



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 in hand on the first day of coverage. Additionally, if you lose your Nonstop Visa card or it is stolen, it may take a few weeks for your new one to arrive.

But not to worry! As long as you are enrolled in Nonstop Wellness, you can still access all of the benefits of the program - even if you don't have your Nonstop Visa card available.



Prescriptions

If you need to pick up a prescription and do not have your Nonstop Visa card, you can pay for that prescription out-of-pocket and be reimbursed by Nonstop. For information on submitting a claim, please visit www.nonstophealth.com/claims. If your prescription is urgent and the cost is more than you are comfortable paying out-of-pocket, please reach out to us by calling 877.626.6057.




Medical Services

If you receive medical services before receiving your Nonstop Visa card in the mail, please request that your provider bill you for those services. Typically bills can take 30-60 days to move through the medical insurance carrier and provider systems. As such, you should have your Nonstop Visa card by the time you receive the bill. If you receive the bill before you receive your Nonstop Visa card, you can use the claims form found at www.nonstophealth.com/claims and request we pay the provider directly.

If you need to pay a copay or coinsurance at the point of service, you will need to pay for those costs out-of-pocket and submit a claim to be reimbursed by Nonstop Health. For information on submitting a claim, please visit www.nonstophealth.com/claims.

QUICK TIP



For both medical services and prescriptions, make sure you provide your medical plan carrier identification card to the pharmacy or provider to ensure all costs are applied to your in-network deductible and out-of-pocket maximum! Make sure your dependents do this as well. This is an essential step in the process as you will be responsible for all charges that are not applied toward your in-network deductible and out-of-pocket maximum.

What if I have more questions?

Contact us! Nonstop's member support team is here to help. We can be reached at 877.626.6057 or clientsupport@nonstophealth.com. We are open Monday-Friday, 6am-5pm PST.