Quick Reference Guide for Doctors – Trustmark Members

Take this to your 1st Appointment under the NEW insurance



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 <u>any provider</u> 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:



For employees who have chosen the <u>Indemnity Copay Plan</u>, 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:

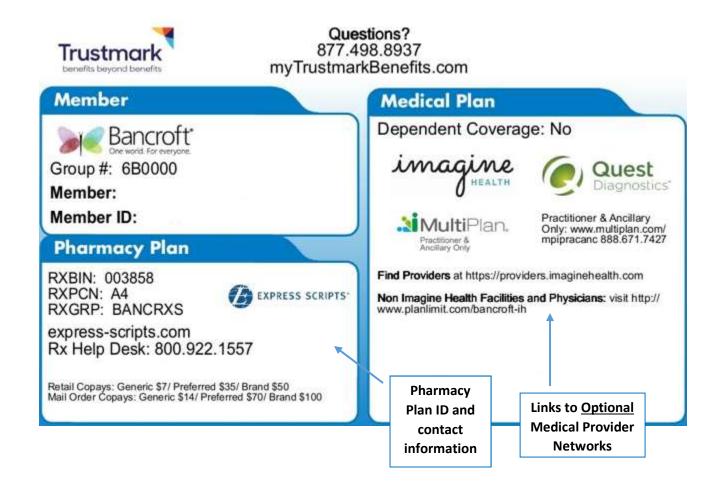
- Confirm copays or Deductible Amounts (Indemnity Copay Plan or HRA Plan, if applicable)
- Tell providers what they will be reimbursed for the services provided
- Walk them through what to collect at the time of service and where to submit claims

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.



Problems Using the Insurance / Providing Billing Problems

Our Advisors at Conner Strong & Buckelew 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.