

Instructions for Submitting Claims for Out-of-Network Medical Expenses

- Complete a Trustmark Claim Form found on MySLC [here](#)
- Log in to your member page at <https://www.trustmarkbenefits.com/Health-Benefits>
- Visit the “Messages” section of the home page, in the top, right corner.
- Click on “New Message”
- Select “Claim Status” or “Benefit Question” from the drop down menu of topics.
- Add a subject heading indicating you are submitting an out-of-network claim for reimbursement
- Type a message to include with your claim submission, and upload copies of:
 - The claim submission form
 - Itemized bill for services rendered
 - Proof of payment made to the provider
- Click on “Send”
- Claims are generally processed within 10 business days from the time they are received, however they may take up to 30 days in some cases.