



What happens when your plan year resets?

Your Nonstop Visa card will reset with new plan year's funds on January 1, 2023. When that happens, please know that you will need to submit bills for services obtained within the current plan year (January 1, 2022 – December 31, 2022) manually to Nonstop via our claims process. This is because the Nonstop Visa card can only be used to pay for services within the plan year that they are received.



Once the calendar rolls over to January 1, 2023 the Nonstop Visa card should **not** be used to pay for outstanding claims/bills from the prior plan year (January 1, 2022 - December 31, 2022), as the Nonstop Visa card should only be used in the **same plan year** as the services were rendered.



As such, all services received between January 1, 2022 - December 31, 2022 must have been paid for using the Nonstop Visa card within that same timeframe. Once the date turns to January 1, 2023 you must submit a manual claim to Nonstop so we can pay the provider on your behalf (see below).

The reason behind this is that your carrier deductible and out-of-pocket maximum accumulators reset on January 1, 2023 and so does the balance on your Nonstop Visa card. You don't want to use your refreshed card balance to pay for prior plan years services as this will affect the accounting on your card and will create a discrepancy with carrier's accumulators for the new plan year that begins on January 1, 2023.



Instead, any outstanding claims/costs from the prior plan year should be submitted **manually** to Nonstop by March 31, 2023. Instead of paying that bill with your Nonstop Visa card, you will send that bill and EOB to Nonstop via NSE, email, or fax (please visit www.nonstophealth.com/claims for a claims form). We will then pay that bill manually for you out of prior plan year funds.



For example, let's say you go to the doctor on December 3, 2022. On January 1, 2023 your Visa card reset with 2023 funds. On January 20, 2023 you receive a bill for the services received on December 3, 2022. Instead of paying that bill with your Nonstop Visa card, you will send that bill to Nonstop via NSE, email, or fax. We will then pay that bill for you out of prior plan years funds.

Questions? We can help!

877.626.6057 Monday-Friday, 6am-5pm PT
clientsupport@nonstophealth.com