Welcome to Nonstop Wellness!

How To Use Nonstop Wellness

1. Present your KAISER OR AETNA ID CARD to the front desk so they can apply service costs to your deductible

2. Pay for in-network doctor/facility visits and covered services/prescriptions with your NONSTOP WELLNESS VISA CARD

3. When you receive a bill with a remaining balance, pay for those expenses with your NONSTOP WELLNESS VISA CARD (note: an Explanation of Benefits (EOB) is not a bill)

If there's a problem with using your card, contact us immediately at 877.626.6057 or clientsupport@nonstopwellness.com.

Go home happy and healthy!

If you are receiving services outside of Nonstop's regular customer service hours (6am-5pm PST) and are having difficulty using your Nonstop Visa card, you may need to pay for services/prescriptions and be reimbursed through our claims process.

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5 Things to Remember

1. The Nonstop Wellness program can only be used for qualifying/covered **MEDICAL** expenses at in-network, carrier-approved locations.

2. The Nonstop Wellness program only covers expenses **AFTER** you enroll in the program.

3. The Nonstop Wellness program **DOES NOT** cover **VISION** or **DENTAL** expenses.

4. Use the **NONSTOP EXCHANGE** to file/view claims, view Nonstop Visa card spending, or get help. (members.nonstopwellness.com)

5. If you leave your employer or become no longer benefits eligible, submit all claims within **90 DAYS** of your last day of coverage. Your card will be cancelled.

Questions? We’re here to help.
Contact us at clientsupport@nonstopwellness.com or 1.877.626.6057 or visit members.nonstopwellness.com and click on the Help tab.