USING THE NONSTOP EXCHANGE (NSE) MEMBER PORTAL

An overview of the Nonstop Exchange

As a Nonstop Health member, you have access to a comprehensive portal called the Nonstop Exchange (NSE). The Nonstop Exchange includes a user-friendly interface and the ability to check available balances. It also allows you to see your claims and payment details in real-time, which will give you insight into how you are using the Nonstop Health program and how much you have left on your card. You can also view documents related to your plan and access our self-serve help site. In addition, all of this is also available via a mobile app!

The Nonstop Exchange can be accessed at members.nonstophealth.com or you can download the app from the iOS or Android stores by simply searching for Nonstop Health – or by using this QR code!

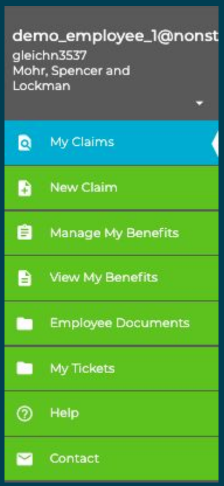
In this document we'll take a look at each feature, tool or resource available in the Nonstop Exchange for you. Let's start with how you log into the portal for the first time.

LOGGING IN TO THE NONSTOP EXCHANGE

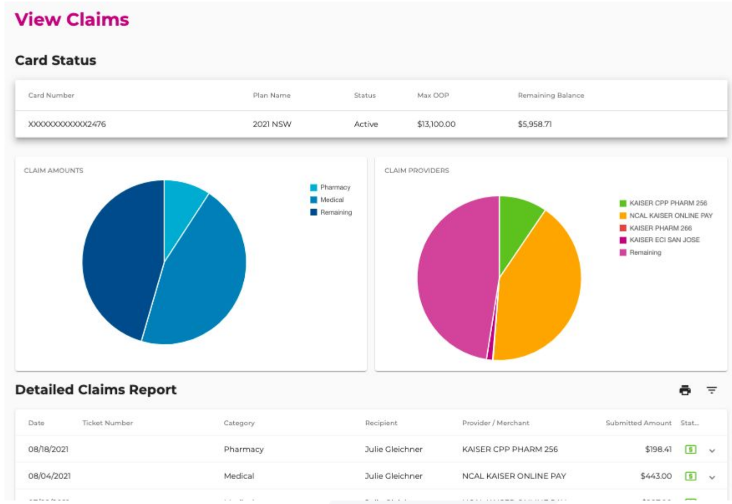
The first step is to login to the NSE broker portal. Navigate to members.nonstophealth.com on a Chrome or Firefox browser and enter your email and password. If it's your first time logging, click on "Don't Remember Your Password." You will be emailed a link to set a personal and private password. Then come back to members.nonstophealth.com and re-enter your email and new password.

When you login for the first time you will have to go through our two-factor authentication process. You will be asked to enter your mobile phone number and then a six-digit code will be texted you. Enter that code to login to NSE. If you are on a trusted computer/browser, you can click "Remember This Browser" to bypass the two-factor authentication for 30 days.

When you login you will see a list of tabs along the left hand side of your screen. These tabs allow you access to all of the tools and resources available to you in the Nonstop Exchange.



My Claims Tab

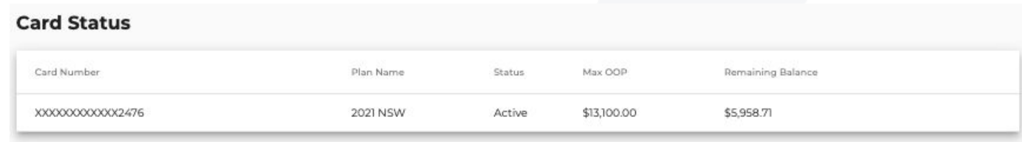


The first thing you will see is the My Claims tab. This is your personal claims dashboard and it is the default view when you first login. You will only be able to see you and your family's protected, personal health information, and do not have access to any other employee's information.

The My Claims tab provides three levels of transparency in terms of your spending on the Nonstop Health program.

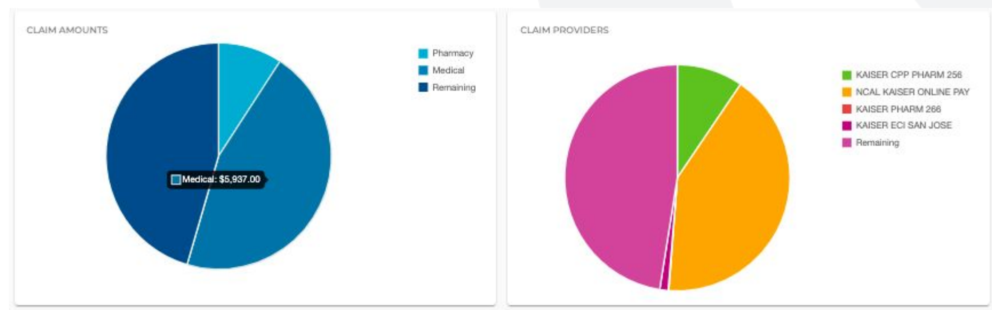
At the top, you will see:

- Your Nonstop Visa card number
- Plan name
- If the card is active or waiting to be activated
- The amount loaded on your Nonstop Visa card at the beginning of your plan year
- The balance remaining on your Nonstop Visa card as of the night before. *We update the dashboard each evening, so keep in mind that if you swipe your Nonstop Visa card for a covered medical expense, you won't see that charge reflected on your dashboard until the next day.*



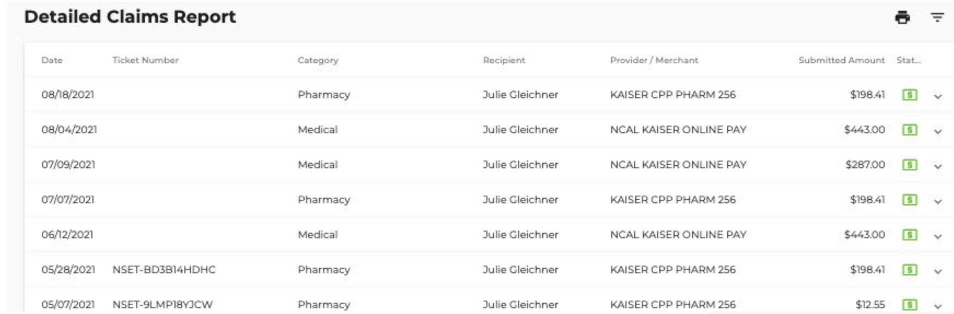
The second level of information shows two pie charts.

- The first pie chart breaks down the amount you have spent in medical costs versus prescriptions costs, and then how much is remaining in your Nonstop Health account. If you have alternative care on your benefits with Nonstop Health, you will also see that reflected here.
- The second pie chart shows how much you have spent at different providers and facilities, detailing where you have spent the most money and where you have spent the least. You will also see your remaining account balance on this pie chart.



The last thing you will see on the My Claims dashboard is a detailed claims report that shows line by line, every swipe of your Nonstop Visa card and any manual claims paid out. You will see:

+ The date of the service
+ The Nonstop ticket number if it's a manual claim
+ If it was for a medical or pharmacy expense
+ If the recipient of care was you or one of your dependents*
+ The provider name
+ The amount of the charge
+ The status of the charge or claim (if the expense was paid with the Visa card, the status will always show as green or fully paid; if the expense was processed as a manual claim, you may see the status show as yellow which means partially paid or red meaning it was denied)

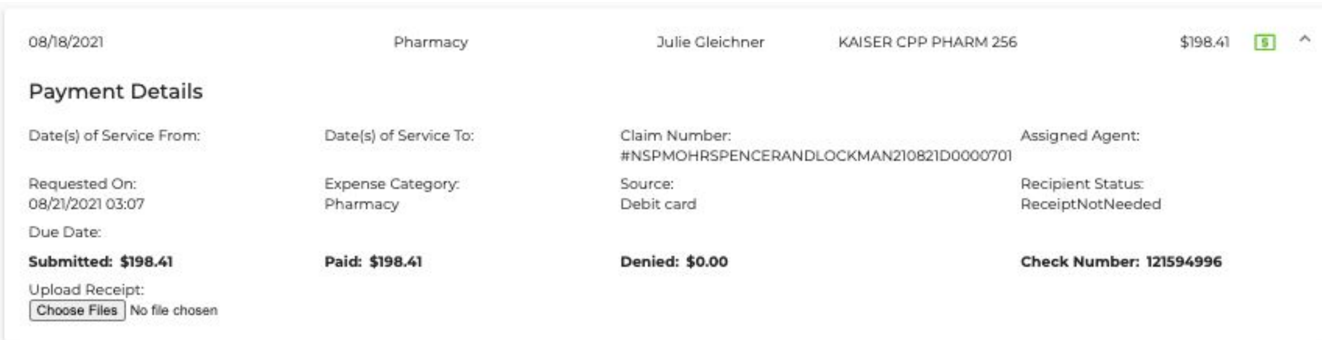


Detailed Claims Report

Date	Ticket Number	Category	Recipient	Provider / Merchant	Submitted Amount	Stat...
08/18/2021		Pharmacy	Julie Gleichner	KAISER CPP PHARM 256	$198.41	$
08/04/2021		Medical	Julie Gleichner	NCAL KAISER ONLINE PAY	$443.00	$
07/09/2021		Medical	Julie Gleichner	NCAL KAISER ONLINE PAY	$287.00	$
07/07/2021		Pharmacy	Julie Gleichner	KAISER CPP PHARM 256	$198.41	$
06/12/2021		Medical	Julie Gleichner	NCAL KAISER ONLINE PAY	$443.00	$
05/28/2021	NSET-BD3B14HDHC	Pharmacy	Julie Gleichner	KAISER CPP PHARM 256	$198.41	$
05/07/2021	NSET-9LMP18YJCW	Pharmacy	Julie Gleichner	KAISER CPP PHARM 256	$12.55	$

** If the expense was paid with the Visa card, the recipient will always show as your name as Nonstop cannot access recipient information through the Visa card. The only time a dependent's name will show under the recipient category is if Nonstop processed the expense as a manual claim and was able to review the Explanation of Benefits, the provider bill, or a pharmacy receipt.*

Finally, you can click on the charge/claim, which will expand the details of that expense. And remember - you can also access this information on the Nonstop Exchange mobile app!



08/18/2021	Pharmacy	Julie Gleichner	KAISER CPP PHARM 256	$198.41	$

Payment Details

Date(s) of Service From:	Date(s) of Service To:	Claim Number: #NSPMOHRSPENCERANDLOCKMAN210821D0000701	Assigned Agent:
Requested On: 08/21/2021 03:07	Expense Category: Pharmacy	Source: Debit card	Recipient Status: ReceiptNotNeeded
Due Date:			
Submitted: $198.41	**Paid: $198.41**	**Denied: $0.00**	**Check Number: 121594996**
Upload Receipt: Choose Files No file chosen			

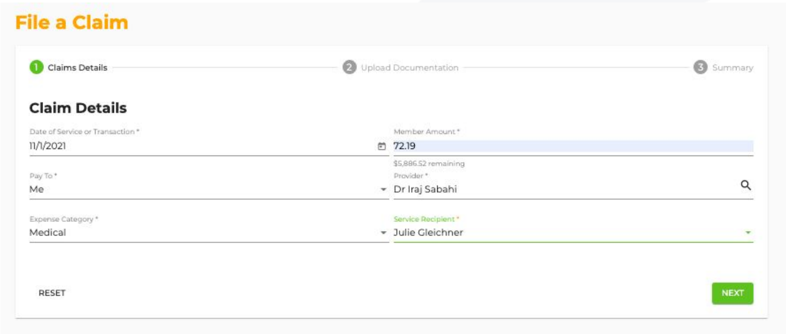
New Claim Tab

The New Claim tab is where you can go to file a manual claim. Manual claims are filed when you are not able to use your Nonstop Visa card to pay for a covered, qualifying expense and either pay for it out of your own pocket and need to be reimbursed or would like Nonstop to pay a provider directly on your behalf. For example, let's say you went to the pharmacy to pick up a prescription, but forgot your Nonstop Visa card. Rather than going home, you pay with your own money and submit a claim to Nonstop for reimbursement. Nonstop handles all claims in house and we typically process and mail checks out within 7-10 business days.

When filing a new claim on the Nonstop Exchange, please know that you must submit the claim within 90 days of the date or service or the prescription pick-up. After 90 days, you can still submit a claim but you must do it via a paper claims form and email or fax it to Nonstop. Simply contact Nonstop to request a paper form or visit http://www.nonstophealth.com/claims.

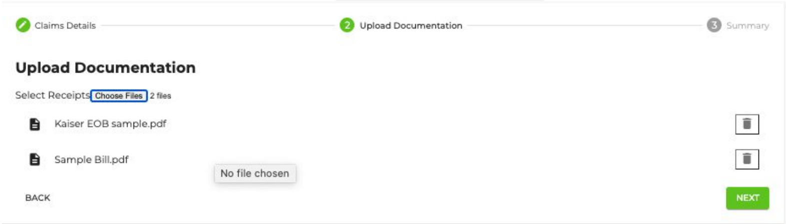
After clicking on the New Claim tab, you will:

+ Input the date of service
+ Enter the amount of reimbursement or provider payment (if the amount of the charge exceeds what is available in your remaining balance, it will show in red and you will not be able to submit the claim)
+ Choose if you want to receive the reimbursement, meaning you paid for the expense out of your own pocket, or you would like to Nonstop to mail a check directly to the provider (if you choose the provider option you will need to input all of the provider's information and your account number)
+ Select your expense category, which will typically be either medical or prescription (if you have alternative care with Nonstop Health, you will also see an alt care option)
+ Choose the recipient of the care - either you or one of your enrolled dependents.



Click "Next" to upload documentation. You will not be able to submit a claim without uploading documentation!

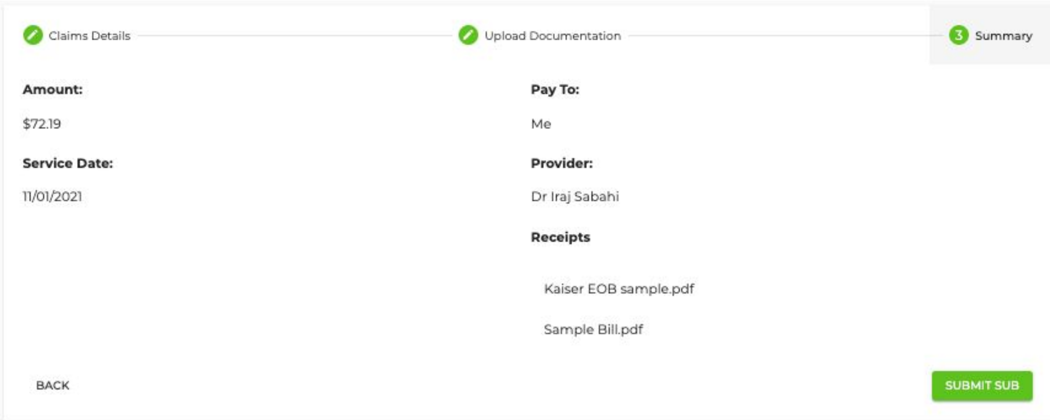
+ For medical expenses, you must include the Explanation of Benefits (EOB) and the provider bill (both are required)
+ For prescription, costs, you must submit a detailed pharmacy bag receipt that shows your medical carrier's name and the amount they paid towards your prescription. This allows us to confirm that the prescription is covered under your medical plan.



Quick tip: If you are using the mobile app, you can simply take a picture of your required documentation to upload.

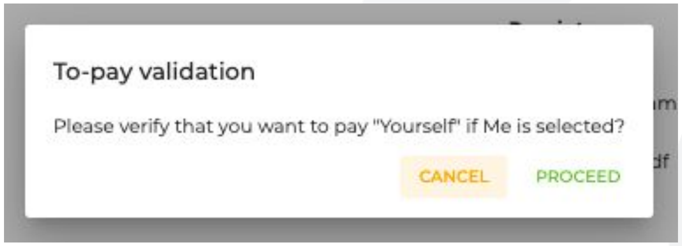
After you have uploaded your documentation, click "Next" to be taken to a summary page. This is where you can review your submission and confirm its all looks accurate.

If you need to make changes, you can click the back button to return to previous screens.



Once you confirm all of the information is accurate, click "Submit." You will see a pop up window confirming who you would like the payment to go to. To confirm, click on the "Proceed" button.

If the recipient of payment is incorrect click cancel and go back to the first screen to change the information in the ***Pay To*** field and then proceed through the previous steps again.



When you hit "Proceed" you will see a confirmation that we received the claim along with your ticket number. Once Nonstop begins processing the claim you will see a record of it on the My Tickets tab.

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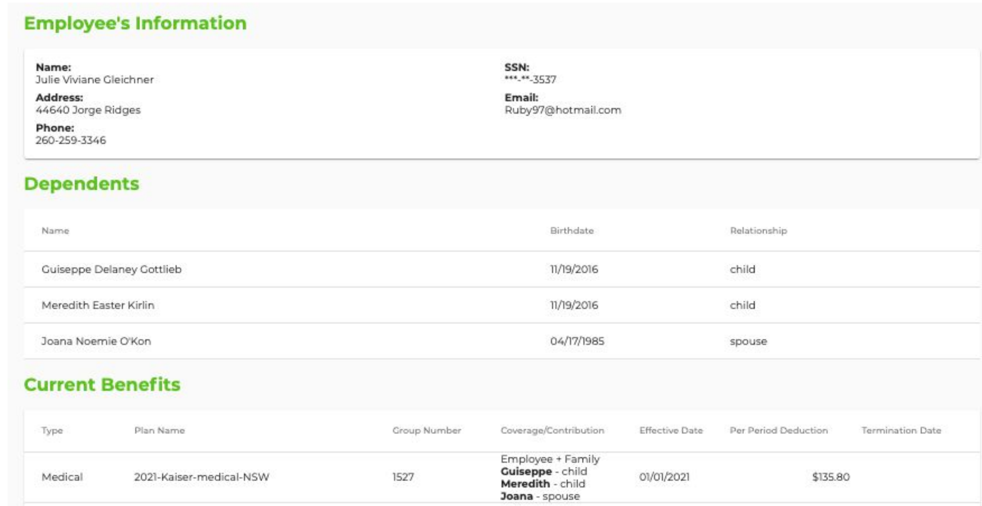
View My Benefits Tab

Under the View My Benefits tab, you can see:

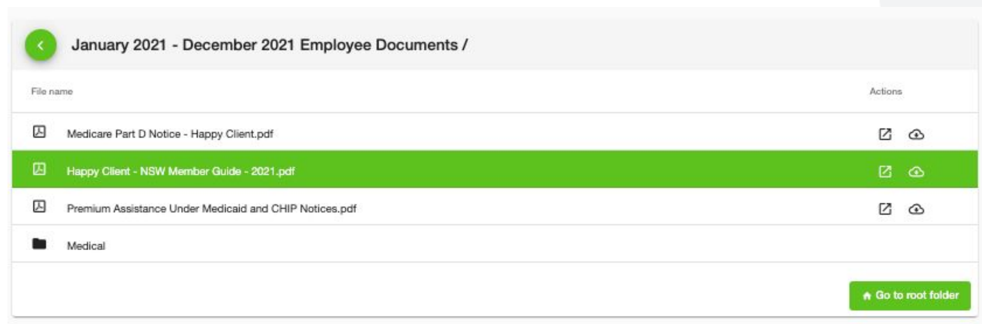
- Your demographic information
- Any dependents you have enrolled for coverage
- The plans you are currently enrolled in with Nonstop Health
- Any upcoming benefits *(upcoming benefits are benefits you have enrolled in for a new plan year or due to a qualifying family event, but have not yet started)*



Once your new plans begin, anything listed under Upcoming Benefits will move to Current Benefits. Please note that what you see listed under current and upcoming benefits will be limited to whatever coverage your employer offers through Nonstop. For example, you may simply see your medical plan plus Nonstop Health listed, or you may see additional benefits.

Employee Documents Tab

The employee documents tab shows all of the documents related to your benefits with Nonstop Health. You'll see folders for the current and past plan years.



In each folder you will find the Nonstop Health member or benefits guide, a Medicare Part D notice and any other notices related to the Nonstop Health program.

In addition, you'll see a folder for other benefits, such as your medical plans. In that folder you'll find your carrier's Summary of Benefits and Coverage for your medical plan, as well as any other relevant documents that are provided by the carrier.

My Tickets Tab

The My Tickets tab allows you to see all of your interactions with Nonstop's member support team. So when you send us an email, submit a claim, or participate in our substantiation process, you will see all of those interactions listed here.

All tickets will show:

- The Nonstop ticket number
- The date the ticket was created
- What type of ticket it is, such as a claim or substantiation
- The current status of the ticket
- Any dollar amounts tied to that ticket.

Please note, you will not see a submitted claim appear until Nonstop begins processing it on our end.

Existing Tickets

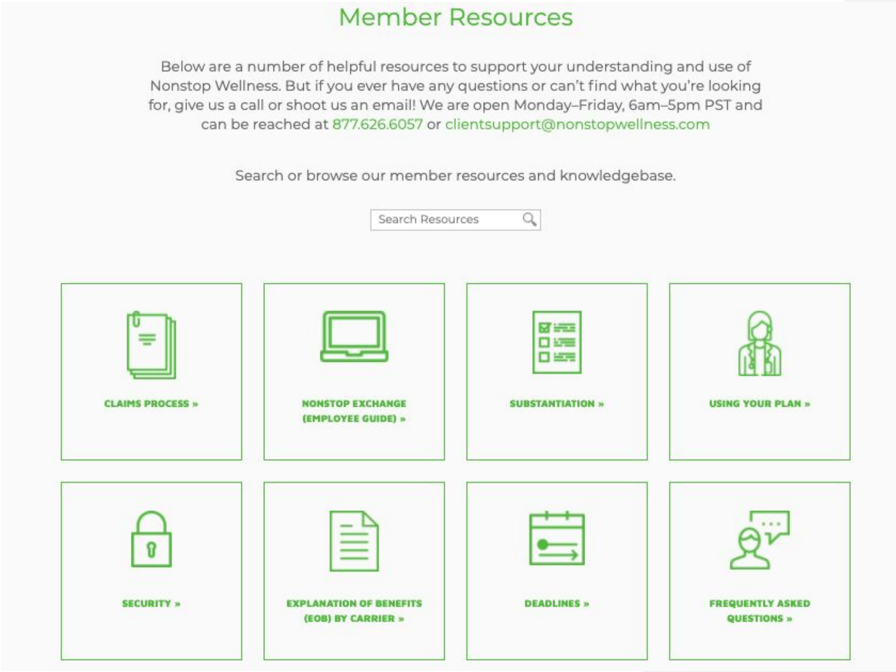
Ticket Number	Created	Type	Status	Amount
NSET-OBS-6CK8JOVMYA	02/24/2021	Claim Member Reimbursement	Closed	$188.00
NSET-OBS-SOUD6ONZC3	02/24/2021	Claim Member Reimbursement	Closed	$1,210.00
NSET-KARHSQXXJ2	01/10/2020	Add/Lost/Stolen Visa card	Closed	--
NSET-H2X1EJUYXR	07/10/2019	Request for Refund	Closed	--
NSET-6CGYVAOWN6	01/20/2020	Other Misc	Paid	--
NSET-3T86SY0KS0	01/22/2020	Manual Claim Submission - member	Paid	--
NSET-0S3E9S1KSH	12/11/2020	Manual Claim Submission - member	Paid	$110.00

Help Tab

We have a self serve help site for you to explore and learn about different aspects of the Nonstop Health program. You can click through different topics, such as:

- Claims
- Using the Nonstop Exchange
- Substantiation
- General information about using Nonstop Health
- Security information
- How to read your Explanation of Benefits (EOB)
- Dates and deadlines
- FAQs

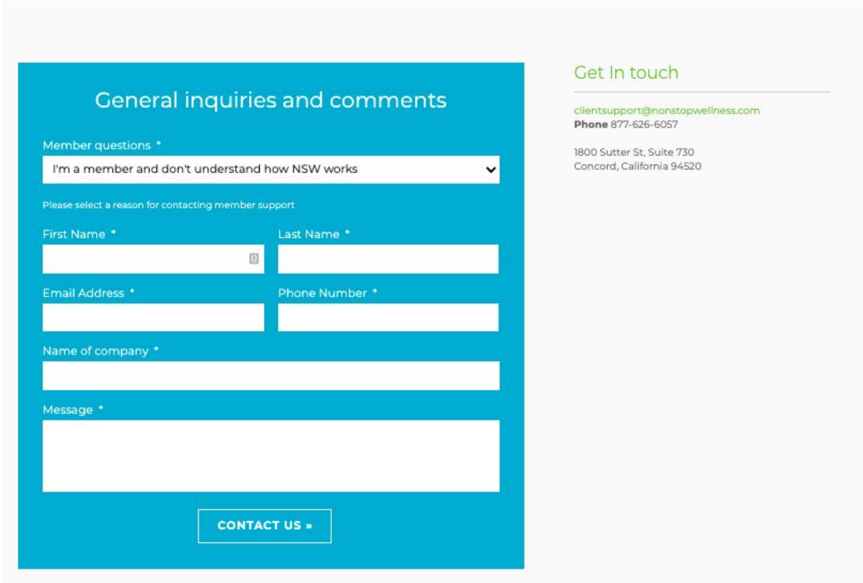
Click on any topic to get more information about it.



Contact Tab

The Contact tab has our email, phone number, and address listed. You can also fill out a form on this page to send Nonstop's member support team a question or issue. If you have our mobile app you can also Chat with us through the Contact tab!

Keep in mind that you do not have to be logged into the Nonstop Exchange in order to contact our member support team. Our email and phone number are listed on all of our materials and we recommend keeping both in your address book or contacts app on your mobile device for quick reference.



Manage My Benefits Tab

While you may see a tab called Manage My Benefits listed on your portal, please know that this appears because your employer currently manages your enrollments in Nonstop's system for you.

Please do not use this tab to make changes to your information or enrollments; instead we request that you process all changes to your benefits, dependent information or demographic information through your Human Resources department or benefits enrollment system.

If you do not see the Manage My Benefits tab listed in your portal, it means that your employer uses a different system to manage your benefits and therefore you do not have access to this feature.

More questions about the Nonstop Exchange?

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 PT.

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