



How to access Nonstop Health without a Nonstop Visa Card

While Nonstop makes every effort to get you your Nonstop Visa card as quickly as possible, there are times when you may not have it on the first day of coverage. Or, if you lose your card or it's stolen, it may take a few weeks for your new one to arrive. Don't worry! You can still access all of the benefits of the program.

Medical Services

- Nonstop Health may be used to pay for services after you join the program, not before.
- If you receive medical services before your Nonstop Visa card arrives, ask your provider to bill you for those services. Typically, bills take 30-60 days to move through the carrier's and provider's systems, so you should have your card by the time you receive the bill.
- If you receive the bill before you receive your Nonstop Visa card, please wait for the Explanation of Benefits to be sent/posted by your carrier (to ensure that you were billed the correct amount). Then either wait until your new Nonstop Visa card arrives, or send the EOB and provider bill to Nonstop to pay on your behalf.
- If you need to pay a copay at the time of your visit, and you don't yet have your Nonstop Visa card, you will need to pay out of your own pocket, then submit a claim to Nonstop to be reimbursed.



Prescriptions

- If you need a prescription urgently, you will have to pay for that prescription out of your own pocket, then be reimbursed by Nonstop via our claims process.
- If the prescription is not urgent and the cost is more than you're comfortable paying yourself, contact Nonstop to see if we can find a workaround. We will try our best!



Learn more about our claims process



- **Visit the [Nonstop claims website \(www.nonstophealth.com/claims\)](http://www.nonstophealth.com/claims) to learn all about the claims process. There you will find detailed information, instructions, claim forms, and more!**
- **Nonstop offers two ways to submit a claim:**
 - Online via the [Nonstop Exchange \(NSE\) member portal \(members.nonstophealth.com\)](http://members.nonstophealth.com)
 - Paper claim form (found on the claims website above)
- **All claims are due within 90 days of the end of your medical plan year.**

Questions? We're here to help!

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

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