

### Identifying our New Insurance

When a Doctor’s Office or Medical Facility asks “What is your new insurance? Please respond with:

**Our Group Plan is Self-Funded and Trustmark is responsible for processing and paying claims**

If a provider asks what network the plan uses, you may tell them “ImagineHealth and MultiPlan”. Those network labels are located on the front of your ID card (example on page 2). However, our plan allows us to visit any provider and does not require you to satisfy an “Out-of-network” deductible, coinsurance, etc.

### Claims Address

Most doctors routinely bill Trustmark and know where to send claims. If your doctor has questions on coverage or eligibility, please share the ID card (which they will likely request anyway). Here is a copy of your Insurance Card:



**Medical Claims Submission**  
EDI: Payer ID 35182  
Mail: Trustmark Health Benefits  
P.O. Box 2920  
Clinton, IA 52733-2920

**Eligibility**  
To confirm eligibility, verify benefits or check the status of a claim, call Trustmark Health Benefits at 877.498.8937 or visit our website at myTrustmarkBenefits.com.  
This card does not guarantee eligibility or payment.

**Care Management**  
PRE-CERTIFICATION REQUIRED  
Call 800.480.6658 for authorization.  
You or your physician are responsible to call:  
• 15 days prior to all non-urgent care elective admissions  
• Within 48 hours or the next business day of an urgent care admission  
• Prior to home healthcare services  
Failure to call may result in a reduction of benefits.  
Call 1.800.835.2362  
visit www.teladoc.com

**TELADOC**

**Plan ID and Address to Mail Claims Submissions**

**Trustmark Customer Service #**

**Contact # for Doctor Pre-Certification**

For employees who have chosen the **Indemnity Copay Plan**, your copays (office visits, labs, etc) are shown on the front of the card. Your copay is the same no matter what provider you see. We encourage you to pay the copay at your visit.

### Trustmark Customer Service

If the provider needs to confirm any information, or has questions, please direct them to call (877) 498-8937. If a provider says they do not participate with Trustmark, the service team will:

- Confirm copays or Deductible Amounts (Indemnity Copay Plan or HRA Plan, if applicable)
- Tell providers what they will be reimbursed for the services provided
- Walk them through what to collect at the time of service and where to submit claims

## Prescription Drug Questions / Claims

Rx coverage continues to be provided through Express Scripts. Maintenance medications should be filled through the Express Scripts mail order program. You may contact them at: **(800) 922-1557** or **www.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**

These details for the pharmacy coverage are on the front of your card as shown below.

**Trustmark**  
benefits beyond benefits

**Questions?**  
877.498.8937  
myTrustmarkBenefits.com

**Member**

**Bancroft**  
One world. For everyone.

Group #: 6B0000  
**Member:**  
**Member ID:**

**Pharmacy Plan**

RXBIN: 003858  
RXPCN: A4  
RXGRP: BANCRXS  
express-scripts.com  
Rx Help Desk: 800.922.1557

Retail Copays: Generic \$7/ Preferred \$35/ Brand \$50  
Mail Order Copays: Generic \$14/ Preferred \$70/ Brand \$100

**Medical Plan**

Dependent Coverage: No

**imagine** HEALTH  
**Quest** Diagnostics<sup>®</sup>  
**MultiPlan.** Practitioner & Ancillary Only  
Practitioner & Ancillary Only: www.multiplan.com/mpipracanc 888.671.7427

Find Providers at <https://providers.imaginehealth.com>  
Non Imagine Health Facilities and Physicians: visit <http://www.planlimit.com/bancroft-ih>

**Pharmacy Plan ID and contact information**

**Links to Optional Medical Provider Networks**

## Problems Using the Insurance / Providing Billing Problems

Our Advisors at Conner Strong & Bucklew staff the Bancroft Benefits Helpline. Please contact them at:

**(844) 577-2616**

The Bancroft Benefits Helpline is HIPAA compliant and can help coordinate any issues with using your medical/prescription drug benefits, or problems with provider billing.