

Welcome to the partner coverage health *reimbursement account.*



IMPORTANT INFORMATION ABOUT WHAT TO EXPECT AFTER ENROLLMENT

NEXT STEPS

- ▶ Debit cards are shipped within 7-10 business days as you are determined eligible
- ▶ You will be required to activate your card – follow the instructions on the page your card came with
- ▶ Logging into the portal for the first time:
 1. Go to chla.pinnacle-health.com/PCHRA
 2. Enter your Username and Password under the “Existing Users” section
 - a. Username: Email Address
 - b. Temporary Password:
First Name initial + Last Name +
DOB (ddmmyyyy) Initial and last name
needs to be in all lowercase letters.

Example: John Doe October 24, 1972,
would be: `jdoe24101972`

IMPORTANT NOTES

- Families will receive (2) debit cards
- The employee’s name will be listed on all cards
- A replacement card is a fee of \$10

CLAIMS

You have various options available for accessing your benefits and filing a claim: using a debit card at the time of service, filing a claim through our online portal or the Mobile App, or the conventional paper method. **Reminder: Keep all your receipts!**

Debit Card

Use your debit card at the time of service to pay your copay, deductible or pick up your prescription. Visit the online portal at chla.pinnacle-health.com/PCHRA to upload receipts and check your balance.

Electronic Claims (Online Portal & Mobile App)

- Online Portal: File a claim by visiting chla.pinnacle-health.com/PCHRA.
- To learn more about the online portal and how to file a claim, there is a QuickStart guide available in the resources section at chla.pinnacle-health.com.
- Mobile App: Download and login to Pinnacle Benefits Wallet to file a claim, upload receipts and check your balance.

Paper Claims

If you choose to go the paper route, follow these steps:

1. Complete the PCHRA claim form.
2. Sign the claim form.
3. Send the claim form to
CHLAPartnerCoverageHRA@pinnacle-health.com, fax it to (949) 253-5420 or mail it to:

Pinnacle Health Solutions
P.O. Box 2220
Newport Beach, CA 92658

Need Help?

Contact the plan administrator, Pinnacle Health Solutions, at (888) 567-8058.