

For Claims Customer Service: For Claims Submission: **■ Phone**: (866)-813-7192

Brax: (866) 680-0401 Email: GroupHospitalClaimsVB@trustmarkbenefits.com

Instructions for Claim Submission

Please be sure to review the requirements noted below for claim submissions and ensure your submission is complete to avoid any delays on you claim.

Please keep a copy of all parts of this form and any supporting documentation for your records.

This is not a guarantee of payment. Benefits will be determined based on certificate provisions. The certificate owner is responsible for completion of all portions of this form without expense to Trustmark Companies.

Supporting Documentation

Required: Be sure to include the required supporting documentation noted in each section of the claim form. Other proof of treatment may also be needed.

Claim Form

Required: Be sure to fully complete the following required portions of the claim form. <u>Incomplete or illegible answers may result in</u> <u>delay of benefits.</u>

- Section A & B To be completed by the certificate owner.
- Section C To be completed by the certificate owner <u>only if</u> claiming Waiver of Premium Due to Disability.
- Section D To be completed by treating physician <u>only if</u> claiming Waiver of Premium Due to Disability
- **Disclosure Authorization** To be completed by the patient unless the patient is a minor or legally incapacitated. Be sure to sign and date this section of the form, including DOB & last 4 digits of SSN where indicated.
- **Claim Submission Signature** To be completed by the certificate owner. Be sure to sign and date this section of the form.

Optional: These sections of the claimform are not required, but completing them will provide better and faster communication with you or anyone you designate

- E-Sign Disclosure and Consent Notice To be completed by the certificate owner. Complete if you would like claim communication by text or email, including text alerts for any payments released.
- Third Party Communication Authorization To be completed by the certificate owner and the patient unless the patient is a minor or legally incapacitated Complete if you would like to a uthorize Trustmark to released information on your claim(s) to a third party such as a spouse, friend or agent.

Informational: These sections of the claim form provide important information about your rights and the laws in each state.

• State Required Fraud Notices - Attached for your information.



For Claims Customer Service:	🖀 Phone:	(866)-813-7192
For Claims Submission:	🗏 Fax : (866)	680-0401 🖂 Email: GroupHospitalClaimsVB@trustmarkbenefits.com

Section A – Certificate Owner Information (To be compl	leted by the Certificate Owner)
Certificate #:	SSN #(last 4 digits):
Certificate Owner Name:	DOB:
Address:	
Street City	State ZipCode
Phone #	
Employer's Name:	Employee of Irustmark? Yes No
Section B – Claim Information (To be completed by the	Certificate Owner)
Name of patient: DOB:	SSN # (last 4 digits):
Relationship to Certificate owner: Certificate owner Sp Other	
Reason for Claim: Accident Sickness Childbirth	n
ICD10 Code (if known): Diagnosis:	
If claim is due to an accident, please provide a description of it occurred and what happened to the patient:	of the accident including date of accident, where

Is claim due to injuries sustained in a Motor Vehicle Accident (MVA)? Types I No

(If Yes, a copy of MVA report is required)

Did the accident occur on the job? Yes No (If Yes, a copy of work incident report is required)

Date of first diagnosis for condition claimed: _____



For Claims Customer Service: For Claims Submission: Phone: (866)-813-7192
 Brax: (866) 680-0401 ⊠ Email: GroupHospitalClaimsVB@trustmarkbenefits.com
 Complexity (866) 680-0401 ⊠ Email: GroupHospitalClaimsVB@trustmarkbenefits.com
 Statement
 St

Was patient confined in a hospital as the result of a covered accident or covered sickness? U Yes UNO

Total number of days confined to the hospital? ___

Note: Room & Board, ICU and Hospital Step Down charges must be incurred. Confinement in a rehab or mental health or substance use unit may not be a covered benefit. Observation Unit requires admission of at least 20 hrs.

Proof of Admission and discharge dates, reason for confinement, hospital name and address and room type is required.

Please provide the following information pertaining to first date of hospital confinement:				
Date	Type of Room	Comments		
	🗖 Regular 📮 ICU 📮 Hospital Step Down			
	🗖 Rehab Unit			
	Mental Health or Substance Use Unit			
	Observation Unit Admission Time:	Discharge Time:		

Please provide the following information for all additional dates of confinement:				
Date	Type of Room	Date	Type of Room	
	Regular ICU Hospital Step Down		Regular ICU Hospital Step Down	
	🗖 Rehab Unit		🗖 Rehab Unit	
	Mental Health or Substance Use Unit		Mental Health or Substance Use Unit	
	 Regular ICU Hospital Step Down Rehab Unit Mental Health or Substance Use Unit 		 Regular ICU Hospital Step Down Rehab Unit Mental Health or Substance Use Unit 	
	 Regular ICU Hospital Step Down Rehab Unit Mental Health or Substance Use Unit 		 Regular ICU Hospital Step Down Rehab Unit Mental Health or Substance Use Unit 	
	Observation Unit Admission Time:	•	Discharge Time:	



Phone: (866)-813-7192
 Imail: GroupHospitalClaimsVB@trustmarkbenefits.com
 Imail: GroupHospitalClaimsVB@tr

Please list all hospitals where dates of admission confinement listed on prior page of claim form occurred					
Name of Hospital	Address	Indicate if Hospital is more than 50 miles from patient's primary residence?	If Yes, was patient accompanied by an adult companion who required overnight lodging?		
		🛛 Yes 🗖 No	🛛 Yes 🗖 No		
		🛛 Yes 🗖 No	🗆 Yes 🗖 No		
		🛛 Yes 🗖 No	🗅 Yes 🗅 No		
		🛛 Yes 🗖 No	🗅 Yes 🗅 No		

Note: If you answered yes to the lodging question above and your certificate contains benefits for lodging, please provide proof for number of nights.

Surgical Benefit Rider Some select certificates include coverage when a Covered Person undergoes Surgery as a result of a Covered Sickness or Accident. If your certificate includes this coverage, please complete below if you are claiming this benefit. (*Copy of operative report is required*)

Date of Surgery:

Name of Surgery Performed: _____

Type of Surgery: D Inpatient D Outpatient

Name of Facility where surgery was performed: _____

Address of Facility: _____

Was anesthesia required? Yes No If Yes, Describe:

General including Epidural	Local, Conscious Sedation
----------------------------	---------------------------

Imaging Benefit Rider Some select certificates include coverage for laboratory tests or diagnostic imaging tests the below when received to determine diagnosis or monitor response to treatment. If your certificate includes this coverage, please complete below if you are claiming this benefit:

(Proof of test such as copies of bills, invoices, explanation of benefits, treatment notes or discharge statements is required)

Service Category	Name of Test	Test Date
Laboratory Test		
Laboratory Test		
Laboratory Test		
Imaging Test		
Imaging Test		
Imaging Test		

A112-2494-GR VB Group Hospital Initial Claim Form V11.2021



For Claims Customer Service: For Claims Submission: Phone: (866)-813-7192
 Brax: (866) 680-0401 ⊠ Email: GroupHospitalClaimsVB@trustmarkbenefits.com

Please list all dates of ambulance rides taken for this condition:		
Date	Type of Ambulance	

Ground	Water	🗖 Air

Ground	🛛 Water	🗖 Air

Ground Water Air

Please provide the name and address for the ambulance service:



For Claims Customer Service: For Claims Submission:

Rehabilitation Services Rider Some select certificates include coverage when a Covered Person receives outpatient rehabilitation, mental health or substance use services. If your certificate includes this coverage, please complete below if you are claiming this benefit.

(Proof of treatment such as medical records, UB-04 insurance billing form, HCFA or CMS 1500 billing form or therapy attendance records are required. Any documents must include date of treatment, who received treatment, where treatment was received and who provided therapy.)

Please complete the following information for all dates of outpatient rehabilitation:

Treatment Date	Type of Treatment		Name & Address of Facility
	□ PT (Physical Therapy) □Mental Health Rehab		
	Speech Therapy	□Substance Use Rehab	
	OT (Occupational The	erapy)	
	PT (Physical Therapy)		
	Speech Therapy	□Substance Use Rehab	
	OT (Occupational Therapy)		
	PT (Physical Therapy)	Mental Health Rehab	
	Speech Therapy	□Substance Use Rehab	
	OT (Occupational Therapy)		



For Claims Customer Service: Phone: (866)-813-7192 For Claims Submission: B Fax: (866) 680-0401 Email: <u>GroupHospitalClaimsVB@trustmarkbenefits.com</u>						
Section C - Waiver of Pre Owner) Some select certificates claiming this benefit.		-				
Claim Information						
Name of patient:			_ DOB:	_ SSN # (last 4 digits):		
Address:						
Street		City		St at e	ZipCode	
Phone #	🖬 Hom	ne 🗆 Cell 🖬 W	ork E-Mail Address	·		
What is the cause of your	disability?		What is your occu	upation?		
Date Disability Began? (D	0ate = MM/DE)/YYYY)	Return to work da	ate (if known)? (Date =	MM/DD/YYYY)	
Name of Physician:			Name of Employe	er:		
Address (Street)			Address (Street)			
City	State	ZIP Code	City	State	ZIP Code	
Phone Number	Fax Num	ber	Phone Number	Fa	x Number	



For Claims Customer Service:	The Phone:	(866)-813-7192
For Claims Submission:	🗏 Fax : (866)) 680-0401 🖂 Email: <u>GroupHospitalClaimsVB@trustmarkbenefits.com</u>

Section D - Waiver of Premium for Disability – Physician's Statement (*To be completed by Physician*) Some select certificates provide for waiver of premium for disability. Please have your physician complete this page only if you are claiming this benefit.

Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime, and shall also be subject to a civil penalty not to exceed five thousand dollars and the stated value of the claim for each such violation.

Name of patient: _____ DOB: _____

Primary Diagnosis:

_____ ICD10 code: _____

Date of 1st Treatment: _____ Dates of Subsequent Treatment: _____

Objective evidence supporting impairment (including x-rays, EKG's, lab data, physical exam notes, etc.):

Limitation(s) or recommendation(s) related to impairment:

Do/Did you consider the patient to be unable to work?	Yes No	
If yes, please provide dates: From:	То:	
If still completely unable to work, when do you expect the 1-3 months 3-6 months 6-12 months		
Print or Type Name	Degree	Medical Specialty
Street Address	Telephone Number	Fax Number
City, State, Zip	SSN or Employer's ID #	
Signature of Physician		Date Signed
Is the physician, related to this patient? \Box Yes \Box No	If yes, relationship?	•



Phone: (866)-813-7192
 Brax: (866) 680-0401
 Email: GroupHospitalClaimsVB@trustmarkbenefits.com
 Complexity of the second s

E-Sign Disclosure and Consent Notice

This E-Sign Disclosure and Consent Notice ("Notice") applies to all communications, as defined below, for services provided by Trustmark Companies and our affiliates ("Trustmark" or "We"). Under this Notice, communications you receive in electronic form from us will be considered "in writing."

By using Trustmark electronic and online services ("Electronic Services"), you acknowledge that your electronic signature is legally binding and shall be treated as a valid signature for all purposes.

In addition, by using Trustmark Electronic Services you consent to the entirety of this Notice and affirm that you have access to the hardware and software requirements identified below. You must review and accept the terms of these services. If you choose not to consent to this Notice or you withdraw your consent, you will be restricted from using Electronic Services.

PREFERRED METHOD OF COMMUNICATION

Text Messages and Email - Please provide cell phone #: (_____) - _____

Only Email - Please provide email address: _______@ ______@

You should be aware that electronic communication is not secure unless it is encrypted. We strongly encourage you to use encrypted communication when sending sensitive and/or confidential information. By sending sensitive or confidential electronic messages that are not encrypted, you accept the risks of such lack of security and possible lack of confidentiality. If you elect to communicate from your workplace computer, you should also be aware that your employer and its agents, have access to electronic communication between you and us.

You understand that by selecting text messaging, regular text messaging rates may apply for any texts you receive from Trustmark and you assume responsibility for any costs associated with these text messages. You also understand and agree that by selecting text messaging or email, Trustmark may use either communication method to provide me with required written updates relating to my claim. This consent shall remain in effect unless revoked by notifying Trustmark.

COVERED COMMUNICATIONS

Includes, but is not limited to disclosures or communications we provide to you regarding our services such as: (i) claim submissions, third party authorizations, overpayment authorizations, fraud notices, terms and conditions, privacy statements or notices and any changes thereto; and (ii) customer service communications (such as claims of error communications) ("Communications").

METHODS OF PROVIDING COMMUNICATIONS

We may provide Communications to you by email or by making them accessible on the Trustmark websites, mobile applications, or mobile websites (including via "hyperlinks" provided online and in e-mails). Communications will be provided online and viewable using browser software or PDF files.

HARDWARE AND SOFTWARE REQUIREMENTS

To access and retain electronic Communications, you must have:

- A valid email address;
- A computer, mobile, tablet or similar device with internet access and current browser software and computer software that is capable of receiving, accessing, displaying, and either printing or storing Communications received from us in electronic form;
- Sufficient storage space to save Communications (whether presented online, in e-mails or PDF) or the ability to print Communications.

A112-2494-GR VB Group Hospital Initial Claim Form V11.2021



Phone: (866)-813-7192
 B Fax: (866) 680-0401 ⊠ Email: GroupHospitalClaimsVB@trustmarkbenefits.com

We may request that you respond to an email to demonstrate you are able to receive these Communications.

HOW TO WITHDRAW YOUR CONSENT

You may withdraw your consent to receive Communications under this Notice by writing to us at "Attn: E-Sign Disclosure and Consent Notice, 100 North Pkwy, Worcester, MA 01605." Your withdrawal of consent will cancel your agreement to receive electronic Communications, and therefore, your ability to use our Electronic Services.

REQUESTING PAPER COPIES OF ELECTRONIC COMMUNICATIONS

You may request a paper copy of any Communications; we will mail you a copy via U.S. Mail. To request a paper copy, contact us by writing to "Attn: E-Sign Disclosure and Consent Notice, 100 North Pkwy, Worcester, MA 01605." Please provide your current mailing address so we can process this request. Trustmark may charge you a reasonable fee for this service.

UPDATING YOUR CONTACT INFORMATION

It is your responsibility to keep your primary email address current so that Trustmark can communicate with you electronically. You understand and agree that if Trustmark sends you a Communication but you do not receive it because your primary email address on file is incorrect, out of date, blocked by your service provider, or you are otherwise unable to receive electronic Communications, Trustmark will be deemed to have provided the Communication to you; however, we may deem your account inactive. You may not be able to transact using our Online Services until we receive a valid, working primary email address from you.

If you use a spam filter or similar software that blocks or re-routes emails from senders not listed in your email address book, we recommend that you add Trustmark to your email address book so that you can receive Communications by e-mail.

You can update your primary email address or other information by writing to us at "Attn: E-Sign Disclosure and Consent Notice, 100 North Pkwy, Worcester, MA 01605.

FEDERAL LAW

You acknowledge and agree that your consent to electronic Communications is being provided in connection with a transaction affecting interstate commerce that is subject to the federal Electronic Signatures in Global and National Commerce Act, and that you and we both intend that the Act apply to the fullest extent possible to validate our ability to conduct business with you by electronic means.

TERMINATION/CHANGES

We reserve the right, in our sole discretion, to discontinue the provision of your Communications, or to terminate or change the terms and conditions on which we provide Communications. We will provide you with notice of any such termination or change as required by law.

Authorization

I may revoke or update this authorization at any time by notifying Trustmark. This authorization is valid for 24 months. I may request a copy of this authorization and a copy is as valid as the original.

Certificate Owner Signature

Date

Printed Name

Last 4 Digits of SSN

A112-2494-GR VB Group Hospital Initial Claim Form V11.2021



For Claims Customer Service: For Claims Submission:

Phone: (866)-813-7192
 Imail: GroupHospitalClaimsVB@trustmarkbenefits.com
 Imail: GroupHospitalClaimsVB@tr

State Required Fraud Warnings

Fraud Statement for the states of Alaska, Delaware, Indiana, Kentucky, Minnesota, Ohio, and Oklahoma Residents, as well as for all States not Specifically Listed: Any person who knowingly and with intent to defraud an insurer files a statement of claim containing false, incomplete or misleading information may be guilty of insurance fraud, which is a crime."

Fraud Statement for the state of Arizona: For your protection, Arizona law requires the following statement on this form: Any person who knowingly presents a false or fraudulent claim for payment of a loss is subject to criminal and civil penalties.

Fraud Statement for the states of Arkansas, Louisiana, New Mexico, Rhode Island, Texas and West Virginia: Any person who knowingly presents a false or fraudulent claim for payment of a loss or benefit or knowingly presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.

Fraud Statement for the state of California: For your protection, California law requires the following to appear: Any person who knowingly presents a false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

Fraud Statement for the state of Colorado: It is unlawful to knowingly provide false, incomplete, or misleading facts or information to an insurance company for the purpose of defrauding or attempting to defraud the company. Penalties may include imprisonment, fines, denial of insurance, and civil damages. Any insurance company or agent of an insurance company who knowingly provides false, incomplete, or misleading facts or information to a certificate ow ner or claimant for the purpose of defrauding or attempting to defraud the certificate ow ner or claimant with regard to a settlement or aw ard payable from insurance proceeds shall be reported to the Colorado Division of Insurance within the Department of Regulatory Agencies.

Fraud Statement for District of Columbia, and the states of Maine, Tennessee, Virginia and Washington: WARNING: It is a crime to provide false or misleading information to an insurer for the purpose of defrauding the insurer or any other person. Penalties include imprisonment and/or fines. In addition, an insurer may deny insurance benefits if false information materially related to a claim was provided by the applicant.

Fraud Statement for the state of Florida: Any person who knowingly and with intent to injure, defraud or deceive any insurer, files a statement of claim or an application containing any false, incomplete or misleading information is guilty of a felony of the third degree.

Fraud Statement for the state of Kentucky: A person who knowingly and with intent to defraud any insurance company or other person files a statement of claim containing any materially false information or conceals, for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime.

Fraud Statement for the state of Maryland: Any person who knowingly and willfully presents a false or fraudulent claim for payment of a loss or benefit or knowingly and willfully presents false information in an application for insurance is guilty of a crime and may be subject to fines and confinement in prison.

Fraud Statement for the state of New Hampshire: A person who knowingly and with intent to injure, defraud or deceive an insurance company, files a claim containing false, incomplete or misleading information may be prosecuted under state law.

Fraud Statement for the state of New Jersey: Any person who knowingly files a statement of claim containing any false or misleading information is subject to criminal and civil penalties.

Fraud Statement for the state of Oregon: Any person who knowingly and with intent to defraud an insurer files a statement of claim containing materially false or misleading information may be guilty of insurance fraud.

Fraud Statement for state of Pennsylv ania: Any person who knowingly and with intent to defraud any insurance company or other person files any application for insurance or statement of claim containing any materially false information or conceals for the purpose of misleading, information concerning any fact material thereto commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties.



Phone: (866)-813-7192 ■ Fax: (866) 680-0401 Email: GroupHospitalClaimsVB@trustmarkbenefits.com

DISCLOSURE AUTHORIZATION

I AUTHORIZE any doctor, hospital, clinic, other medical facility or provider of health care, insurer or reinsurer, consumer reporting agency, insurance support organization, insurance agent, employer, financial institution, the Social Security Administration, the Internal Revenue Service, the Veterans Administration, or any other organization or person having any knowledge of me or my health to give to Trustmark Insurance Company and affiliates or its employee and agents, or any consumer reporting agency any information as to cause, treatment, diagnoses, prognoses, consultations, examinations, tests or prescriptions with respect to my physical or mental condition or information concerning me, my occupation, employment history, earnings, credit history or finances or information otherwise needed to determine certificate claim benefits due me. This may include, but is not limited to, HIV Infection, any disorder of the immune system, including Acquired Immune Deficiency Syndrome (AIDS), driving records, credit reports, mental illness, or use of alcohol or drugs.

I further AUTHORIZE the Social Security Administration to release information or records about me to Trustmark Insurance Company or its authorized representatives. Such release of Social Security information will be used to adjudicate my claim in accordance with my certificate benefits, or to continue my eligibility for benefits. I further request that the Social Security Administration release detailed earnings for up to the last ten years and/or a summary record of total earnings and/or information from master benefit records regarding award, denial or continuing Social Security benefits.

I understand that I may revoke this authorization at any time. Any such revocation is to be in writing, signed and dated by me, and must be forwarded directly to Trustmark Insurance Company. I AGREE the information obtained with this Authorization may be used by Trustmark Insurance Company and affiliates to determine certificate claim benefits with respect to me. A photocopy of this Authorization is as valid as the original and I (or my authorized representative) may request a copy. Lunderstand that I may request a copy of any credit report Trustmark receives in connection with this authorization. This Authorization will be in force for the duration of the claim or up to 12 months from the date shown, whichever time period is less. I understand that if I revoke or fail to sign this authorization or alter its content it may affect the handling of my claim, including denial of benefits under my certificate. I understand that there is a possibility of redisclosure of information disclosed pursuant to this authorization and that information, once disclosed, may no longer be protected by federal rules governing privacy and confidentiality. I understand that I may request a record of redisclosure of any information.

Patient Signature (or Certificate Owner	if Patient is under 18).
			/.

Sianed by:	Certificate Owner	Patient	Date Signed:
orgined by:			

Patient's Date of Birth: _____

Relationship, if other than insured: _____



For Claims Customer Service: **☎ Phone:** (866)-813-7192 For Claims Submission: 馬 Fax: (866) 680-0401 ⊠ Email: <u>GroupHospitalClaimsVB@trustmarkbenefits.com</u>

Third Party Communication Authorization

Please complete this authorization if you would like us to discuss, to release, or to provide information to a third party regarding any certificate and/or claim for benefits under your certificate. Note: Certificate Owner and Claimant (if appropriate) must give permission for disclosure of their information to each other, if applicable.

Certificate Owner Name:	SSN:		
Claimant Name:			
Certificate Number(s):			
Name & Relationship of Third Party Representative:			
 All information (all certificate and claim information) 			
\square Only the following information*:			
Name & Relationship of Third Party Representative:			
 All information (all certificate and claim information) 			
\square Only the following information*:			
 My Agent: (Name of Agent)			

*Restrictions may include a restriction on certain types of information (such as not sharing financial, medical or health information).

I agree that if I authorize release of all certificate and/or claim information this may include health information which may be related to disorders of the immune system including but not limited to HIV and AIDS, use of alcohol or drugs, mental and physical condition, history, or treatment.

I understand that any information shared may be subject to re-disclosure and might not be protected by certain federal or state regulations gov erning the privacy of health information relative to my condition.

I may revoke and update this authorization in writing at any time or by email to address noted above. I understand that this authorization is valid until my revocation or until I complete a new authorization. Any new authorization will effectively revoke this authorization and replace it.

Signature of Certificate Owner	Signature of Patient (If someone other than the Certificate Owner)
Printed Name	Printed Name
Date	Date



Phone: (866)-813-7192
 Brax: (866) 680-0401 ⊠ Email: GroupHospitalClaimsVB@trustmarkbenefits.com

Information Pertaining to Premiums

In order to prevent the loss of your insurance coverage and to allow payment of benefits due, it is necessary to have any premiums due paid appropriately.

For coverage under which benefits claimed:

If premium is more than 30-days behind your claimed date of loss, past due premiums will be deducted from any benefits paid.

Claim Submission Signature

The statements made by me on this claim are true and complete. I have read and understand the fraud notices contained in this form.

If I receive benefit payments greater than those which should have been paid, I understand that I will be requested to provide a lump sum repayment to the insurance company. The insurance company has the option to reduce or eliminate future benefit payments, to the extent allowed by law, in order to recover any overpayment balance that is not returned.

Fraud Statement for the state of New York: Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime, and shall also be subject to a civil penalty not to exceed five thousand dollars and the stated value of the claim for each such violation

Signature of Certificate Owner: _____

Print Name of Certificate Owner:

I signed on behalf of the Certificate Owner, as ______ (relationship). If Power of Attorney, Guardian or Conservator, please attach a copy of the document granting authority.

Date signed: _____