



Kaiser Permanente Fit Rewards 2020

Frequently Asked Questions

What is Kaiser Permanente Fit Rewards?

Kaiser Permanente Fit Rewards is a value-added program offering Kaiser Permanente Hawaii members the opportunity to earn a reward of up to \$200 – equivalent to a free gym membership at applicable locations.¹ Your reward will be equal to the annual program fee you pay each calendar year.

Who is eligible for Kaiser Permanente Fit Rewards?

All Kaiser Permanente Hawaii members 16 years and older, except Medicare and QUEST Integration (Medicaid) members, are eligible. If you're under 18 years of age, ask your fitness center if you need consent from your parent/guardian to become a member.

How does Kaiser Permanente Fit Rewards work?

- **Starting January 1, 2020**, enroll/re-enroll in KP Fit Rewards (see ENROLLMENT & PAYMENT information). Fit Rewards is a calendar year program and resets beginning January 1 each year. You must pay your annual program fee and enroll again on or after January 1 each year to participate.

- Achieve 45 credits by completing any of these activities by December 31, 2020:

- 30-minute workout
- 10,000 steps
- 1 gym visit/check-in

Each activity earns 1 credit. Only 1 activity per calendar day will count toward your reward requirement.¹

- Get a reward of up to \$200 (equivalent to a free membership at applicable locations).¹

If I recently changed jobs/employers. Is my KP Fit Rewards benefit transferrable?

No. KP Fit Rewards is not transferrable between jobs or employers. Fit Rewards does not transfer to another Kaiser Permanente plan if you change employers and/or KP plan coverage during the year.

If I change jobs/employers, do I have to pay my annual program fee again?

Yes. If you change employers and/or KP plan coverage during the calendar year, you will be asked to pay your KP Fit Rewards annual program fee again.

ENROLLMENT & PAYMENT

How do I enroll in Kaiser Permanente Fit Rewards if I did not participate in KP Fit Rewards in 2019?

1. **Starting January 1, 2020**, go to kp.org/activeandfit and register to use the website.²
2. Choose a participating fitness center in the tier (1 through 4) and price point that works best for you and pay your annual program fee of up to \$200 online. For tiers 2, 3, and 4, you will be responsible for an additional monthly fee; your current and next month's fee are due upon enrollment. If you do not have access to the internet, you may also pay by calling toll free **1-877-750-2746**, Monday through Friday, 5 a.m. to 6 p.m., Pacific time. Members under the age of 18 must enroll over the phone.
3. Download your Active&Fit Card and bring it on your first visit to your fitness center.

If you do not wish to go to a participating fitness center, you can receive credit for visits at any qualified out-of-network fitness center statewide³ by tracking visits with the ASHConnect™ fitness app.⁴

What is not included in the Kaiser Permanente Fit Rewards annual program fee?

Higher rates (for tiers 2, 3, and 4), taxes, and additional fees you pay your fitness center for classes, services, or amenities are not included in your Kaiser Permanente Fit Rewards annual program fee and are not eligible for a reward.

How can I earn a reward if my fitness center is not a participating fitness center in tiers 1 through 4?

Tier 5 allows you to go to any qualified out-of-network fitness center and use the ASHConnect™ mobile app to track visits.⁴ Qualified fitness centers must offer regular cardiovascular, flexibility, and/or resistance training exercise programs; established physical facility must offer a membership agreement; and must be overseen by staff. Fitness centers outside of the 50 U.S. states and the District of Columbia do not qualify.

You must be enrolled in that fitness center with a 2020 membership agreement, pay your fitness center dues, and track your visits through the ASHConnect™ app to earn your reward.

PARTICIPATING FITNESS CENTERS

Where can I find a list of participating fitness centers?

Visit kp.org/fitrewards to see the full list of participating fitness centers. Starting January 1, 2020, you also can search for locations on the Active&Fit website or, if you prefer, call toll free **1-877-750-2746**, Monday through Friday, 5 a.m. to 6 p.m., Pacific time.

How can I suggest adding a fitness center to the network?

You can request the addition of fitness centers online at kp.org/activeandfit. Qualified fitness centers must offer regular cardiovascular, flexibility, and/or resistance training exercise programs; established physical facility must offer a membership agreement; and must be overseen by staff. Fitness centers outside of the 50 U.S. states and the District of Columbia do not qualify.

Can I switch participating fitness centers?

Yes. You can switch fitness centers once a month by going online to kp.org/activeandfit.

If I switch fitness centers, do I have to pay my annual program fee again?

No. You do not need to pay your annual program fee again unless it's a new calendar year or you change jobs/employers. If you switch to a participating fitness center in a different tier, you may need to pay the difference to upgrade to a higher tier; however, if you change to a lower tier, you may have a credit towards your next month's fees.

If I switch fitness centers, how soon can I go to my new fitness center?

You can go to your new fitness center on the first day of the following month.

ACTIVITY REQUIREMENT & REWARD

How does a member earn activity credit?

The member can go to kp.org/activeandfit and find the list of compatible devices and apps. They will then sync their compatible device/app via the Active&Fit website under "Manage Apps/Devices." They will agree to share their information with the Active&Fit program. Once that is complete, their data will sync to the website and they will be able to see their activity. Members can also continue to use fitness centers and check-in on the ASHConnect mobile app if they are comfortable going to the gym and their gym is open.

Note: devices and apps need to be synced using the kp.org/activeandfit website – they cannot sync using the ASHConnect app.

When will I receive my reward?

If you successfully meet the 45 credit activity requirement before December 31, 2020, you will receive your reward within 14 days after you redeem your reward on the website. Only 1 activity per calendar day will count toward your reward requirement. Any 2020 reward not redeemed by March 31, 2021 will be ineligible for redemption.

If I change fitness centers or change to the Home Fitness program during the year and meet the 45 credit activity requirement, will I receive my reward?

Yes. Your credited activity counts toward the reward requirement, as long as you have Kaiser Permanente Hawaii coverage and are tracking your activity with a wearable device, app, or exercise equipment; and/or using a participating fitness center; and/or using an out-of-network fitness center and tracking your visits via the ASHConnect™ mobile app.³

If I work out two times in one day, does it count as two credits toward the 45 credit activity requirement?

No. You get credit for a maximum of one workout each calendar day, whether you work out once, twice, or three times in a day.

When do my fitness center visits start counting toward my reward?

Once your non-refundable annual program fee for a location in tiers 1 through 4 is paid, your visits will count toward your reward. Fit Rewards is a calendar year program available January 1 through December 31 each year. 2019 visits are not applied toward your 2020 activity requirement.

If members already earned visits toward their reward before fitness centers closed due to COVID-19, will those still count?

Yes. If a member already had 10 visits in 2020, they will have 10 credits already. It will not reset when the at-home program update becomes effective.

If a member already earned 45 fitness center visits in 2020, will they be eligible for another reward when the update occurs?

No. If the member already earned their 45 visits, they cannot receive another reward.

What if a member doesn't have a device?

They can use a compatible app on their phone or they can call to switch to the Home Fitness program and order the Fitbit® Connected! kit, if they did not enroll in the Home Program this year. However, in order to earn credits toward a reward the member will need to sync either an app or device for activity credits, or earn visits by attending a participating fitness center or checking-in on the app at a tier 5 fitness center.

What about tier 5 members?

All eligible members are able to participate and earn credits toward their reward by syncing their device and earning activity credits, visiting an in-network fitness center, or checking-in at an out-of-network fitness center (tier 5).

What if I am 64 years old and will turn 65 during the calendar year?

If you are enrolled in Fit Rewards and will turn 65 years old before the end of 2020, please make sure that you meet your 45 credit activity requirement before you transition to the Silver&Fit® program, which is included as part of Kaiser Permanente Senior Advantage plan benefits. Completion of your Fit Rewards activity requirement by December 31, 2020 is required to receive your reward.

HOME FITNESS PROGRAM

What if I am physically unable or prefer not to go to a fitness center?

You can choose to participate in the Home Fitness program instead of attending a participating fitness center. For a \$10 annual program fee, you can choose up to 2 home fitness kits (including a Fitbit® Connected! Kit option) each calendar year and work out anytime at home. The fitness kits may include DVDs, guides, and other items to help you get fit. Note: If you participate in the Home Fitness program, your \$10 annual program fee is non-refundable and will not be prorated.

If I choose the Home Fitness program, can I switch to the Fit Rewards program?

Yes. You can call Active&Fit Customer Service toll free **1-877-750-2746**, Monday through Friday, 5 a.m. to 6 p.m., Pacific time, to enroll in the Fit Rewards program and pay applicable, non-refundable membership fees. Your effective date will be the day following your call.

Will a member participating in the fitness center program need to pay to switch to the home program?

No. If a member already paid their annual member fee for the fitness center program, they merely need to call Active&Fit Customer Service to switch to the Home Fitness program and order their kits at no additional charge.

¹Your reward is limited to your annual program fee each calendar year. Higher rates (for tiers 2, 3, and 4), taxes, and additional charges you pay your gym for classes or amenities are not included in the program and are not eligible for the reward. You should consult with your tax advisor about the taxability of the reward. Except for earning your annual program fee back by earning 45 activity credits, your annual program fee is not refundable and will not be prorated. Fitness center visits made before your annual program fee is paid do not count towards your reward activity requirement. Only 1 visit per calendar day will count towards your reward requirement. Purchase of a wearable fitness device or app is not included in the annual program fee; exception may apply if you choose the Fitbit® Connected! kit through the Home Fitness program.

²The program website is available for members who are 18 years and older.

³If your gym is a qualified out-of-network (tier 5) fitness center, you must be enrolled in that fitness center with a 2020 membership agreement, pay your monthly dues, and track your visits through the ASHConnect™ app to earn your reward. Qualified fitness centers must offer regular cardiovascular, flexibility, and/or resistance training exercise programs; established physical facility must offer a membership agreement and must be overseen by staff. Fitness centers outside of the 50 U.S. states and the District of Columbia do not qualify.

⁴You can download the ASHConnect mobile app in your phone's app store.

Kaiser Permanente Fit Rewards is a value-added service and not part of your medical benefits. Your annual program fee does not count toward your health plan's annual out-of-pocket maximum. For conditions, limitations, and exclusions, please see your *Evidence of Coverage* or [kp.org/fitrewards](https://www.kp.org/fitrewards).

Kaiser Permanente Fit Rewards is part of the Active&Fit program, administered by American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH). Active&Fit, Silver&Fit, the Active&Fit logo, and ASHConnect are trademarks of ASH and used with permission herein. Other names and logos may be trademarks of their respective owners.