

NONSTOP IN ACTION



Employees enrolled in the UHC Harmony Ded. HMO, Balance by CCHP Ded HMO, or Kaiser Ded. HMO Medical plan will be enrolled with a Nonstop MERP.



YES
IN-NETWORK
facilities and doctors



YES
COVERED services
and prescriptions

- Nonstop is only designed for in-network medical services and prescriptions approved by UnitedHealthcare, Kaiser, or Balance by CCHP. As such, you cannot use the Nonstop Visa card for dental or vision payments.
- You will be responsible for any un-approved charges on the card.



NO
Vision



NO
Dental



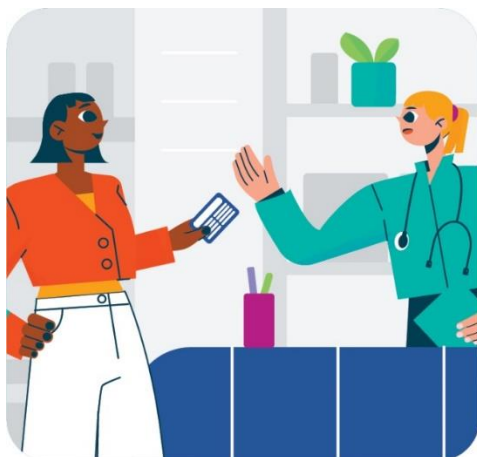
NO
Out-of-network

NONSTOP VISA CARD

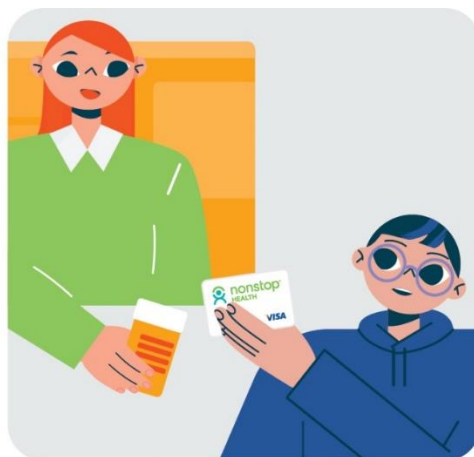
You will receive two Nonstop Visa cards and they will both only be in your name. If you need additional cards, please call Nonstop at 1-877-626-6057. It is recommended that you **DO NOT** set up a PIN so you can use the card as a credit card versus a debit card.



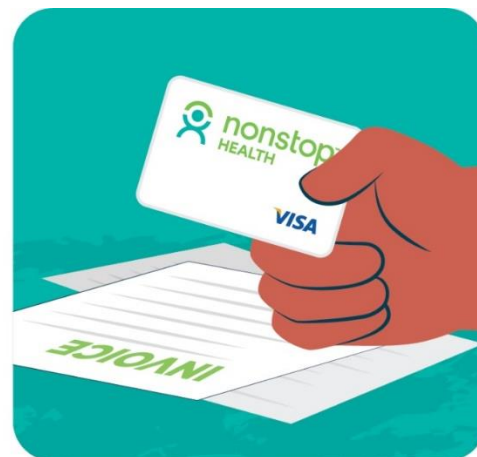
HOW DO I USE NONSTOP HEALTH AT MY PROVIDER OR PHARMACY?



- 1 Present your **CARRIER CARD** to the front desk so they can apply service costs to your deductible and/or out-of-pocket maximum.



- 2 Pay for covered services and prescriptions with your **NONSTOP HEALTH VISA CARD**



- 3 If/when you receive a bill with a remaining balance, pay for those expenses with your **NONSTOP HEALTH VISA CARD**
(note: an Explanation of Benefits (EOB) is not a bill)

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The Nonstop customer support team is here to help with all of your needs, but some questions can be better answered by your insurance carrier. Below is a quick snapshot of when we recommend calling Nonstop and when to call your carrier.



CALL NONSTOP*:

- If your Nonstop Visa card has been declined
- If you have lost your Nonstop Visa card, it has been stolen, or you need additional cards
- For basic program questions
- For all claims questions such as:
 - Did Nonstop receive my claim?
 - Has my claim been processed?
 - How do I process a claim?
 - Why wasn't my claim processed?

General Phone: **1-877-626-6057**

clientsupport@nonstophealth.com



CALL UNITEDHEALTHCARE, KAISER, OR BALANCE by CCHP*:

- For a new insurance carrier card
- To determine if a specific surgery or test is covered by your insurance plan
- To determine if a medication is covered by your insurance plan
- To determine if a provider is in-network

UnitedHealthcare Customer Service: **866-801-4409**

www.uhc.com

Kaiser Customer Service: **800-464-4000**

www.kp.org

Balance by customer service: **(888) 775-7888**

www.balancebycchp.com



Unsure of who to call? Reach out to the Employee Support Center ESC for questions about any of your health plans!

Mon-Fri | 8am-4pm (PST)

Toll Free: 855.670.2222

Local: 818.539.8804

LosAngeles.ESC@ajg.com



* If you call Nonstop with questions meant for your insurance carrier, Nonstop will need to call the carrier to get that information; this could result in delays in getting you a response. As such we suggest you call the carrier directly for the above queries. In addition, HIPAA regulations can restrict Nonstop from obtaining information from the carrier on your behalf. While you can sign a HIPAA form allowing Nonstop to receive this information, it could take 2-4 weeks for processing on the carrier's end.