

# BENEFITS PRO APP GUIDE

Manage Your CCHP  
Grocery & OTC  
Benefits with Ease

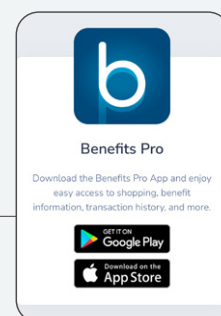


CCHP has partnered with NationsBenefits to enhance the supplemental benefits available to our Medicare Advantage Plan members, including allowances for groceries and over-the-counter (OTC) items. With the **Benefits Pro App**, you can easily manage your benefits right from your phone. Check your balance, shop for eligible items, view your transaction history, and much more—all in one convenient place. Here's a quick guide to help you get started and explore its features.



## How Do I Download the Benefits Pro App?

Scan this QR code to download the Benefit Pro App™ to your mobile device from the App Store® or Google Play®.



## Logging in with Member ID

1. Enter your CCHP Member ID.
2. Select **Continue**. The system will determine if there is a profile registered for your Member ID.
3. If this is your first time registering, you will be prompted to enter your **Last Name and Date of Birth** to verify your information. You will then be asked to create a password for your account.
4. If the Member ID entered already has a profile registered, you will be shown the Password field.
5. Enter password, then click the Login button.
6. Select **Forget Password?** If you forget your password.
7. You can contact NationsBenefits and CCHP Member Services for any further assistance. See contact information on this material.

### First Time Registration

### Already Registered

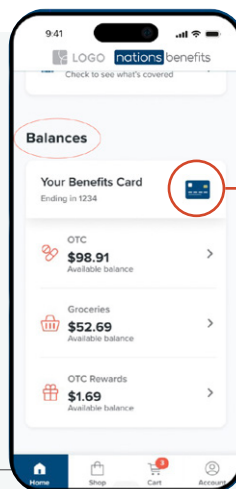
# BENEFITS PRO APP GUIDE



## Checking Your Benefit Balance

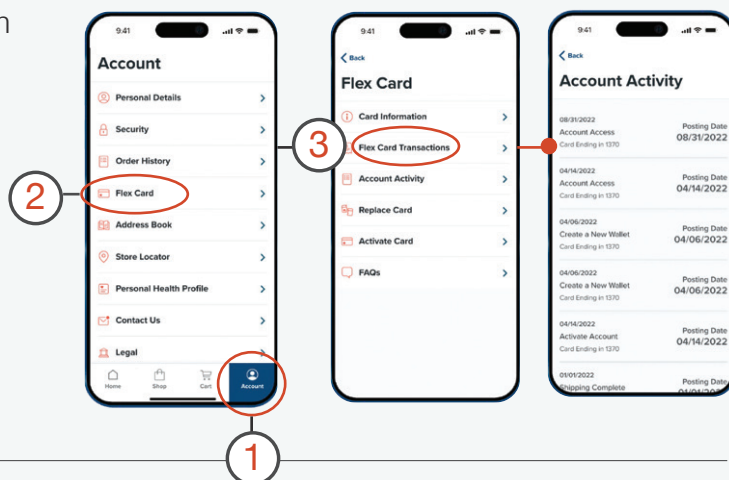
The home page will display the last 4 digits of your Benefits Card.

This section will contain the **balances** held on your benefit card that are available for use online or in retail locations.



## Review Your Benefit Card Transactions

1. Select the **Account** tab at the bottom
2. Select **Flex Card**
3. Choose **Flex Card Transactions**, and **Account Activity** to view the list of transactions and details. These transactions will include retail, online transactions, and any account accesses or updates made to your benefits.



## More Functions!

The Benefits Pro App offers a wide range of features to simplify managing your benefits. You also have the convenience to shop for OTC items online, check product eligibility, find participating stores, and much more! For a complete tutorial, simply scan the QR code here.



## CONTACTS

### NationsBenefits

For managing your benefit card, card activation, and purchasing OTC items.



**1-877-211-3123 (TTY: 711)**

24 hours per day, 7 days per week, 365 days per year



**CCHP.NationsBenefits.com**

### CCHP Member Services



**1-888-775-7888 (TTY: 1-877-681-8898)**

7 days a week, 8:00 a.m. to 8:00 p.m. (October 1 - March 31)  
Mon – Fri 8:00 a.m. to 8:00 p.m. (April 1 - September 30)



**MemberServices@CCHPHealthPlan.com**



Chinese Community Health Plan (CCHP) is a Medicare Advantage HMO plan with a Medicare contract and a California Medicaid program contract for our HMO D-SNP. Enrollment in CCHP depends on contract renewal. CCHP complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. H0571\_2025BenefitsAPP000\_C