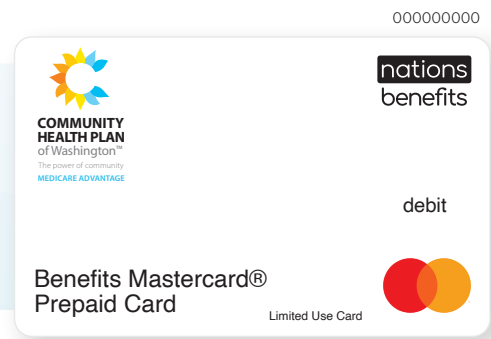


Your Benefits Made Easy



As a valued **Community Health Plan of Washington** member, you have access to a variety of benefits through NationsBenefits® to improve your overall health and wellbeing. Enclosed in this package is your Benefits Mastercard® Prepaid Card that can be used for your **Grocery needs**.

This is a Special Supplemental Benefit for the Chronically Ill (SSBCI). SSBCIs are available to eligible enrollees. You may qualify for these benefits if you have been diagnosed with a chronic condition such as Diabetes, Cardiovascular Disease, Congestive Heart Failure (CHF), Mental Health Conditions, Cancer, or other qualifying conditions listed in your Evidence of Coverage. You must also meet all other eligibility criteria. For full details regarding SSBCI benefits and eligibility criteria, please call Community Health Plan of Washington's Care Management team at **1-866-418-7005 (TTY: 711)**, Monday through Friday, 8 a.m. to 5 p.m.

Let's Get Started!

1 Activate Your New Card

Activating your card is easy. Choose one of the following options below:



Scan QR code with
your mobile device



Visit:
**CHPW.NationsBenefits.com/
Activate**



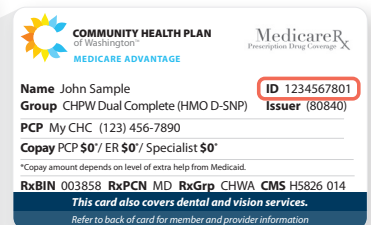
Call
**877-205-8005
(TTY: 711)**

2 Register and Log In

Visit your Benefits Pro® Portal at **CHPW.NationsBenefits.com** or download the **Benefits Pro® App** using this QR code to register.



To register, you will need the Member ID found on your health plan card.



Using Your Card

How Does Your Card Work?

- You can use your card to pay for eligible grocery items using your spending allowance(s). Your available spending amount will apply to eligible grocery items and deducted from your balance. Your card cannot be used at an ATM or for cash back when making a purchase.
- Need to know your card balance? Check grocery item eligibility? Order on the go? Be sure to download the Benefits Pro® App to your mobile device from the App Store® or Google Play®.



- If your card is lost or stolen request a new card in your Benefits Pro® Portal, Benefits Pro® App or call Community Health Plan of Washington at **1-800-942-0247 (TTY: 711)**.

Where Can You Use Your Card?



Online Through Your Benefits Pro® Portal
at **CHPW.NationsBenefits.com**



Through Your Benefits Pro® App

Download the Benefits Pro® App to your mobile device from the App Store® or Google Play®



In-Store at a Participating Retail Location

Your card can be used at the below retail locations:

- Walmart®
- QFC (Quality Food Centers)®
- Fred Meyer®
- IGA®
- Albertsons®
- Haggen®
- Safeway®
- And More!

For a full list of participating retailers, go to **CHPW.NationsBenefits.com** or the Benefits Pro® App.



Over the Phone with Community Health Plan of Washington

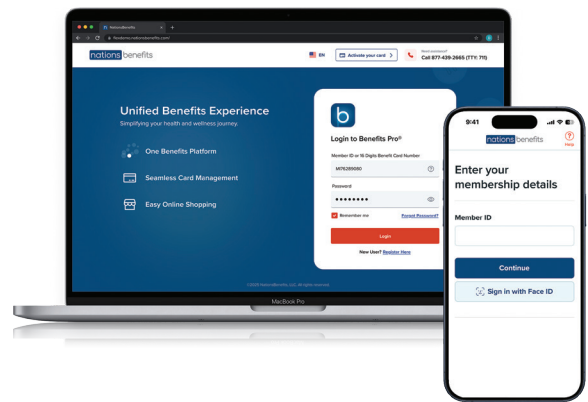
Call **1-800-942-0247 (TTY: 711)** to speak with a Customer Service representative 8:00 a.m. to 8:00 p.m. 7 Days a Week

Your Personalized Benefits Pro® Portal & App

Benefits Pro makes it easy to get the most out of your flex card program. Through the portal or app, you have access to see your benefit information and so much more.

You can easily:

- **Access** online ordering
- **Activate** and manage card
- **Check** products and services eligibility
- **View** available balance and transaction history
- **Update** personal account information
- **Find** participating retailers



Your Flex Card Benefit Overview



Grocery Products

You can use your card allowance to purchase edible healthy grocery products at participating retailers, including items from the following categories:

- Bread
- Fish
- Meat
- Herbs/Spices/Extracts
- Meat Substitutes
- Milk
- Vegetables
- Pasta/Noodles
- Processed Cereal Products
- Yogurt
- And more!



**COMMUNITY
HEALTH PLAN**
of Washington™
The power of community
MEDICARE ADVANTAGE

nations benefits

Frequently Asked Questions

Q: What is a Benefits Mastercard® Prepaid Card?

A: The card gives you easy access to funds that can be used to purchase eligible grocery products. Eligible grocery products can be purchased through NationsBenefits® and at participating retail locations.

Q: How can I check my card balance?

A: You can check your card balance at **CHPW.NationsBenefits.com** or through the Benefits Pro® App. You can also call **1-800-942-0247 (TTY: 711)** for cardholder transaction information.

Q: What if there is not enough money in my account to cover the entire purchase?

A: If the purchase amount is more than the available funds on your card, a partial amount will be deducted from the card. You will need to pay the balance with another form of payment.

Q: Can I access all participating retailers or just those in my state/service area?

A: You can access nationwide locations for participating retailers based on your program design, so you can use your card on vacation or while traveling. To find a participating store nearby, please enter your ZIP code in the store finder tool at **CHPW.NationsBenefits.com** or on the **Benefits Pro® App**.

Q: What if my card is lost or stolen?

A: If your card is lost or stolen you can report it and request a new card in your Benefits Pro® Portal, Benefits Pro® App or call Community Health Plan of Washington at **1-800-942-0247 (TTY: 711)**.

Other questions or need help?

We are here for you. Customer Service representatives are available at **1-800-942-0247 (TTY: 711)**, 8 a.m. to 8 p.m. local time. Language support services are available if needed, free of charge.

If you need an accommodation, or require documents in another format or language, please call **1-800-942-0247 (TTY: 711)** 8 a.m. to 8 p.m., 7 days a week. **ATENCIÓN:** Si habla español y necesita una adaptación, o necesita documentos en otro formato o idioma, llame al 1-800-942-0247 (TTY:711).

ВНИМАНИЕ: Если вы владеете русским языком и нуждаетесь в жилье, или вам нужны документы в другом формате или на другом языке, пожалуйста, позвоните по телефону 1-800-942-0247 (TTY:711). Community Health Plan of Washington (CHPW) complies with applicable federal, state, and local civil rights laws. Community Health Plan of Washington does not discriminate, exclude, or treat people differently on the basis of race, color, national origin, age, sex, sexual orientation, gender (including gender identity or expression), veteran or military status, or the presence of any sensory, mental or physical disability or the use of a service animal.

The Benefits Mastercard® Prepaid Card is issued by The Bancorp Bank N.A., pursuant to license by Mastercard International Incorporated and card can be used for eligible expenses wherever Mastercard is accepted. Mastercard and the circles design is a trademark of Mastercard International Incorporated. Valid only in the U.S. No cash access. This is not a gift card or gift certificate. You have received this card as a gratuity without the payment of any monetary value or consideration.