

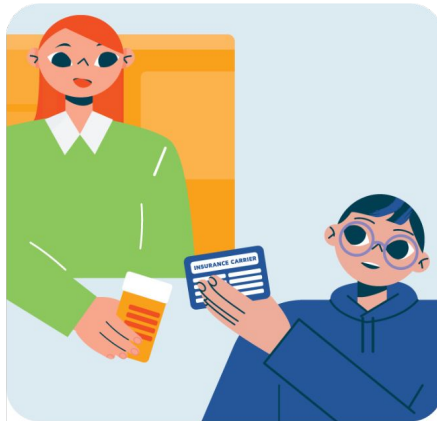
How to use Nonstop Health



First:

Always use in-network* providers and make sure any services or prescriptions you receive are covered by your health insurance plan.

("Covered" means that the expenses for that service or prescription are applied toward your in-network deductible and/or out-of-pocket maximum. Not sure if something is covered? Check with your health insurance carrier.)



Next:

When you visit a provider or pharmacy, present your **HEALTH INSURANCE ID CARD** before paying for any services or prescriptions, to make sure the provider/pharmacy processes any payments through your medical carrier.



And finally:

When asked for payment at the pharmacy or when you receive a bill from your provider, simply pay for those costs using your **NONSTOP VISA CARD**. No need to pay for anything out of your own pocket (up to the allowed amount for your plan), as long as the doctor/pharmacy is in-network* and your service or prescription is covered by your health insurance plan!

** If you're on a version of Nonstop Health that allows you to use your Nonstop Visa card for out-of-network providers, this does not apply to you. Most Nonstop Health accounts do not have that option! If you're not sure, contact your HR team or Nonstop.*

If you have trouble using your card, contact Nonstop at 877.626.6057 or clientsupport@nonstophealth.com.
If it's outside our normal service hours (6am-5pm PT/9am-8pm ET), you may need to pay for the service/prescription yourself, then be reimbursed through our claims process.

5 things to remember

1



The Nonstop Health program may only be used for covered eligible medical services and prescriptions.

2



Nonstop Health may not be used to pay for any services or prescriptions before your effective date, regardless of when your employer started the Nonstop Health plan.

3



Vision or dental expenses are not covered by Nonstop Health unless they are covered under your health insurance plan.

4



Use the **Nonstop Exchange (NSE)** member portal (members.nonstophealth.com) to check your Nonstop Visa card balance, submit claims, track spending, view tickets, and more.

5



If you leave your employer or are no longer eligible for benefits, your Nonstop Visa card will be canceled on your last day of coverage. If you have bills for covered services/prescriptions not paid for before your card was canceled, you must submit those claims to Nonstop within 90 days after your benefits end date.

Questions? We're here to help!

877.626.6057 Mon-Fri 6am-5pm PT/9am-8pm ET

clientsupport@nonstophealth.com

Or click "Educational Resources" on the NSE home page