



How to order new or additional Nonstop Health Visa cards

While Nonstop automatically sends our members two Nonstop Visa cards when they enroll in benefits, there may be times when an employee needs new cards (such as if they lose their current ones) or extra cards (the member has more than one dependent who needs a Nonstop Visa card). Luckily, the process for ordering Nonstop Visa cards is quick and easy.

The first thing you'll need to do is submit a request for new or extra cards online at clientsupport@nonstophealth.com. *Note! If you're ordering cards for more than one employee, please note that each request must be emailed separately. This is because each employee will be assigned a ticket number for their card re-order.*

Once a request is emailed to Nonstop's member support team, it is assigned a ticket number and placed under the employee's "My Tickets" tab in the Nonstop Exchange (NSE) member portal. The member can then track the progress of this ticket.

QUICK TIP!

The employee's mailing address must be confirmed before Nonstop can send new or extra Nonstop Visa cards. If that address doesn't match what is in our system, we will need to correct that in NSE before we can mail the new card. Please note: if Nonstop receives a weekly file from your payroll/benefits administration system, you will need to update the employee's email in that system as well.

REMINDERS

- + The card orders take about 7-14 days to be processed and mailed, but delivery times are contingent on the United States Postal Service.
- + Between November- December, the processing/ mailing timeline can increase to 20 days.
- + The Nonstop Visa cards will always be in the employee's name (dependents can sign their name on the back).
- + Cards come in sets of two (per envelope).

Here are some more helpful tips for when you make a Nonstop Visa card request:

- + Put the client or employee name in the subject line so we can easily track the request.
- + Include the employee's mailing address in the request to Nonstop's Member Support Team.
- + Let the employee know once you have made the request and direct them to the *My Tickets* tab in NSE to track the ticket's progress.

And finally, here is what our envelopes look like so your employees do not mistake them for junk mail!



What if I have more questions?

Contact us! Nonstop's member support team is here to help. We can be reached at 877.626.6057 or clientsupport@nonstophealth.com. We are open Monday-Friday, 6am-5pm PST.