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HEALTH

MINIGUIDE

Nonstop Health Mobile App

Getting started

Welcome to the Nonstop Health mobile app! We're proud to unveil this new tool, which we believe will make utilizing your benefits easier than ever. Using your favorite mobile device, you can file new claims, check the status of existing claims, check your account balance, and read up on all the documentation pertaining to your coverage. You can even reach out directly to the Nonstop team, who will help you in any way we can. Read on to get started!

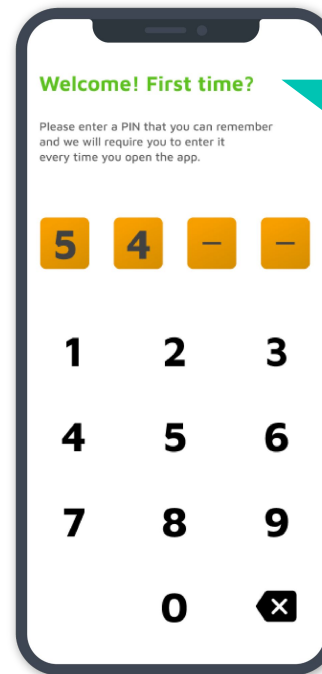## LOGGING IN TO THE NONSTOP EXCHANGE

To log onto the Nonstop Exchange, simply visit members.nonstophealth.com and enter your email address as your user name — this is usually your work email address or whichever address your HR department has on file. When you login for the first time, you will need to enter your email address and then click on "don't remember your password?" This will allow you to set a private password for your account.

Setting up your account

Before you can take advantage of the features found in the Nonstop Health mobile app, you'll need to set up an account on the Nonstop Exchange (NSE).

When you return to the Nonstop Health mobile app, you'll use the email address and password associated with your NSE account to login for the first time. You'll also need to create a unique PIN, which you will be required to enter each time you login to the app — it's both an added level of security and far more convenient than repeatedly reentering your email address and password on a mobile device.

Now, each time you log into the Nonstop Health mobile app and enter your PIN, you'll be taken directly to the Home page, where you can access all of the mobile app's many features.

Welcome! First time?

Please enter a PIN that you can remember and we will require you to enter it every time you open the app.

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Though you'll still need to create a PIN the first time you log in, if your device supports biometric authentication, such as fingerprint or faceprint unlocking, you may use that in the future instead.

Account Balance

Key to the Nonstop Health program is the Visa card we provide to users to pay for in-network, carrier-approved medical services and prescriptions. It arrives pre-loaded, is easy to use, and is accepted anywhere you can use a Visa credit card. The only thing you have to do is make sure you stay in-network and stay aware of your spending and current balance.

Luckily, you're able to keep tabs on your balance directly from the Home page of the app.

The first thing you see when you login to the app is the status of your card. Here you'll find your out-of-pocket maximum alongside the balance remaining on your card. The Home page also offers handy charts breaking down how you've used your account to date.
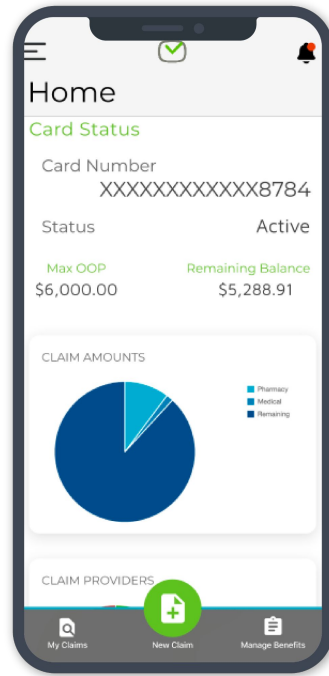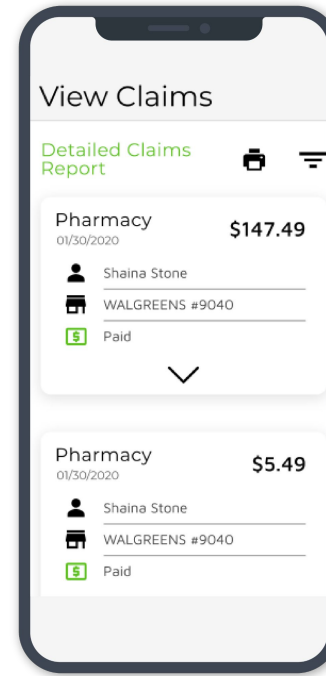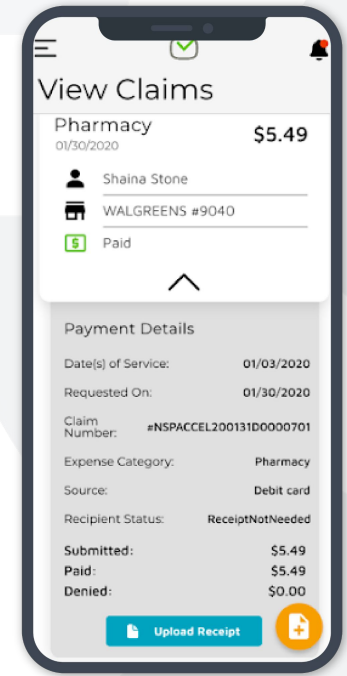

Claims

Checking An Existing Claim

Checking the status of an existing claim via the Nonstop Health mobile app is quick and easy.

1. From the Home screen, click the My Claims button on the bar at the bottom.

2. This will take you to the View Claims page, which contains an abbreviated list of all claims made on your account to date.

3. When you find the claim you're looking for, click on its card to display a wealth of information, including total amount paid, date(s) of service, and the location where the transaction occurred. This is also where you'll see the claim's current status, whether it's been paid, partially paid, denied, or is still being processed.

View Claims page   Claim detail view

Filing A New Claim

There are two ways to file a new claim:

1. At the bottom-right of the View Claims page, you'll spot an orange circle that features a document containing a plus symbol.

2. On the Home page, you'll see a green icon at bottom-center labeled "New Claim." Click that button, and you'll be taken to the File A Claim page. Here, you can submit your claim once you've filled in all the critical details. These include:

   a. The amount of the transaction (Member Amount)
   b. Who is receiving the payment (Pay To)
   c. The date(s) of service (Date of Service or Transaction)
   d. The type of payment that was made (Expense Category)
   e. Who received the service (Service Recipient)

New claim button on View Claims page
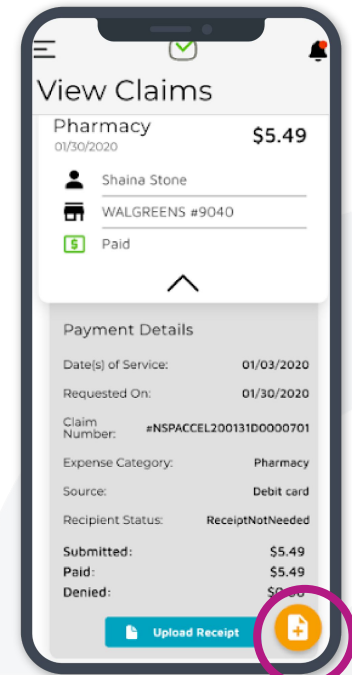
New claim button on Home page

Provider information is only required if you are requesting that Nonstop pay a bill to a provider on your behalf.

3. Once you've entered the relevant details, click the Next button at bottom and you'll be asked to provide documentation corroborating your claim. There are two ways to do this: If your receipt or other documents are in electronic form, you can upload them directly from your phone. If your receipt or other documents are paper, you can simply take a photograph of the document with your mobile device.

4. Once your documents have been successfully uploaded, click "Next" to submit your claim. Within 24 hours of your submission, you'll notice a new card on the app's View Claims page that will offer you the latest updates on the status of your claim.

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Documents

The Nonstop Health app is designed to put you in control of your healthcare benefits, and the best way to do that is to stay informed. Fortunately, the app contains all of the information you need to make intelligent decisions when they matter most.

At the top-left of every page in the mobile app you'll find a drop down menu that will help you quickly navigate the app's most important features. Especially notable is the Employee Documents button, which leads to an online folder where Nonstop will upload all critical documentation pertaining to your benefits as it becomes available.

Here you can keep track of all of your plan documents, find details about what is and is not covered, and learn how to contact your insurance carrier directly.
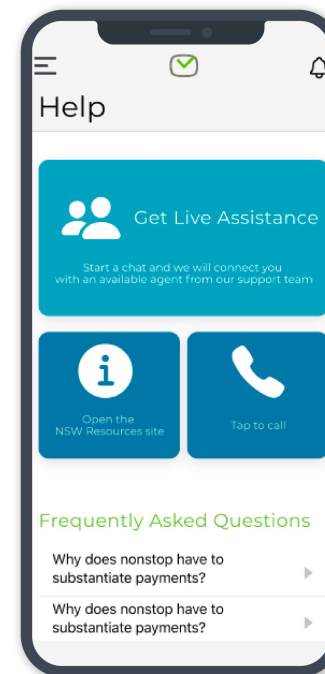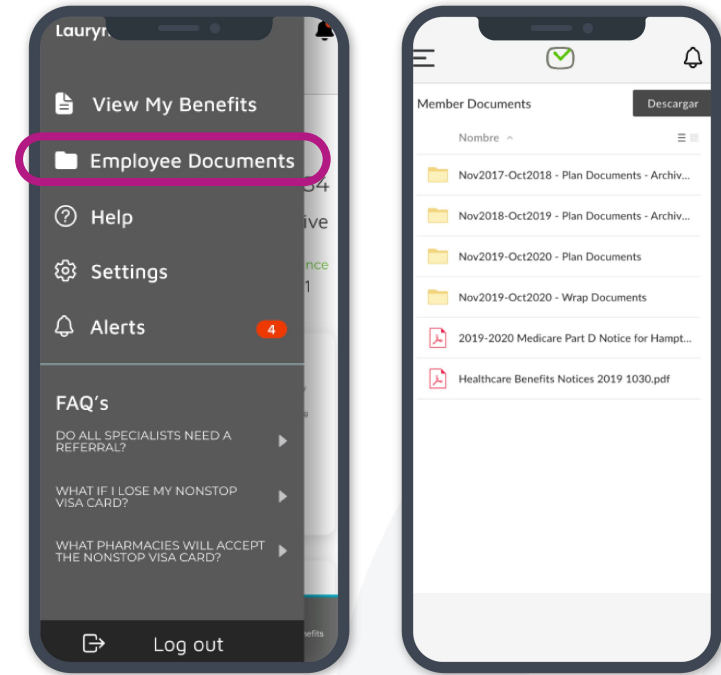
Help

At Nonstop Health, we're here to serve you. If you can't find what you need in the mobile app, we encourage you to reach out to our dedicated member support team who will do everything they can to help. Luckily, you don't even need to leave the app to request assistance.

The drop down menu at the top-left of every page in the app contains an unmistakable Help button.

Here you're offered multiple options for finding help.

If you would like to look for an answer yourself, click the button that says "Open the NH Resources Site." This will take you to a repository of information on the Nonstop Health program and your coverage.

If you'd prefer to speak to someone, click the Tap To Call button to instantly initiate a phone call with one of our representatives.

Settings and Alerts

Directly below Help, you'll see the Settings and Alerts pages.

Settings allows you to turn Push notifications on or off, and allows you to choose whether or not you'd like to use biometric authentication.

Alerts offers a rundown of your latest messages, including claims that have changed status, lists of recent payments, and messages from Nonstop Health.
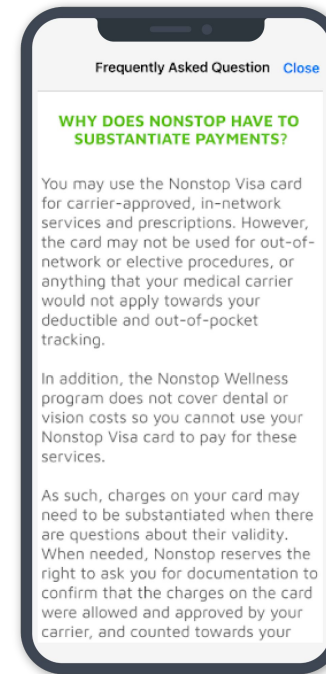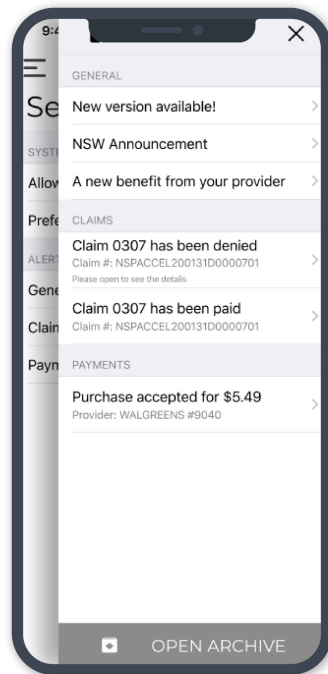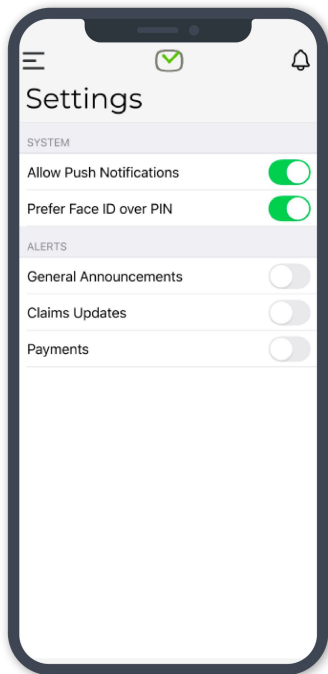
FAQs

At the bottom of the main menu, you'll see a frequently updated, rotating list of three common questions. Clicking any of these questions will direct you to a detailed answer.

It's often said that healthcare benefits are difficult to navigate. At Nonstop Health, we work each day to change this perception. We hope the new Nonstop Health mobile app makes it easier than ever for you to take advantage of your benefits at a moment's notice.

If you ever need assistance, please reach out to us. **You can reach Nonstop Health customer support at 877.626.6057 from 6am-5pm PT, Monday–Friday.** Alternatively you can send us an email at clientsupport@nonstophealth.com and we will get back to you within one business day.

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