



## 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®.

### Auxiliary Aids

**ATTENTION:** If you speak English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-866-899-4828 (TTY: 711) or speak to your provider.

**ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También se dispone de forma gratuita de ayudas y servicios auxiliares adecuados para proporcionar información en formatos accesibles. Llame al 1-866-899-4828 (TTY: 711) o hable con su proveedor.

**ATANSYON:** Si w pale Creole, sèvis asistans pou lang disponib pou ou pou gratis. Èd oksilyè ki apwopriye ak sèvis pou bay enfòmasyon ki nan fòm aksesib yo disponib tou gratis. Rele 1-866-899-4828 (TTY: 711) oswa pale ak founisè w la.

### Foreign Languages

This information is available for free in other languages. Please contact our customer service number at 1-866-899-4828, (TTY: 711) Monday through Friday from 8:00 AM a 7:00 PM EST.

Esta información está disponible gratis en otros idiomas. Por favor contacte a nuestro departamento de servicio al cliente al 1-866-899-4828, (TTY: 711) de lunes a viernes desde las 8:00 AM a 7:00 PM EST.

Enfòmasyon sa a disponib nan lòt lang yo. Tanpri kontakte depatman sèvis manm nou an nan 1-866-899-4828, (TTY: 711) Lendi jiska Vandredi de 8:00 AM a 7:00 PM EST.



## **Non-Discrimination Notice**

Community Care Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)) (or sex, including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes). Community Care Plan does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

Community Care Plan:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats).
  
- Provides free language assistance services to people whose primary language is not English, which may include:
  - Qualified interpreters
  - Information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact Jennifer Nielsen.

If you believe that Community Care Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Jennifer Nielsen, Civil Rights Coordinator, 1643 Harrison Parkway Building H, Suite 200. Sunrise, Florida 33323, 1-866-899-4828, TTY/TDD 711, [jnielsen@ccpcares.org](mailto:jnielsen@ccpcares.org). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Jennifer Nielsen is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).

This notice is available at Community Care Plan's website:  
[www.ccpcares.org/Nondiscrimination](http://www.ccpcares.org/Nondiscrimination).