



Medicaid Members: About your Community Care Plan Prepaid Visa®

Your Community Care Plan Prepaid Visa® gives you an easy way to pay for some of our expanded benefits and get the rewards that you've earned. All members are sent a Community Care Plan Prepaid Visa®.

STEP 1: Your Card is Active. Be sure to sign the back of your Card(s)

- Your prepaid Visa is ACTIVE starting on your plan effective date. Be sure to sign the back of your card.
- **Funds are only deposited in your account and available to use with your card when your request for an expanded benefit or reward is approved.**
- Do not throw your card(s) out at the end of the plan year. They will be active for the next year if you are still enrolled with Community Care Plan.

STEP 2: Expanded benefits and rewards you can get and swipe with your Card

- To learn more about your [expanded benefits](#) and [rewards](#), visit [CCPcares.org - Plans & Benefits - Medicaid](https://ccpcares.org) and [CCPcares.org - For Members - Medicaid - Get Healthy Stay Healthy Rewards](https://ccpcares.org)

Expanded benefits:

- You can use your card to pay for [expanded benefits](#) like:
 - Fitness membership
 - Housing assistance
 - Medically related home care services/homemaker
 - Swimming lessons
 - Legal Guardianship (SMI members only)
- The card can ONLY be used for our [expanded benefits](#) and their providers.

Rewards:

- You can swipe your card to pay for items anywhere Visa® is accepted. The card cannot be used for alcohol, tobacco, and/or lottery tickets.

STEP 3: Check your account balances often

- Visit [CCPcares.LH1ondemand.com](https://ccpcares.lh1ondemand.com) to check your deposits and balances or call the phone number on the back of your card.

Have questions?

- Call Community Care Plan Member Services at 1-866-899-4828 if you have questions about [expanded benefits](#) or [rewards](#).
- Call 833-504-1844 if you have any issues using your Community Care Plan Prepaid Visa®.