

Member Website Registration

Why register?

Registering on our website provides you with secure access to your temporary ID card, claims and online Explanation of Benefits (EOB), summary of benefits, and your important plan documents. Plus, much more.

What do I need to register?

Registering for your online access is quick and easy. The following information is required to validate your credentials and create your personalized and secure site access. Please refer to your ID card or your plan administrator.

Member ID

To protect your privacy, each member is assigned a unique member ID number. Your ID card displays your member ID number (see sample ID card). During registration we encourage members to register with the member ID number on their card. However, if cards have not been distributed yet, members can register with their SSN.

Date of birth.

Enter your date of birth as MM/DD/YYYY.

Group ID

Similar to members, each employer has a unique group ID number. Your ID card displays the group ID number. If you have not received your ID card yet, see your plan administrator for the group ID number.

What else do I need to register?

Registering for your secure Starmark account is quick and easy. Once you've provided your member ID number, group number, date of birth and accept the consent to electronic signatures and communications, and the terms and conditions, continue to the security screen.

- Create a user ID
 - Avoid using your Member ID or any personal data
 - Do not use the following characters: / * % & or a blank space
 - Once created your user ID cannot be changed
- All fields are required, except your phone number
 - Make sure you opt-in for electronic documents
- Create a password
 - Six-32 characters in length
 - Alphanumeric (letters and numbers)
 - At least one non-alpha character
- Select and provide answers to 3 security questions
- Please, go to your email account and click on the provided link to confirm your registration
 - If you do not see an email from Starmark, check your Junk Email or SPAM folder
 - Registration must be confirmed within 24 hours
 - If registration is not confirmed, please start your registration over

Whom do I call if I have a problem?

Call Starmark Customer Service at 800.522.1246, option 2 or StarmarkCustomerService@Starmarkinc.com.

Plan design availability and/or coverage may vary by state.

Self-funded plans are administered by Star Marketing & Administration, Inc. (Starmark), and stop-loss insurance coverage is provided by Trustmark Life Insurance Company. Starmark® is a registered trademark of Trustmark Insurance Company.



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Starmark administers self-funded health benefit plans, offering extensive plan design choices, exceptional personal service and nationwide provider access. Starmark – The leader in self-funding for small groups.

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