

myCoreSource.com

A Personal Online Gateway To Your Health Plan

These days, people do their banking, pay utility bills and shop for just about anything online. It's secure, fast, easy and convenient. At CoreSource, we believe accessing information about your health plan, and managing your accounts should be no different. That's why we provide myCoreSource.com, a personal online portal to detailed claims data, out-of-pocket expense tracking, dedicated customer service with speedy responses to your important questions, and much more. Better yet, you can visit the portal to your health plan when it fits your busy schedule – at anytime of the day or night.

Take advantage of all that myCoreSource.com has to offer:

Claim Lookup and Account Balances

- View claim detail.
- Use a variety of filtering and sorting capabilities to help you find specific claims faster, including the ability to sort by patient status, type or service date.

Site Security and Login

- Intense security protects members' information.
- Create separate logins for family members, and have the ability to block certain information from other members of the household.

Online Message Center

- Gain quick, direct access to Customer Service.
- Immediately send questions about a specific claim while viewing it.
- Select certain topics so that your important questions are delivered to the appropriate department and answered as quickly as possible.

View Custom Content:

- Tailored messages from your employer when needed.
- Informational articles on website functions, health and wellness and healthcare consumer advice.
- View links and resources personalized to be relevant to your coverage.

Electronic EOBs

- View information on medical claims and payments made by CoreSource with secure electronic Explanations of Benefits (EOBs).
- Receive a secure e-mail automatically when electronic EOBs become available.
- Update the e-mail address receiving secure electronic EOBs at any time.

Receive E-mail Alerts

- When electronic EOBs are available to view.
- That your Message Center questions have a reply.

Don't forget to register to use myCoreSource.com!

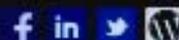
For access to the portal to your health plan, you must first register at myCoreSource.com. Please refer to "A Member's Guide to Registering..." for more information on how to get started.



CoreSource solutions

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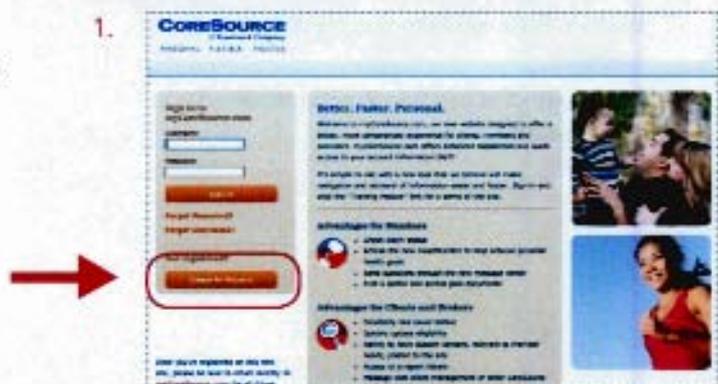
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A Member's Guide To Registering on myCoreSource.com

To register as a member on myCoreSource.com for the first time, you will need to follow these steps:

1. Go to myCoreSource.com and select the **Create an Account** button. Each plan member will need to create their own account.



2. The Account Creation security page is a feature that protects members' important information.
 - a. Type the numbers shown.
 - b. Select the **Submit** button.



3. Create an account by entering:
- A username and password. The system will tell you immediately if the user name has already been taken. Usernames must be four or more characters.
 - Your name and the e-mail address that you want to use to recover your username, in the event you forget it.
 - Select and answer three security questions.
 - Select the **Submit** button.

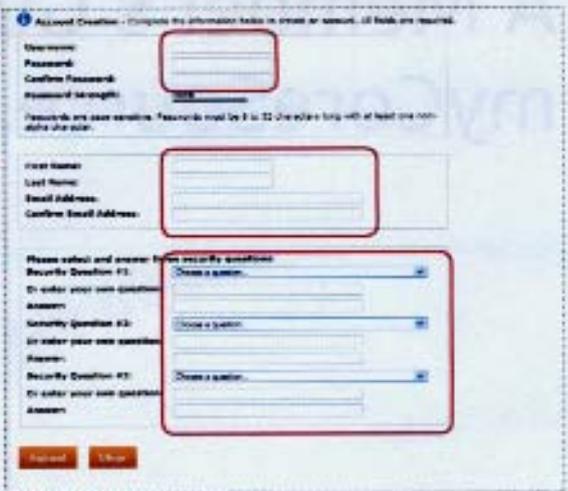
3.

a.

b.

c.

d. →



The screenshot shows the 'Account Creation' form. It is titled 'Account Creation - Complete the information below to create an account. All fields are required.' The form has several sections: 1. Username and Password: 'Username' and 'Password' fields, with a 'Confirm Password' field and a 'Password strength' indicator. A note below says 'Passwords are case sensitive. Passwords must be 8 to 32 characters long with at least one non-alpha character.' 2. Personal Information: 'First Name', 'Last Name', 'Email Address', and 'Confirm Email Address' fields. 3. Security Questions: Three questions, each with a dropdown menu to 'Choose a question' and a text field for the 'Answer'. 4. Submission: 'Cancel' and 'Submit' buttons at the bottom. Red boxes and arrows highlight these sections: 'a.' points to the password fields, 'b.' to the name and email fields, 'c.' to the security questions, and 'd.' to the 'Submit' button.

4. The Successful Account Creation notice indicates that a new account has been created. You can print this notice for future reference.
- To continue, select the **Proceed to registration** button. (this will take you back to the home screen.)
 - Login** with the username and password you just created.

4.



The screenshot shows a 'Successful Account Creation!' notice from CORESOURCE, a Transcend Company. The notice states 'PERSONAL. FLEXIBLE. TRUSTED.' and 'Successful Account Creation!'. Below this, it says 'The following user information has been created:' and lists the details: 'Username: J.Doe', 'First Name: Jane', 'Last Name: Doe', and 'Email Address: jdoe@mail.com'. At the bottom, there is a 'Proceed to registration' button. A red arrow points from the 'Submit' button in the previous screenshot to this notice.

Note: If at any time, you forget your username or password, you can select the appropriate link under the login button on the home page, and then follow the prompts.

5. The first time you login as a member (also known as a plan participant) or as a dependent of a plan participant, you will be asked to complete the following steps:

- a. Select the **Member** option.
- b. Select the **Next** button.

The screenshot shows a registration form titled "Registration". It contains an information icon and two lines of text: "If you are a plan participant or a dependent of a plan participant, select 'Member' to register." and "If you are a Provider user, do not register as a 'Member'. If you are a Provider user, select 'Provider' to register." Below this text are two radio button options: "Member: " and "Provider: ". At the bottom of the form is an orange "Next" button. Red arrows labeled "a." and "b." point to the "Member" radio button and the "Next" button, respectively.

6. Enter your information into the required fields to link your account to your personal information at CoreSource.

Special Notes:

- You'll need to enter your information in the same way it is on your ID card (Full name, Member ID, etc.) If you do not have an ID card, enter the Social Security number (without dashes or spaces.)
- Your employer will notify you if you need a registration code.

7. Select the **Submit** button. (To return to the previous screen, select Cancel.)

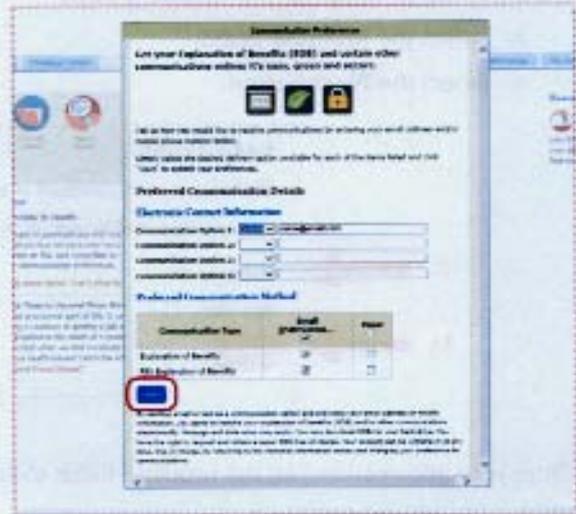
The screenshot shows a registration form titled "Registration" with an information icon and a line of text: "To register for access, please enter the applicable member's information below and click 'Submit'." The form contains five input fields: "First/Last Name" (two adjacent boxes), "Date of Birth" (a date picker), "ZIP/Postal Code" (a text box), "Member ID" (a text box with a red arrow labeled "6." pointing to it and a note: "Enter either the member ID from the member's ID card, or the member's Social Security Number"), and "Registration Code" (a text box with a note: "This field is required if your employer requires registration codes"). At the bottom are "Submit" and "Cancel" buttons. A red arrow labeled "7." points to the "Submit" button.

8. Accept Terms and Conditions.

9. If the Communication Preferences window automatically appears, it will show the e-mail address you entered during registration in the Option 1 field. If your employer has not made update access available, you will be directed to your main account page.

The method for the communication types is automatically set to e-mail so that you will receive Explanation of Benefits and Message Center alerts automatically by e-mail.

You can update your preferred e-mail address on this screen. Once all updates are made, click **Save**.



Please Remember:

Once you're registered on this new site, please be sure to bookmark it as a favorite, and return directly to myCoreSource.com for all future visits.

Complete information on the features and functions of myCoreSource.com is provided in the Members User Guide, available under the "Links" tab once you login.



CoreSource solutions

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PERSONAL FLEXIBLE TRUSTED

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CoreSource Electronic EOBs:



SECURE

CoreSource, the benefits administrator for your health plan, offers a secure, convenient, and eco-friendly way to keep track of medical claims and payments made for healthcare services: electronic Explanations of Benefits (EOBs). Our electronic EOBs consolidate information about each family member into one document.



CONVENIENT

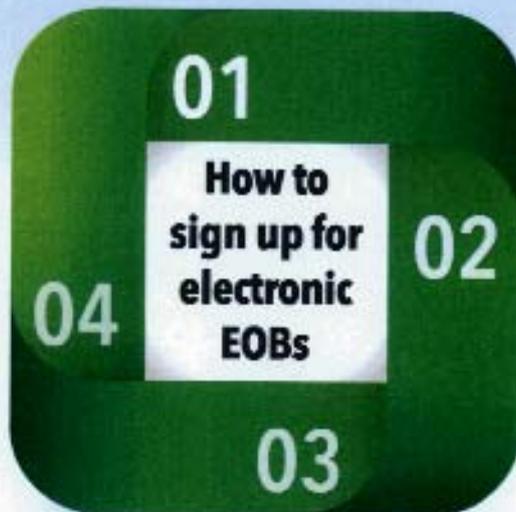
When you sign up for electronic EOBs, a secure e-mail will be sent to the address you have on file with instructions on how to access your EOB when one is issued. Text message notification is also coming soon.



ECO-FRIENDLY

01 Visit myCoreSource.com and log in to your account. Not registered yet? Select "Create an Account" to get started. (If you don't have an e-mail address, it's easy to get a free one from a number of websites.)

02 Select the **Enrollment** tab at the top left. You will be directed to the Personal Information page. If you're registering for the first time, you'll automatically be directed to this page as part of your registration process.



03 Add or edit your e-mail address using the "Contact Information" section, and select the Save button to save your updates.

04 In the Preferred Communication Method table, select the EOB box under your updated preferred e-mail address, and select the Save button to save your updates.

How to view your electronic EOBs

1. You'll receive an e-mail at the address listed on your myCoreSource.com account letting you know when you have a new electronic EOB available.
2. The e-mail provides the instructions to access your electronic EOB: Select the link provided in the e-mail and enter your password (your five-digit ZIP code and the last four digits of your Social Security number).
3. If you need to access a previously issued EOB, simply log into your account at myCoreSource.com and click on the Claims tab at the top. Once you begin receiving electronic EOBs, you will no longer be mailed a paper version. However, you can easily print your electronic EOB for your records.

Electronic EOBs are now even more rewarding!

Just for signing up for electronic EOBs, you'll be entered for a chance to win an iPad®. Two winners will be selected each month from November 2013 through December 2014, so don't wait!

iPad is a trademark of Apple Inc., registered in the U.S. and other countries.

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