








Find Providers and Manage Your Balance Bills. Anytime.

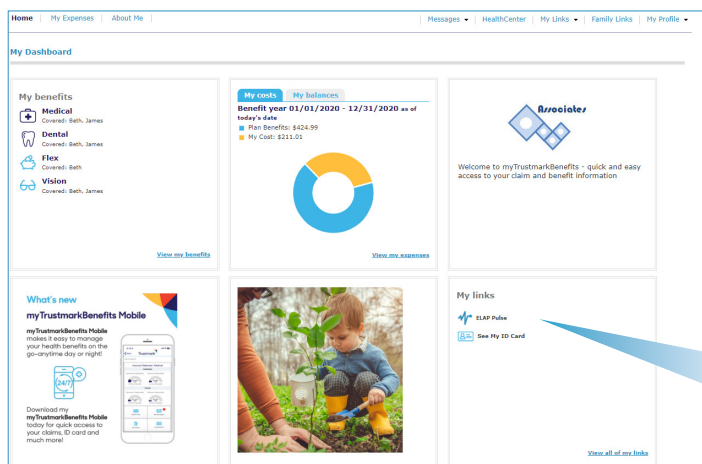
Pulse is your online portal for 24/7 access to helpful information, tools and member resources. It is provided by ELAP Services, your health plan's affordability partner helping to keep the costs of healthcare fair and reasonable.

With Pulse, you can:

-  Submit balance bills
-  Get answers to common questions
-  Contact your Member Services Advocate (MSA)
-  Access educational materials
-  Find and compare physicians and facilities

Whether you need help choosing the right healthcare provider or resolving a bill, we're here for you.

Get Started:



1. Log in to the Trustmark Health Benefits Portal at: myhb.trustmarkbenefits.com
2. Go to the My Links section of your dashboard
3. Click on ELAP Pulse

My links

 ELAP Pulse

 See My ID Card


[HOME](#)
[SUPPORT](#)
[COMMUNICATION](#)
[GUIDE SERVICES](#)

1




3

2

Welcome to Pulse, ELAP Services' Online Portal



Pulse Resources

-  Need help with a Balance Bill? click on the Support tab above.
-  To ask a question about a balance bill or communicate with your Member Services Advocate, click on the Communication tab above.
-  To find a healthcare provider, click on the Guide Services tab above.

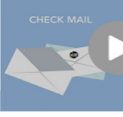

We are here to help you.

Member Resources

4

[Our Principles](#)

[Advocate Spotlight](#)

1 Balance Bill Support

Did you receive a bill for charges that exceed your plan limits? Submit it quickly and easily here. You can also check the status of past submitted bills.


Tip: Compare your Explanation of Benefits (EOB) to any bill you receive from your provider. If they do not match, you have a balance bill. Submit it to us right away so we can get to work!

2 Guide Services

Find the right healthcare provider for your needs. Compare doctors and facilities based on a variety of factors with real-time data on:




- Provider locations
- Provider acceptance of plan's payment
- Provider quality ratings
- Estimated costs for healthcare services

Tip: Call the member number on your benefits ID card if you need a little more help in finding a provider!




General Memorial
5 Memorial Parkway, Dallas TX 75225
800.555.1212 | Miles: 5.1 | [Map View](#)

Historic Acceptance







Quantros Quality Score



Excellent

Cost

Member Preference

Provider Entry Example

3 Contact Your MSA

Your dedicated MSA manages and monitors your balance bills. Communicate with your MSA and ask them your questions directly through Pulse. You'll receive a response within 24 hours.

4 Additional Resources

Get to know our Advocacy team and watch videos on:

- ✓ Our Member Advocacy process
- ✓ How to identify a balance bill