

Introducing Luminare Health

Experience. Solutions. Results.



As you know, last year Trustmark Health Benefits was acquired by Health Care Service Corporation (HCSC). You already got a sneak peek of our new name, and now we're excited to officially launch our new brand:

Luminare Health.

Our launch will be on a rolling basis. From now until the end of Q2 2024 we'll be updating to our new name and brand. Check out the FAQs below for more information.

Q: Why "Luminare Health"?

A: For us, "Luminare" invokes light, transparency, and the dawn of new ideas and possibilities. It communicates our mission to be a shining light in healthcare every day, whether we're helping self-funded employers manage their healthcare costs, supporting clients' strategic growth goals through white-labeled back-office services, or empowering members to live their healthiest lives.

Q: What is going to change for me?

A: You will continue to work with the same people you work with today and have access to the same best-in-class products and solutions. But we're also excited to continue to grow and expand our catalogue of capabilities and solutions to help you continue to offer cost-effective, competitive benefits to your members.

Q: What's going to change for my members?

A: Our primary goal is minimizing disruption for you and your members. For members, the changes will be primarily related to the look and name on our materials.

Your members will receive new ID cards and will still have access to our rebranded member portal and the same customer service numbers they use today.

Q: Will my members have access to all the same products, services, and vendors as they currently do?

A: Yes, they will have the same access. Benefits are not changing as a result of our new name.

Q: When will members be notified of your new name?

A: We'll be sharing our new name and brand with members via email very shortly. All emails will be sent by the end of November 2023. We'll also be sharing information about ID cards, EOBs, and portal and mobile updates with members. We are also stressing that this change does not affect their benefits.

Q: When will members receive new ID cards?

A: Each group's plan year start date will determine when members receive updated ID cards. For plan years that begin on January 1, 2024, members will receive new ID cards in December 2023. Most other members will have an updated ID card with the Luminare Health name in 2024.

Q: When will EOBs, letters, and other member communications be updated?

A: Most letters will be updated with Luminare Health starting in December 2023. Starting in late December 2023 members will see Luminare Health on EOBs.

Q: When will the portal and mobile app be updated?

A: The portal for brokers, employers, members, and providers is changing from myTrustmarkBenefits.com to **myLuminareHealth.com** in early December 2023. The old URL will automatically redirect you to the new URL. If you have already registered for the portal, you will not have to register again. Don't forget to update your bookmarks.

The member app is also changing from myTrustmarkBenefits Mobile to myLuminareHealth Mobile in early December 2023. If members already have our app, it will automatically update.

Q: When will customer service begin using Luminare Health?

A: Starting in late December 2023 members will hear Luminare Health when they contact our customer service team. For a period of time, we'll also remind members that we were formally known as Trustmark Health Benefits to ensure a smooth member experience.

Q: Are you notifying vendors of your new name?

A: We are notifying all the vendors with whom we hold a direct relationship of our new name and working with them to ensure all necessary updates are made. If you own the relationship with a particular vendor that we integrate with—for example, if you use one of our non-preferred PBMs—we ask that you notify those vendors of the update.

If you have additional questions, please contact your Luminare Health client or relationship manager.