



Welcome to Trustmark Health Benefits!

As of January 1, 2020, Trustmark Health Benefits is the new benefit administrator for Sarah Lawrence College employee health benefit plan. We process your claims, answer your questions, and manage other aspects of your health benefits. We wanted to take this opportunity to welcome you and provide you with some helpful information.

Ways to Connect with Trustmark Health Benefits



Phone: If you or your doctor have any questions about your plan, just call our customer service team at **877.498.8937**. This same number is located on the top of your ID card.



Online: Our secure online member portal, **myTrustmarkBenefits.com*** gives you self-service of your benefit plan anytime from anywhere. You can also connect with our customer service team through this portal.

*Online member portal will become myTrustmarkBenefits.com as of 1/1/20.



App: Our free mobile app allows you to access information about your benefits on-the-go and get answers from our customer service team to any questions you may have. You can download our app from the App Store from Apple or Google Play.

FAQs

Q: When will I receive my ID card?

A: You will receive your ID card soon. Your benefits are now ready to use. Just show your ID card to your doctor or present it to the pharmacy. You're all set!

Q: What is Cigna, located under the Medical Plan portion of my ID Card?

A: Cigna is the network of providers that you should use for healthcare services to receive the best benefits from our health benefit plan. Cigna providers should submit medical claims to the address listed on your ID card:

EDI: Payer ID 62308

Mail: Cigna, P.O. Box 188061, Chattanooga, TN 37422-8061

Q: What happens if my doctor's office doesn't recognize Trustmark's name?

A: Tell them Trustmark is your benefits administrator and that they should call Trustmark at **877.498.8937** should they have questions. Also remind them to submit your claims directly to the address listed on your ID card under Medical Claims Submission.

Q: Who should I (or my pharmacy) call with questions about my prescriptions?

A: Optum RX is your pharmacy program. The number to reach them is **844.265.1731** for members and for pharmacists and is located on your ID card under Pharmacy Plan.

Q: What is an easy way to manage and pay all my healthcare bills?

A: Trustmark offers an online payment manager to give you flexibility and control to choose which bills to pay and when to pay them, using the payment method easiest for you. It's as easy as online shopping. The online payment manager is part of your health benefit plan and can be accessed by logging onto myCoresSource.com*.

Q: How do I register on myTrustmarkBenefits.com*?

A: Go to myTrustmarkBenefits.com* and select the "Create My Account" button in the "I am a Participant" box. You'll need information provided on your medical ID card, so make sure you have it handy. Then just follow the on-screen prompts. At the end of registration, you'll be asked to create a username and password for future visits. Finally, remember to bookmark myTrustmarkBenefits.com* for quick access.

At Trustmark, we pride ourselves on delivering personal service to our members. You can reach our customer service team Monday through Friday, 8:00 a.m. to 5:00 p.m. EST.

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Expect **more.**
Benefit more.

Please don't hesitate to call us with questions. We look forward to servicing and supporting you!