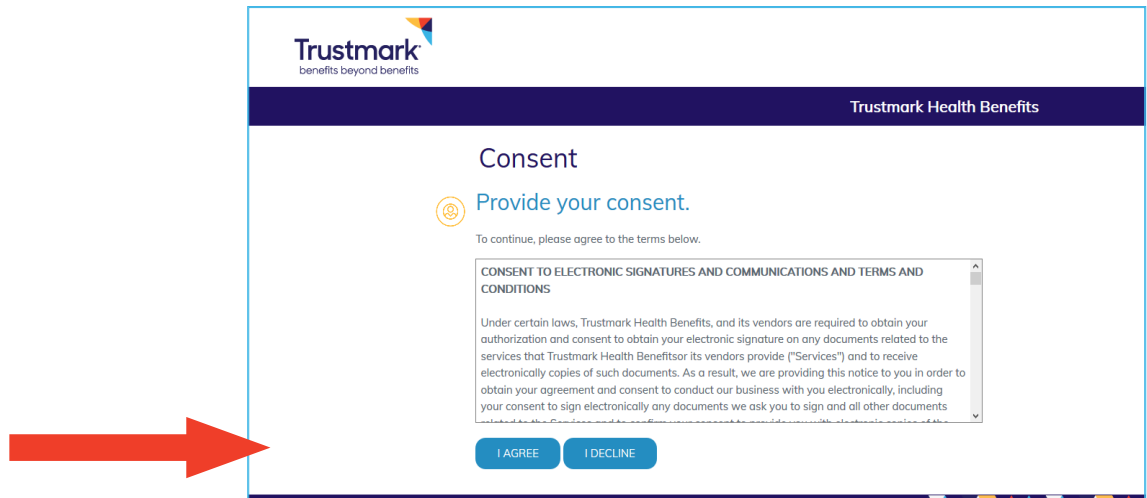
- Enter the required fields with information from your ID card.
- Click **Next**.



The screenshot shows the Trustmark Health Benefits website's 'Activation' page. It features a 'Let's get started!' heading with a document icon. Below this is a note: 'To keep this simple, all of the fields below are required.' The form contains five input fields: 'Your Member ID or SSN' (with a question mark icon), 'Your Last Name', 'Your ZIP/Postal Code', and 'Your Date of Birth'. A 'NEXT' button is at the bottom. To the right of the form is a graphic of a Trustmark ID card. The ID card displays 'Client Logo', 'Network Logo', 'Member ID', 'Rx Logo', and 'Dependent Coverage: No'. Two red arrows point to the form: one to the 'Your Member ID or SSN' field and another to the 'NEXT' button.

## Step Three: Provide Your Consent

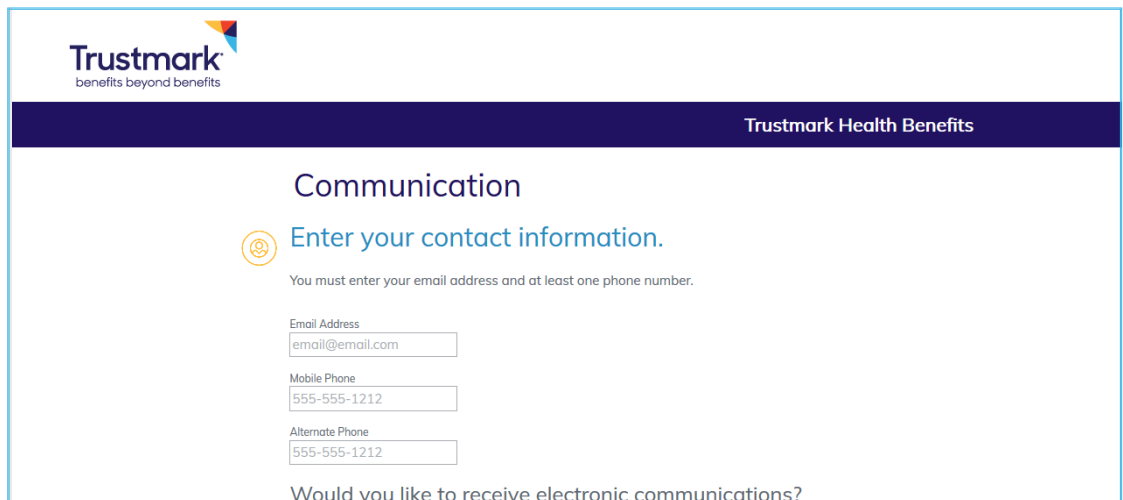
Click "I agree" to accept the consent to electronic signatures and communications and terms and conditions.



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 of a person with a checkmark. 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 of a person with a checkmark. 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




Trustmark Health Benefits

### 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.



Trustmark Health Benefits

### 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.

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

Email Address


Mobile Phone

Verification Code



Trustmark Health Benefits

### 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.

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


## Step Six: Personalization

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




Trustmark Health Benefits

### Personalization

 Create your profile.


User Name

Password  
 At least 8 characters 

Re-enter 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 

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](http://myTrustmarkBenefits.com) for all future visits.