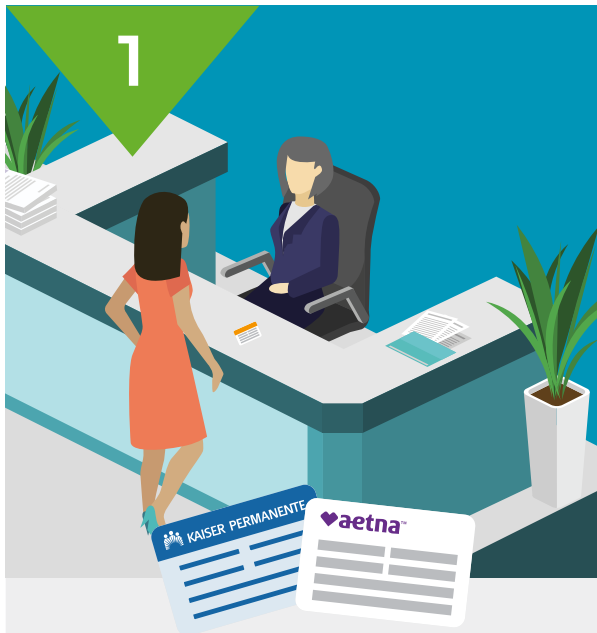


# Welcome to Nonstop Wellness!

## How To Use Nonstop Wellness



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



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



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](mailto: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.

© 2021 by Nonstop Administration and Insurance Services, Inc.

**nonstop**<sup>®</sup>  
WELLNESS

# Key Dates



## JULY 1

This is the first day you can use your Visa card for covered medical expenses.



## 90 DAYS

If you leave your position or become otherwise ineligible for benefits, you have 90 days from your last day of coverage to submit any outstanding claims or provider bills to Nonstop for payment.



## 1 YEAR

Keep all documentation (bills, receipts, and Explanation of Benefits) related to any services or prescriptions you paid for with your Nonstop Visa card for one full year. If Nonstop contacts you to substantiate a charge on your Nonstop Visa card, we will ask for this documentation to verify the charge was for a covered medical service or prescription.

# 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](http://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](mailto:clientsupport@nonstopwellness.com) or 1.877.626.6057 or visit [members.nonstopwellness.com](http://members.nonstopwellness.com) and click on the Help tab.