

Insurance Claims and Verification Info Sheet

Medical Claims Processing:

In-network providers will submit a claim on your behalf. If the provider is out-of-network, you may have to submit a claim to the insurance directly.

1. Complete a [Trustmark Health Claim Form](#) with proof of payment and documentation.
2. Submit the Form with supporting documents to Trustmark for processing via one of the following methods:
 - EMAIL:
 - HBEVClaimsSubmission@hlthben.com in the subject line write “FAES OON Claim Submission”
 - PORTAL:
 - Sign into your www.mytrustmarkbenefits.com account
 - Click on the link for “Messages”
 - Select “General Inquiry”
 - In the Subject line type “OON Claim Submission”
 - Attach claim/itemized statement/proof of payment
 - MAIL TO:
 - Trustmark Health Benefits
PO Box 2920
Clinton, IA 52733-2920
3. If you have any additional questions, please contact FAES Insurance department via email faesinsurance@mail.nih.gov or phone: 301-496-8063.

Medical Claim Denial:

If your claim was denied, you will receive an explanation of benefits (EOB) with denial information.

1. If the claim needs additional information for processing, Trustmark will inform you via the EOB.
2. You will need to obtain the additional information from your provider and submit to Trustmark.
3. If you encounter issues or have questions during this process, please contact the FAES Insurance Department for additional assistance via email faesinsurance@mail.nih.gov or phone: 301-496-8063.

Claim Appeals Process:

1. Information on appeals can be found in the paperwork with your explanation of benefits (EOB) from Trustmark. You can also contact Trustmark Customer Service, 888-270-2044 to initiate the appeal process.
2. Complete and send in the form provided on your EOB within one hundred eighty (180) calendar days from receipt of notification of the denial. Include the reasons you feel the claim should not have been denied along with any additional information and comments relevant to the claim. You will be notified of the decision within a reasonable period of time, no later than 60 days after the plan receives your request for review.
3. The appeals process can be lengthy and complex. The FAES Insurance team is available to assist you with navigating this process.
4. If you encounter issues or have questions during this process, please contact the FAES Insurance Department for

additional assistance via email faesinsurance@mail.nih.gov or phone: 301-496-8063.

If a provider sends you a bill for medical services:

For in-network providers:

1. Review the bill and check if it notes any payment from the insurance carrier, Trustmark.
2. If the bill does not contain insurance payment information, please contact the provider's office and inform them of your insurance information located on the front of your ID card.
3. Request your provider to submit the claim for processing to Trustmark.
4. If you encounter issues or have questions during this process, please contact the FAES Insurance Department for additional assistance via email faesinsurance@mail.nih.gov or phone: 301-496-8063.

For out-of-network providers:

In most circumstances, out-of-network providers will not submit a claim on your behalf.

1. Complete a [Trustmark Health Claim Form](#) with proof of payment and documentation.
2. Submit the Form with supporting documents to Trustmark for processing via one of the following methods:
 - EMAIL:
 - HBEVClaimsSubmission@hlthben.com in the subject line write "FAES OON Claim Submission"
 - PORTAL:
 - Sign into your www.mytrustmarkbenefits.com account
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 - Attach claim/itemized statement/proof of payment
 - MAIL TO:
 - Trustmark Health Benefits
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3. If you encounter issues or have questions during this process, please contact the FAES Insurance Department for additional assistance via email faesinsurance@mail.nih.gov or phone: 301-496-8063.

If your provider is unable to verify your medical benefits:

1. Confirm that your provider is verifying eligibility and benefits with **Trustmark**. Providers can contact Trustmark at 888-270-2044. Trustmark's EDI payer ID is 35182.
2. If your provider is searching under an Aetna plan, the provider will not be able to verify your benefits as it is not an Aetna insurance plan. The insurance provider is Trustmark.
3. Please be aware that the FAES insurance plan, uses the Aetna Signature Administrators PPO network of providers. But it is not an Aetna insurance policy.

If you need assistance with any other issues not listed here or on our [FAQ section](#) of our website, FAES Insurance department is always available to assist you.

FAES Insurance

faesinsurance@mail.nih.gov

301-496-8063