

Subject: Find Providers and Manage Balance Bills with Pulse

We are excited to announce a new tool, the Pulse Portal, that will be available to you as part of our health benefits plan on July 1. It is provided by ELAP Services, our plan's affordability partner helping to keep the costs of healthcare fair and reasonable.

What is Pulse?

Pulse is an online portal with an easy-to-use interface that provides you with 24/7 access to:

- **Member Support:** Get balance bill support and guidance, communicate directly with your Member Services Advocate, and get answers to your frequently asked questions.
- **Guide Services:** Whether it's a surgical procedure or a diagnostic MRI, Guide Services provides the information you need to make smart healthcare choices. Find and compare physicians and facilities with real-time data on provider location, estimated cost, quality ratings and provider acceptance of reimbursement.

For more information about Pulse and Guide Services, please read the attached flyer.

Accessing Pulse

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 (no additional username or password required)

Support is also available over the phone if you need more help - whether it's about finding a provider or a question about your benefits. Just call the number listed on your benefits ID card. You will be connected to our team, who will answer your questions and provide direction and education on your healthcare options.

Please contact support@hcosgroup.atlassian.net if you have any questions or need assistance.