



Q: How do I activate my Choice Card?

A: You have three convenient methods to activate your Choice Card:

- Initiate the process by scanning the QR code using your mobile device to access your online hearing test.
- Access the Benefits Pro portal at **CapitalHealthPlan.NationsBenefits.com** to activate your card.
- Call **1-877-205-8005 (TTY: 711)** to activate your card via phone.



Q: How can I manage my allowance?

A: For managing your allowance, access the Benefits Pro Portal at **CapitalHealthPlan.NationsBenefits.com**. Upon logging in, your benefit balance will be prominently displayed. If needed, you can seek assistance by calling **877-210-6729 (TTY: 711)**.

Q: Can I download a mobile app?

A: Yes, you can download the Benefits Pro app. Simply search for “Benefits Pro” in your app store and proceed to download the app.

Q: When using my card, do I need to inform the cashier about the wallet I’m using?

A: No, there’s no need to inform the cashier. The card’s technology automatically prioritizes screening for the eligible items specific wallet.

Q: What if my Choice Card is not working at a particular merchant?

A: If your Choice Card isn’t accepted, you can pay for eligible items using personal funds and subsequently request reimbursement

Q: Will I need to establish a personal identification number (PIN) for my Choice Card?

A: No, you won’t receive a PIN for your card.

Q: When do OTC, Dental, and Hearing Benefit Allowance dollars expire?

A: OTC, Dental, and Hearing Benefit Allowance dollars **expire on December 31st** of the plan year.

Q: I’ve used all of my Choice Card Allowance funding. Do I need to keep my Choice Card?

A: Certainly, it’s advisable to hold on to your card. Your card will be reloaded, provided the benefit remains part of your plan.



Q: Does my physical Choice Card expire?

A: Yes, your Choice Card does have an expiration date and a CVC code, similar to a standard personal bank debit card.

Q: Is there a limit on the number of transactions I can make on my card a month or quarter?

A: No, there are no limits on the number of transactions you can perform.

Q: I lost my Choice Card. How can I get a new one?

A: To secure a replacement card, visit the “manage card” section on the Benefits Pro Portal or call **877-210-6729** for assistance. Upon ordering, please expect delivery within 7-10 business days.

Q: How do I submit a request for reimbursement?

A: Submit your reimbursement request through the Benefits Pro Portal. You can also track the status of your reimbursement and find tracking details.

Q: Can I load my Choice Card information into a phone app and use the app to pay a provider?

A: No, you must use the physical card for transactions; a mobile app cannot be used for this purpose.

Q: Am I able to withdraw cash from my Choice Card to pay for eligible items?

A: No, your Choice Card is designed solely for direct payment of items.

Q: What if I don't have enough dollars on my Choice Card to complete an entire purchase?

A: You can execute a “split transaction.” For instance, if your Choice Card covers \$5 of a \$15 purchase, you can ask the cashier to use the \$5 from your card and pay the remaining \$10 with personal funds. Alternatively, you can fully pay with personal funds and later request reimbursement for the eligible amount.

Q: How can I purchase eligible OTC items?

A: Using your allocated benefit, you can use the following options:

- Shop in-store at any Walmart, Walgreens, CVS, etc.
- Shop online at **CapitalHealthPlan.NationsBenefits.com**. All orders placed through NationsBenefits® are shipped with two-day delivery at no extra cost. Please note: You cannot use the benefit online directly at **Walmart.com**, **Walgreens.com**, or **CVS.com**. For online purchases, please go to **CapitalHealthPlan.NationsBenefits.com**.
- Order items using the OTC Product Catalog. You may request a catalog on the Benefits Pro Portal or call NationsBenefits at **877-210-6729 (TTY:711)**.



Q: Can I cancel my order placed through Nations?

A: Yes, you can cancel an order any time prior to shipping by calling NationsBenefits at **877-210-6729 (TTY: 711)**. You can also cancel an order in the Benefits Pro Portal within one hour after your order has been placed.

Q: Will I incur shipping fees for my OTC items?

A: There are no shipping fees when placing an online order with NationsBenefits.

Q: If I don't use all my OTC benefit within the benefit period, do I lose those dollars?

A: All unused OTC benefits will **expire on December 31st** of the plan year.

Q: What do my OTC benefits include?

A: You can use your OTC benefit allowance to purchase health and wellness products online and at participating retailers. The categories include but are not limited to:

- Cold, flu & allergy
- Dental care
- Diabetes care
- Eye products
- Pain relief
- Skin care
- Sleep aids
- Vitamins, including dietary supplements

Q: What do my hearing benefits include?

A: You can use your benefits to pay for qualifying hearing services and/or products including but not limited to:

- Hearing test
- Hearing aids
- Ear drops

Q: What do my dental benefits include?

A: You can use your benefits to pay for qualifying dental services and/or products including but not limited to:

- Preventive dental services
- Mouthwash
- Preventive dental services

Frequently Asked Questions



Q: Which providers do I have access to?

A: All providers that operate as a hearing or dental service.

Q: How do I get started?

A: Once you activate your Choice Card, you can get started right way.

Q: Who do I contact with question?

A: If you have questions about your order, please call NationsBenefits at **877-210-6729 (TTY: 711)**. Member Experience Advisors are available 8 a.m. - 8 p.m. local time. Language support services are available free of charge.

