

# Filing a claim with Trustmark

At Trustmark, we aim to make filing a claim an easy, pain-free experience. This guide will show you what to expect and help walk you through claim filing process.

## What's the process?

### 1. Claim submitted

You can submit your claim via our online claims portal, fax, email, mail, or phone.

**Online claims portal:**

[trustmarkbenefits.com/claims](https://trustmarkbenefits.com/claims)

### 2. Representative assigned

Trustmark will assign a representative to review your claim.

### 3. Verify proofs needed

Depending on the claim being filed, you may need to provide medical records, employment verification, death certificate, beneficiary info, assignments, etc.

### 6. Claim decision

Trustmark determines benefit eligibility and communicates the decision to the policyholder.

### 5. Review of proofs

Trustmark reviews all received proofs and information.

### 4. Letter/text sent to policyholder

This communication from Trustmark includes contact information and an established follow-up date, if necessary.



## Where can you submit a claim?

**Online:** [trustmarkbenefits.com/claims](https://trustmarkbenefits.com/claims)

**Phone:** 877-201-9373

Insurance product:	Email:	Fax:
Accident	<a href="mailto:AccidentclaimsVB@trustmarkbenefits.com">AccidentclaimsVB@trustmarkbenefits.com</a>	508-853-2867
Hospital	<a href="mailto:HospitalclaimsVB@trustmarkbenefits.com">HospitalclaimsVB@trustmarkbenefits.com</a>	508-853-1867
Rider	<a href="mailto:RiderclaimsVB@trustmarkbenefits.com">RiderclaimsVB@trustmarkbenefits.com</a>	508-471-3208
Life	<a href="mailto:LifecclaimsVB@trustmarkbenefits.com">LifecclaimsVB@trustmarkbenefits.com</a>	508-853-0310
Disability	<a href="mailto:DIClaimsVB@trustmarkbenefits.com">DIClaimsVB@trustmarkbenefits.com</a>	508-853-2757

## Once a claim is submitted, who's the point of contact at Trustmark?

**Trustmark claims team:** 877-201-9373

### What kind of documentation may be required?

Documentation depends on the type of claim being submitted. The online claims portal will prompt you to upload the documents needed or you can ask a Trustmark claims team representative. Potential documents may include:

- Claim form
- Medical records supporting loss or benefit eligibility
- Employment information
- Accident report

### How long will it take to process a claim?

Total timing depends on Trustmark receiving all the necessary documentation. But, once we have the required documentation:

- **91%** of Accident/Hospital product claims handled **within 2 business days**
- **95%** of Wellness Rider claims handled **within 3 business days**
- **96%** of Disability/Critical Illness claims handled **within 5 business days**
- **97%** of Life/Long-Term Care claims handled **within 5 business days**

**Contact your Trustmark representative to learn more about our claims process, or to file a claim online, log in to the portal at [myvb.trustmarkbenefits.com/login](https://myvb.trustmarkbenefits.com/login).**

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