



Contact Trustmark for Claims and Coverage Questions

This patient's health plan uses a third-party administrator (TPA) to process claims and manage other aspects of their health benefits, including contracting for PPO network access.

Trustmark Health Benefits is the TPA for this patient's plan. **Aetna Signature Administrators** is the PPO network this patient can access for in-network care.

Trustmark vs. Network Responsibility

The information below outlines some of the general responsibilities of Trustmark and Aetna Signature Administrators.

Trustmark's Responsibility

- Answer provider eligibility questions and benefit verification
- Answer provider claims questions
- Receive and process claims
- Manage precertification and appeals
- Provide customer service

Aetna Signature Administrators' Responsibility

- Provide network access
- Resolve provider contract issues

Questions and Claims Submissions

Log in to the Trustmark provider portal, myTrustmarkBenefits.com, or call Trustmark at **888.270.2044** for all claims and eligibility questions. This number is also located at the top of the patient's ID card.

Submit all claims to Trustmark at the address listed on the patient's ID card under *Medical Claims Submission*:

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

Do not submit claims or direct questions to Aetna Signature Administrators. Submitting claims to the network instead of Trustmark will result in payment delays and incorrect denials.

Expect **more.**
Benefit more.

Use myTrustmarkBenefits.com for anytime provider self-service.

Self-funded plans are administered by Trustmark Health Benefits, Inc.

400 Field Drive • Lake Forest, IL 60045
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