

Trustmark – Indemnity Copay Plan / Health Reimbursement Account(HRA)

Finding Doctors & Plan Questions



Customer Service

Trustmark is the administrator of our new medical plans both the Indemnity Copay Plan and the Health Reimbursement Account(HRA). Trustmark is the first place to turn to when you have questions on your coverage. Trustmark's web address and phone number are at the top of your card. You, or your providers, can contact them at: **(877) 498-8937** or **myTrustmarkBenefits.com**

When you go to a provider for the first time or if your doctor's office asks what your new insurance is, please tell them:

"I have an indemnity plan, administered by Trustmark. Here is my card."

or

"I have a Health Reimbursement Account(HRA), administered by Trustmark. Here is my card"

We also have a Benefits Help Line for all types of billing or coverage questions at (844) 577-2616

Finding a Doctor or Facility

As a reminder, our new medical plan allows members to go to any provider or facility for medical care and services. MultiPlan and Imagine Health are available networks where Trustmark has already negotiated with many doctors or facilities. Using Providers in these networks is not required, but does mean less concern about a balance bill. Here are those optional network resources:

MultiPlan – A National network of doctors, labs (including most *Labcorp* sites) and out-patient services. The providers on this list regularly bill through Trustmark. You can confidently seek providers in MultiPlan by using the link below, and on Network, choose "MultiPlan" and select "Practitioner & Ancillary".

<https://www.multiplan.com/webcenter/portal/ProviderSearch>

Imagine Health – A network primarily made of Penn Medicine doctors and hospitals. Surgeries and hospitals stays at Imagine Health providers have \$0 deductible. You can find Imagine Health Doctors, Hospitals and other Facilities (including *Quest Diagnostics* labs) at:

<https://providers.imaginehealth.com/>

Teladoc – Employees have Telemedicine (virtual office) visits at a \$10 copay. Teladoc offers 24/7 access to Primary Care Doctors (Behavioral Health services during normal business hours) at: **(800) 835-2362** or www.teladoc.com

Prescription Drug Coverage

Prescription Benefits – Our new Rx plan is through Express Scripts. Maintenance medication should be filled through the Express Scripts mail order program. Please contact Express Scripts at: **(800) 922-1557** or **Express-Scripts.com**

Specialty Medications will now be filled through Accredo. You can contact Accredo with any questions on these medications at: **(800) 803-2523** or **www.accredo.com**

Balance Bills

ELAP Services – Provides services to resolve balance bills (if necessary) from a facility or from a physician (who is not in the MultiPlan or Imagine Health network). Contact them at: **(800) 977-7381** or bb@elapservices.com