
Capital Health Plan Choice Card FAQ

1. What is the Capital Health Plan Choice Card?

The Capital Health Plan Choice Card provides you with an annual allotment of funds (through a MasterCard debit card) that you can use to help pay for supplementary benefits, including dental services, hearing aids, and over-the-counter medications.

2. Where can I use my Capital Health Plan Card?

For Over-the-Counter products, you may use the Capital Health Plan Choice Card at Walmart, CVS, or Walgreens. You may also purchase products online at NationsOTC.com/CHP. In addition, you can use your Capital Health Plan Choice Card at any dental office for dental services or provider's office to purchase hearing aids.

3. How will I receive my Capital Health Plan Choice Card?

Your CHP Choice card will arrive by mail. In the event that you lose your CHP Choice card or need a replacement, you can request a new card by calling 1-833-509-1543.

4. How do I activate my Capital Health Plan Choice Card?

Please call **1-833-647-9633** to activate your debit card and set a PIN. You will need your unique CHP Member ID number for activation. You will be using the last 4 digits of your CHP member ID number for activation.

5. How can I access my account?

You can conveniently access your account information through our Capital Health Plan Choice Card Mobile App or member portal, located at <https://capitalhealthplan.lh1ondemand.com>

6. How can I check my balance?

You can easily check your balance by logging into your account at <https://capitalhealthplan.lh1ondemand.com> or you can download the app to your smartphone or tablet to:

- Review your account balance
- Check recent activity



- Report a lost/stolen card
- Update your notification preferences

It is important to know your balance before you use the card, as some merchants are unable to check the available balance before they swipe the card.

7. What happens if my purchase exceeds my balance?

If you swipe your Capital Health Plan Choice Card for a purchase that exceeds the balance on your card, the transaction will decline. You may rerun your card in the amount of your available balance and pay the remaining balance with another form of tender.

8. What if my card is declined at the time of purchase?

If your card is declined at the time of purchase and you have the sufficient funds please call Customer Service at 1-833-509-1543. If the issue is not resolved, you can file for reimbursement through the CHP Choice Card APP, the Online Portal, or by phone. **Please note some Merchants may not bill as a dental provider or hearing-aid provider and this will cause the card to decline.

9. What should I do with my card after I have used all my funds?

Once you have used your funds you will want to hold onto your card for future use. Capital Health Plan will reload your card at the beginning of the next benefit year.

10. How can I get help with my account?

For support with lost or stolen cards, checking your balance, PIN issues, or difficulty accessing your mobile app or member portal, our Capital Health Plan Choice Card customer support team is available Monday – Friday 8:00 a.m. – 8:00 p.m.

- Phone: 1-833-509-1543
- Email: Capitalhealth@healthaccountservices.com

For questions related to program eligibility and benefits, please contact Capital Health Plan Member Services at 850-523-7441 or 1-877-247-6512 (TTY 850-383-3534 or 1-877-870-8943). We are available October 1 – March 31, from 8:00 a.m. – 8:00 p.m., seven days a week; and April 1- September 30, 8:00 a.m. – 8:00 p.m., Monday – Friday.