

USING THE NONSTOP EXCHANGE (NSE)
MEMBER PORTAL

Quick Guide 2023 Edition



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WHAT IS THE NONSTOP EXCHANGE?

Nonstop Health members have access to a portal called the Nonstop Exchange (NSE). Its user-friendly interface allows you to check the available balance on your Nonstop Visa card, file claims, gain insight into how you have spent your funds, and view claims and substantiation tickets. This quick guide provides step-by-step instructions for using NSE and all of its features.

LOGGING IN FOR THE FIRST TIME

1

Using the **Chrome** internet browser, go to <https://members.prod.nonstophealth.com>. Click on “Don’t Remember Your Password?” on the login page and enter your email address (*if you are unsure what email to use, contact Nonstop*). You will be emailed a link to set a personal and private password.

2

Then come back to <https://members.prod.nonstophealth.com> and re-enter your email and new password.

3

When you log in for the first time you must 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 to you. Enter that code to log into NSE. A second “backup” code will be provided when you log in and we recommend writing down or taking a picture of this backup code. If you’re using a trusted computer/browser, you can click “Remember This Browser” to bypass two-factor authentication for 30 days. If you don’t have a mobile phone number, please contact us!

Need help navigating our new Member Portal?

No, thanks **Yes!**

Don't show this again

When you log in you will see this popup. If you need help navigating NSE, click “Yes” and it will open a new tab and take you to detailed instructions on our Help site. To get back to the NSE portal, simply navigate to that tab.

YOUR NONSTOP ACCOUNT DASHBOARD

When you log in you'll see your Nonstop account dashboard with your initials in the top right corner. Click on your initials for a dropdown menu. You can also navigate through the portal by using the arrows to the right and left of each section.

Next you'll see Visa card info, such as your card's balance and status (e.g. Active, Ready to Activate, Suspended, Pending, or Closed). The Visa card image will show the last four digits of your Nonstop Visa card number (Nonstop does not have access to your complete Visa card number).

Use the blue button to "Submit New Claim" (see p. 5 for more details). If you need a claim form, click "Need a form to submit a manual claim?" right underneath the button.

Next are a set of graphs that provide information about how and where you have spent the funds on your Nonstop Visa card (see p. 7 for more details).

And last is a chart showing your claims and substantiation tickets (see p. 8 for more details).

The dashboard displays the following information:

- Card Balance:** \$ 3000.00
- Card Status:** Active
- Card Image:** Shows the last four digits (1234) and the name John Smith. A "Submit New Claim" button is located below the card image.
- Usage by Category:** A donut chart showing the distribution of spending across categories: Remaining, Medical, and Pharmacy. The year beginning balance is \$ 5000.00.
- Usage by Provider:** A donut chart showing the distribution of spending across providers: Remaining, Doctor 1, Acu Doc, Healthcare 1, and CVS.
- Claims & Substantiations Table:**

Reference Number	Date Created	Type	Claim Amount	Status	View Details
1234ABCD	01/10/2023	Manual Submission	\$235.36	Paid	⊗
1234ABCD	01/10/2023	Manual Submission	\$235.36	Processing	⊗
1234ABCD	01/10/2023	Visa Card	\$235.36	Waiting on Member	⊗
1234ABCD	01/10/2023	Visa Card	\$235.36	Complete - Substantiated	⊗
1234ABCD	01/10/2023	Visa Card	\$235.36	Credit Applied	⊗

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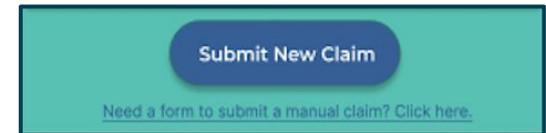
Navigation arrows are present on the left and right sides of the dashboard sections.

Help and Call Us buttons are located at the bottom of the dashboard.

To navigate, use either the dropdown menu above, or these arrows to swipe left/right.

SUBMIT A NEW CLAIM

The blue “Submit New Claim” button lets you file a claim online in three steps. You may submit a claim if you are not able to use your Nonstop Visa card to pay for a covered, qualifying expense and either pay for that expense 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.



If you are filing a claim online, the date of service/prescription must fall between the beginning of the prior calendar year and today’s date. If the date of service/prescription falls before the beginning of the prior plan year, you can still submit a claim but you must do it via a paper claim form and email or fax it to us. Contact us to request a paper form or click “Need a form to submit a manual claim?” under the blue “Submit New Claim” button. Or visit <http://www.nonstophealth.com/claims> to download a claim form.

After clicking on the Submit New Claim button you will:

- + Input the date of service.
- + Enter the amount of reimbursement or provider payment
- + Select your expense category, which will typically be either medical or Rx (prescriptions).
- + Enter your provider’s name.
- + Choose if **you** want to receive the reimbursement, meaning you paid for the expense out of your own pocket, or if you would like Nonstop to mail a check directly to the **provider**.
 - o If you choose the “Pay Me” option you must show proof of payment in the next step.
 - o If you choose the provider option you will need to input all of the provider’s information and your account number.
- + Choose the recipient of the care - either you or one of your enrolled dependents.
- + Click “Next” to upload documentation.

A screenshot of a web form titled "File a Claim". At the top, there are three steps: "1 Claims Details", "2 Submit Documentation", and "3 Summary". The "Claims Details" section includes fields for "Date of Service*" (with a calendar icon), "Member Amount*" (with a dollar sign icon), and "Expense Category" (a dropdown menu). Below these is a "Provider*" search field with a magnifying glass icon. At the bottom of the form, there are two dropdown menus: "Pay To" (with a dollar sign icon) and "Service Recipient" (with a person icon). At the very bottom, there are three buttons: "Clear Form" (red), "Cancel" (yellow), and "Next" (grey).

To upload documentation:

- + For medical expenses, you **must** include the Explanation of Benefits (EOB) **and** the provider bill. (Both are required.)
- + For prescriptions, you must submit a detailed pharmacy bag receipt that shows your medical carrier's name and the amount they paid toward your prescription. This allows us to confirm that the prescription is covered under your medical plan.
- + Click "Next" to advance to the third and final step.

Please note:

- You must upload all necessary documentation to submit a claim!
- You may upload multiple receipts for a period of time for the same provider (you can choose any receipt date for the entry), but only one submission per provider. The system will not let you choose multiple providers.

To review and submit your claim:

- + You will now see a summary page, allowing you to review your submission and confirm it all looks accurate.
- + If you need to make changes, click the "Back" button to return to previous screens.
- + Once you confirm all of the information is accurate, click "Submit Claim."
- + You will then see confirmation that we received the claim, along with a reference number. Use this reference number to check the status of a claim.
- + You can then submit another claim or simply choose "I'm Finished" to close out of the claims submission process.

Please note: Your current balance as shown on Your Claims Dashboard (near the Visa card image) does not reflect any recently submitted claims. Once the claim has been processed and the funds have been taken out of your Nonstop Health account, the new amount will show.

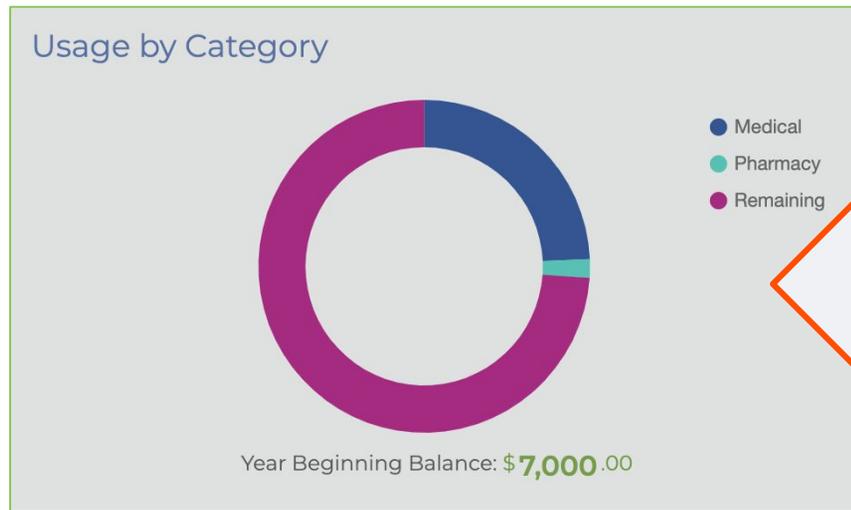
The screenshot shows the 'File a Claim' interface at the 'Submit Documentation' step. A progress bar at the top indicates three steps: 'Claims Details' (completed), 'Submit Documentation' (current), and 'Summary'. Below the progress bar, there is a 'Submit Documentation' section with an 'Add Attachment' button and a note that '*Documentation is required'. To the right, a teal callout box contains a tip: 'Tip: Be sure to add any of the following documents you have related to this claim:' followed by a list: 'Claim Form', 'Explanation of Benefits', and 'Receipts'. At the bottom, there are 'Back', 'Cancel', and 'Next' buttons.

The screenshot shows the 'File a Claim' interface at the 'Summary' step. The progress bar at the top shows 'Claims Details' and 'Submit Documentation' as completed, and 'Summary' as the current step. The summary page displays key information in colored circles: 'Amount \$2.00' (green), 'Date of Service 01/24/2023' (blue), and 'Pay To Me' (purple). Below this, there are input fields for 'Provider: Kaiser' and 'Attachments: EOB2023.pdf'. At the bottom, there are 'Back', 'Cancel', and 'Submit Claim' buttons.

The screenshot shows a confirmation screen titled 'Claim Successfully Submitted!' with a small flag icon. Below the title, it states: 'Your claim reference number is NSET-Q5R7O9LLHB. Please keep a record of this information to assist in any future support for this claim.' At the bottom, there are two buttons: 'Submit Another Claim' and 'I'm Finished'.

USAGE BY CATEGORY AND PROVIDER

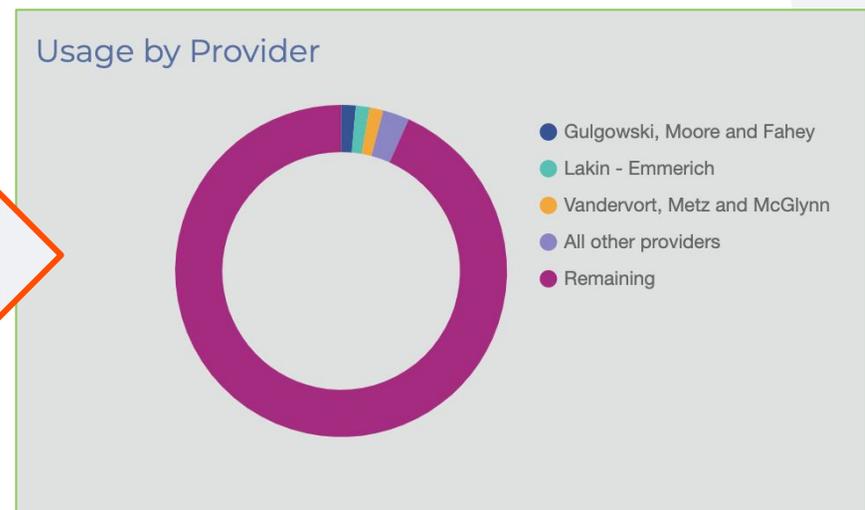
On your NSE account dashboard you are able to see a breakdown of how you have spent the funds on your Nonstop Visa card by both category (e.g. medical versus pharmacy) and provider (e.g. the name of the provider, pharmacy, or facility). Each chart is color coded so you can easily differentiate between categories and providers, and you will always be able to see how much is remaining on your Visa card. Hovering over any of the color coded areas will give you an exact amount that you have spent in that particular category or with a specific provider/facility/pharmacy.



Usage by Category: This chart breaks down the amount you have spent in medical costs versus prescription costs, and then how much remains in your Nonstop Health account. If you have alternative care benefits with Nonstop Health, you will also see that reflected here.

In addition, at the bottom, you can see how much was loaded onto your Nonstop Visa card at the beginning of your plan year.

Usage by Provider: This chart shows how much you have spent at the three providers and facilities you used the most, with all other spending in a fourth bucket labeled "All other providers." "Remaining" is your account balance, indicating what you still have available on your Nonstop Visa card.



CLAIMS AND SUBSTANTIATION TICKETS

The claims and substantiation window shows a breakdown of any claims you have submitted or any open substantiation tickets from the past six months. It provides details on your reference (ticket) number, the date the ticket was created, the type of submission, the dollar amount connected to the ticket, and the status of the ticket. Click “View Details” for additional information about that claim or card swipe. You may sort by column, and if you have multiple pages of tickets, you will see page numbers reflected at the bottom of the window.

Type shows how the claim came into Nonstop’s system:
Manual Submission: the claim was submitted via NSE, email, fax or USPS.
Visa Card: you swiped your Nonstop Visa card to pay this amount.

Quick tip!
 Hover over these abbreviated reference numbers for a complete reference number.

Claims & Substantiations					
Reference Number	Date Created	Type	Claim Amount	Status	View Details
1234ABCD	01/10/2023	Manual Submission	\$235.36	Paid	🔍
1234ABCD	01/10/2023	Manual Submission	\$235.36	Processing	🔍
1234ABCD	01/10/2023	Visa Card	\$235.36	Waiting on Member	🔍
1234ABCD	01/10/2023	Visa Card	\$235.36	Complete - Substantiated	🔍
1234ABCD	01/10/2023	Visa Card	\$235.36	Credit Applied	🔍

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Details Reference Number: 1234ABCD

Date Submitted	Provider	Service Type	Source
01/20/2023 04:03	Dr. Smith	Pharmacy	Visa Card
Amount Submitted	Amount Paid	Amount Denied	Check Number
\$235.36	\$235.36	\$0.00	#12345656

Add Attachment 📎

Done

View Details: Click on the icon to view a breakdown of the claims details for each ticket.

The Status column will show you where your claim or substantiation ticket is in the process:

- Paid:** Your claim has been paid; no further action required from you.
- Complete:** Your claim has been completed and the ticket has been closed.
- Complete - substantiated:** The substantiation process has been completed and the ticket has been closed.
- Credit applied:** A credit has been applied toward your account due to a repayment or a provider/carrier refund.
- Duplicate:** Your claim has been submitted to Nonstop’s system twice.
- Waiting on member:** Nonstop is waiting for you to submit more information or documents to complete the process.
- Denied:** Your claim was denied; you are responsible for the full or partial amount of the service or prescription.
- Processing:** Your claim/substantiation issue is still being processed.
- Repayment:** You are required to pay money back into your employer’s account with Nonstop.
- Suspended:** Your Visa card has been suspended. Please contact Nonstop for more details.
- New:** This is a new ticket and Nonstop has not started the claim or substantiation process.

CLAIMS HISTORY

Selecting the Claims History section allows you to see a breakdown (by tab) of your Nonstop Visa **Card Swipes** (card transactions), along with any **Card Refunds** you have received on your Visa card (e.g. you have paid money back to your employer's account via our substantiation process) and any **Manual Claims** for reimbursement or provider payment that you have submitted via NSE, email, fax, or USPS. Clicking on each of the tabs at the top of the window will allow you to move between each section easily.

Plan Name	Plan Year	Date of Swipe	Settlement Date	Provider	paymentId	Status	Amount
		09	2022-12-09	Stokes, Weissnat and Jakubowski	54275737	Paid	\$2.62
		09	2022-12-09	Stokes, Weissnat and Jakubowski	54275787	Paid	\$2.62
		18	2022-11-18	Ernser, Howell and Tillman	54275736	Paid	\$6.30
		18	2022-11-18	Ernser, Howell and Tillman	54275786	Paid	\$6.30

Once you have selected the tab with the data you would like to see, you can click on the header of each column under that tab to sort each column alphabetically or numerically (depending on the data provided); note that when you click on the header you will be able to choose which direction you prefer the data to flow. You will also see a circular reset button at the top of the screen, which allows you to reset any data you have sorted. There are also “undo” and “redo” icons at the top of the screen.

Card Swipe Data

Card Swipe data includes:

- + Plan name
- + Plan year
- + Date of the card swipe
- + Settlement date, which is the date the money was withdrawn from your Nonstop Health account
- + The name of the provider (which includes pharmacy names) where you used your Nonstop Visa card for payment
- + The payment ID number, which allows Nonstop to separate out individual payments to providers
- + The status of the payment (*please note the status should always read as “paid”*)
- + The amount charged on your Nonstop Visa card

Plan Name	Plan Year	Date of Swipe	Settlement Date	Provider	paymentId	Status	Amount
nsdemo-Anthem-NSW	2022	2022-12-09	2022-12-09	Stokes, Weissnat and Jakubowski	54275737	Paid	\$2.62
nsdemo-Anthem-NSW	2022	2022-12-09	2022-12-09	Stokes, Weissnat and Jakubowski	54275787	Paid	\$2.62
nsdemo-Anthem-NSW	2022	2022-11-18	2022-11-18	Ernser, Howell and Tillman	54275736	Paid	\$6.30
nsdemo-Anthem-NSW	2022	2022-11-18	2022-11-18	Ernser, Howell and Tillman	54275786	Paid	\$6.30
nsdemo-Anthem-NSW	2022	2022-11-15	2022-11-15	Tremblay, Medhurst and Prosacco	54275735	Paid	\$7.23
nsdemo-Anthem-NSW	2022	2022-11-15	2022-11-15	Tremblay, Medhurst and Prosacco	54275785	Paid	\$7.23
nsdemo-Anthem-NSW	2022	2022-10-21	2022-10-21	Heaney - Hand	54275734	Paid	\$44.11
nsdemo-Anthem-NSW	2022	2022-10-21	2022-10-21	Heaney - Hand	54275784	Paid	\$44.11
nsdemo-Anthem-NSW	2022	2022-10-20	2022-10-20	Satterfield Inc	54275733	Paid	\$7.23
nsdemo-Anthem-NSW	2022	2022-10-20	2022-10-20	Satterfield Inc	54275783	Paid	\$7.23
nsdemo-Anthem-NSW	2022	2022-10-18	2022-10-18	Haag Group	54275732	Paid	\$605.35

Card Refund Data

Card Refund data includes:

- + Employer name
- + Refund date (date the amount was refunded to your Nonstop Visa card)
- + Refund amount
- + Status (*please note the status should always read as "refund"*)

Claims History

Card Swipe | **Card Refund** | Manual Claim

Employer	Refund Date	Amount	Status
Nonstop Demo	2021-02-15	-\$15.00	Refund
Nonstop Demo	2021-02-13	-\$38.31	Refund
Nonstop Demo	2021-01-17	-\$5,280.00	Refund
Nonstop Demo	2021-01-15	-\$115.00	Refund
Nonstop Demo	2021-01-08	-\$1,780.73	Refund

Manual Claim Data

Manual Claim data includes:

- + Plan name
- + Plan year
- + Check date, meaning the date Nonstop cut the check for reimbursement or provider payment
- + The name of the provider for which you submitted a claim for reimbursement or provider payment
- + The status of the claim:
 - o **New:** This is a new ticket and Nonstop has not started the claim or substantiation process.
 - o **Closed - Paid:** Your claim has been paid; no further action required from you.
 - o **Closed - Partially Paid:** Part of your claim has been paid, and the remainder denied.
 - o **Closed - Denied:** Your claim was denied; you are responsible for the full or partial amount of the service or prescription.
- + The amount of the reimbursement or provider payment

Claims History

Card Swipe | Card Refund | **Manual Claim**

Plan Name	Plan Year	Check Date	Provider	Status	Amount
nsdemo-Anthem-NSW	2023	Jan 16, 2023	Lind Group	Paid	\$160.00
nsdemo-Anthem-NSW	2023	Jan 12, 2023	Parisian - Kassulke	Paid	\$69.20
nsdemo-Anthem-NSW	2023	Jan 12, 2023	Sipes, Rosenbaum and Yundt	Paid	\$117.20

VIEW MY BENEFITS

View My Benefits shows you:

- + Your demographic information, including name, address, email, and phone number(s)
- + 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 under Upcoming Benefits will move to Current Benefits.

Your Information

Subscriber's Name	Subscriber's Address	Apt/Unit	State	Zip Code
John Smith	1234 Awesome Street	18	CA	90210
Email	Phone	Type	Secondary Phone	Type
jsmith@gmail.com	(888) 867-5309	Cell	(888) 867-5309 ext 605	Work

Dependents

Name	Date of Birth	Relationship to Subscriber
Jane Smith	2011	Spouse

Current Benefits

1.	Type	Plan Name	
	Vision	TEST ARB Kaiser	COBRA
	Group Number	Coverage/Contribution	Effective Date
	10909	Spouse Only BO - domestic_partner	01/01/2023
	Termination Date		
2.	Type	Plan Name	
	Vision	TEST ARB Kaiser	COBRA
	Group Number	Coverage/Contribution	Effective Date
	10909	Spouse Only BO - domestic_partner	01/01/2023
	Termination Date		

Upcoming Benefits

No future enrollments

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.

MEMBER DOCUMENTS

Member Documents shows all documents related to your Nonstop Health benefits, organized in folders for current and past plan years. In each you will find the Nonstop Health member/benefits guide, compliance notices and any other relevant Nonstop info.

In addition, you will 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 provided by the carrier.

You can view these documents in a popup window by clicking on the icon of a box with an arrow inside. (If this icon is greyed out, this option is not available). You can also click on the icon of a cloud with an arrow in it to download the documents.

Member documents	
File name	Actions
 Member Guide - Nonstop Health	 
 Premium Assistance Under Medicaid and CHIP Notices (3).pdf	 
 Medical	

NONSTOP HELP SITE

Clicking **Help** from the dropdown menu on the NSE home page (shown below) takes you to our self-serve help site! You can explore and learn about different aspects of the Nonstop Health program, such as:

- + Basic info about the Nonstop Health program
- + Using your Nonstop Visa card
- + Using the Nonstop Exchange
- + Claims
- + Substantiation
- + Key Dates and Deadlines for Claims
- + How to find/read your Explanation of Benefits (EOB)
- + Coverage for ER and urgent care
- + Helpful videos
- + And more!

The screenshot shows the Nonstop Help Site homepage. At the top left is the Nonstop logo, and at the top right is a "HOME" link. The main heading is "How can we help?". Below this is a search bar with the placeholder text "Search our knowledge base...". Under the search bar, it says "Popular topics: Your Nonstop Visa Card , Using the Nonstop Exchange (NSE) Online Member Portal". The page features a grid of eight topic cards, each with an icon, a title, and a brief description:

- Nonstop Health Basics**: Learn more about how we help you pay for the healthcare you deserve!
- Using Your Nonstop Visa Card**: Tips for using your Nonstop Visa card, and getting the most from the program.
- Nonstop Exchange (NSE) Online Portal**: Access your plan info online!
- Claims**: What you need to know about Nonstop's Claims process.
- Key Dates and Deadlines for Claims**: Important info about claims submissions, plan renewals and more!
- Substantiation**: What you need to know about Nonstop's Substantiation process.
- Explanation of Benefits (EOB)**: How to find and read your EOB, and what to do if we request it from you.
- Emergency Room/ Urgent Care**: What you need to know about receiving unplanned medical care.

Questions? We're here to help!

877.626.6057 Monday-Friday, 6am-5pm PT

clientsupport@nonstophealth.com



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