

## 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.pinnacletpa.com/PCHRA](https://chla.pinnacletpa.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 capital letters.  
  
Example: John Doe  
October 24, 1972, would be: jdoe24101972
  3. Click Next

### 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. At Pinnacle, we prioritize offering you choices that align with your preferences.

**Reminder: Keep all your receipts!**



**Debit Card:** Use your debit card at the time of service to pay your co-pay, deductible or pick up your prescription. Visit the online portal at [chla.pinnacletpa.com/PCHRA](https://chla.pinnacletpa.com/PCHRA) to upload receipts and check your balance.



#### Electronic Claims (Online Portal & Mobile App):

**Online Portal:** File a claim by visiting [chla.pinnacletpa.com/PCHRA](https://chla.pinnacletpa.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.pinnacletpa.com](https://chla.pinnacletpa.com).

**Mobile App:** Download and login to PCMI 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@pinnacletpa.com](mailto:CHLAPartnerCoverageHRA@pinnacletpa.com), fax it to (949) 253-5420 or mail it to the following address:  
  
Pinnacle Claims Management, Inc.  
P.O. Box 2220  
Newport Beach, CA 92658

If you have any further questions or need more information about the PCHRA, please contact the plan administrator, Pinnacle Claims Management, Inc., at (888) 567-8058.