

Nonstop Health Mobile App FAQs



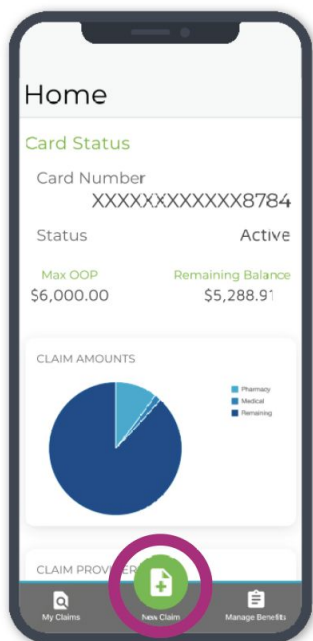
What is the Nonstop Health mobile app?

The Nonstop Health mobile app is a fully-featured electronic hub that allows Nonstop Health members to take control of their benefits coverage from the convenience of a mobile device. Users can file a new claim, view the balance on their Nonstop Health Visa card, or even read through all of the pertinent coverage documents quickly and easily through the app.

What can I do with the Nonstop Health mobile app?

The Nonstop Health mobile app offers all of the features found in the desktop version of the Nonstop Exchange (NSE). Here's a list of things you can do within the app:

- + File a new claim
- + Check the status of an existing claim
- + View your annual out-of-pocket maximum and remaining account balance
- + View all charges on your Visa card, all claims reimbursements, and all payments made to providers on your behalf
- + Change your personal information or add a qualifying life event (only offered for those who enroll in benefits with the Nonstop Exchange)
- + Access current plan documents, including benefits summaries and important notices



New claim button on Home page

Can I still speak to a human being if I need to?

Absolutely! At the top-left of every screen in the mobile app, you'll find a menu that includes a large "Help" option. From there, you can view our resources site, or reach out directly to our Member Support team with a single touch.

How do I file a new claim using the Nonstop Health mobile app?

Filing a new claim through the Nonstop Health mobile app is quick and easy!

1. At the bottom-center of the home screen, you'll see a green button labeled, "New Claim." Click it.
2. In the next screen, you'll need to provide standard claim details, such as the total amount, the date of service, and the provider.
3. Once that info has been submitted, you'll be asked to upload copies of your receipts, either by attaching a file from your mobile device, or — if you have paper receipts — taking a photograph of the receipt with your device's camera.
4. Finally, you'll reach the "Summary" screen, which allows you to review everything you've just entered before hitting the big green "Submit" button at the bottom of the page.

How do I log in to the Nonstop Health mobile app?

Once you've set up an account on NSE, you'll use the same email address and password to log into the mobile app.

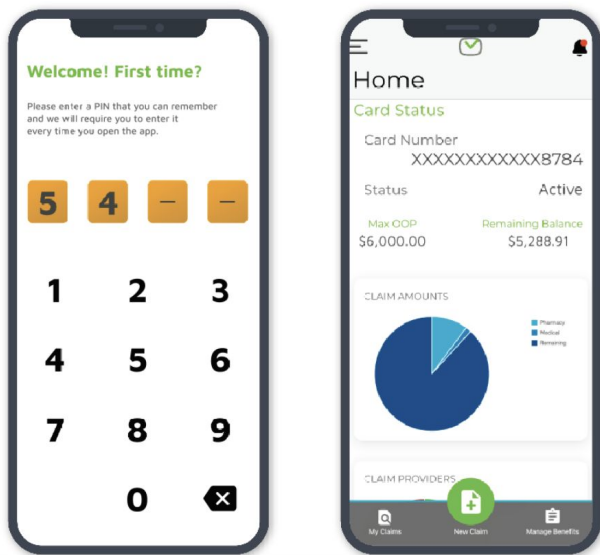
The first time you attempt to log into the mobile app, you will be asked to create a four-digit PIN.

Please Note: If your device supports biometric authentication, such as fingerprint or faceprint unlocking, you can use that instead of the PIN.

Entering your PIN takes you directly to the "Home" page, where at a glance you'll see important details about your account, including your out-of-pocket maximum and the current balance on your Visa card.

FIRST TIME LOGGING IN?

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.

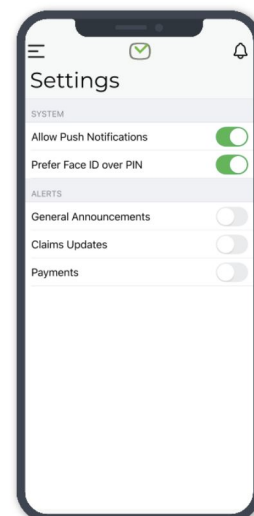


I'm looking for a benefits summary from my carrier. Where would I find that?

Nonstop publishes all critical information to a single online folder, which you can access at any time. Open the menu at top-left, and you'll see an "Employee Documents" option. Clicking there will open a folder containing benefits summaries, notices, and all other relevant plan documents.

I want to make sure I'm notified when my latest claim goes through. How do I turn on alerts?

Open the menu at top-left, then open "Settings." This menu will allow you to turn on or off Push notifications, and select which categories of notifications you'd like to receive.



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.

To download your copy of the Nonstop Health mobile app,
visit the [iOS](#) or [Android](#) app store from your mobile device
and tap the download button.

Or simply scan the QR code to get started!



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Nonstop Administration and Insurance Services, Inc.'s mission is to provide reduced barriers in access to healthcare. Nonstop's core product, Nonstop Health, uses an innovative first-dollar approach to plan design that provides cost certainty for employers and reduces or eliminates upfront medical expenses for employees and their families enrolled on the plan. Nonstop Health uses a Section 105 plan called a Medical Expense Reimbursement Plan, which allows employers to pay for their employees' qualified medical expenses on a pre-tax basis. It's important to note that although similar to an HRA, the biggest difference between an HRA and a MERP is that with a MERP, both employers and employees can contribute. MERPs are proven to lower costs for employers and employees while enabling the elimination of upfront co-pays and deductibles. If you are considering this arrangement, be aware that certain plan design features must be in place to maximize the efficiency of this solution. **Please visit us at [nonstophealth.com](https://www.nonstophealth.com) to learn more and reach out to schedule a brief introduction and compare your current plan design to Nonstop Health or connect Nonstop with your broker.**