

# **Trustmark Group Insurance**

## Employee Guide for Viewing and Changing Benefits

Please follow these simple steps to access Express to view or make changes to your insurance plan. Once you have registered, online help screens and a complete printable Express Member Guide are available to assist you.

### Log on to Express

1. Log on to Express at [enroll.trustmarklife.com](http://enroll.trustmarklife.com). No prefix is necessary (e.g. www. or http:).
  - If you have previously registered to use Express, enter your social security number or Member ID and your password.
  - If you currently have access to any of the other Trustmark online services, click the [“If you are an existing user of Trustmark Life’s services”](#) link to add Express to your account.
  - If you are new to our services, click the [“If you are new to Trustmark’s online services. Click Here”](#) link to start the registration process. On the Group Enrollee Registration screen, enter the following information:
    - ✓ Your social security number or Trustmark assigned unique identifier from your ID Card
    - ✓ Your date of birth
    - ✓ Your Group ID number (supplied by your employer)
    - ✓ Your email address (optional and only used to send your password if it is forgotten)
    - ✓ A password of your own choosing
    - ✓ Your city of birth (used as validation if you should forget your password)
    - ✓ When finished, click Submit and you will be returned to the log in screen. Enter your social security number and newly created password in the fields provided and click on the Login button. Once registered, you may return to Express at any time by simply entering your social security number and password.
2. Read and accept the eBusiness Agreement. You will now be taken to your main menu screen.

### Member Menu Screen

The menu options are interactive and depend upon your current benefit selections. When making your updates, please be sure to follow the Express screens through to completion to ensure that your information has been successfully submitted to Trustmark Life Insurance Co. Your menu options may include one or more of the following:

- **Maintain Member Personal Data** – Click here to change your name, address, phone number, gender, other insurance information, or smoker status.
- **Maintain Dependent Personal Data** – If you are covering dependents, you have the ability to change all of the above information plus update full time student and incapacitated dependent status for your children.
- **Maintain Beneficiaries** – If you have life type benefits, select this link to view or change your beneficiary designations.
- **Enroll in Benefits** – This option allows you to add a spouse or dependent child to your insurance plan, or elect a coverage that was previously waived.
- **Terminate Dependents** – Choose this link to remove a dependent from all benefits.
- **Reduce Coverage** – Click here to waive your rights or a dependent’s rights to a specific benefit.
- **View Transaction History** – View all of your eligibility and benefit selection changes that were entered through the Express system for a rolling 12-month period.
- **View Status of Held Transaction** – View the status of a transaction that was held awaiting review by your Group Administrator or Trustmark Life Insurance. This option will only show transactions entered using the Express system.
- **Update Held Transactions** – Act upon transactions that are being held for additional information from you. This option will only show transactions entered using the Express system.
- **View Current Benefit Selections** – Select this link to view your current benefits and who is covered.
- **ID Card Request** – If you need an additional medical or dental ID card, click here and follow the simple online instructions.

If you have any questions about the Express system, please feel free to contact us by clicking on the Contact Us link at the top of any Express screen, calling toll free at (866) 213-9829 Monday through Friday between 7:30 a.m. and 5:00 p.m. Central Time, or sending an email to [Express@trustmarklife.com](mailto:Express@trustmarklife.com).

**IMPORTANT:** If you did not enroll using Express, please review the Update Member Personal Data Screen, Update Dependent Personal Data Screen and Update Beneficiaries Screen to verify the accuracy of your marital status, other insurance information, beneficiary designations, and student status for your dependent child(ren).