

# Kaiser Permanente FIT REWARDS

## Frequently Asked Questions



### What is Kaiser Permanente Fit Rewards?

Kaiser Permanente Fit Rewards is a new value-added program offering Kaiser Permanente Hawaii members the opportunity to earn a free gym membership.<sup>1</sup>

### 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.

### How does Kaiser Permanente Fit Rewards work?

- Starting January 1, 2017, enroll in KP Fit Rewards (see **ENROLLMENT & PAYMENT** information).
- Work out at a participating gym at least 45 days for a minimum of 30 minutes per session by December 31, 2017.<sup>1</sup>
- Get your annual program fee back!<sup>1</sup>

### Is Kaiser Permanente Fit Rewards the same as the Active&Fit Basic Program?

No. Kaiser Permanente Fit Rewards adds a brand new reimbursement option that essentially allows you to have a free gym membership<sup>1</sup>. This free gym membership feature is available only to Kaiser Permanente Hawaii members. The Active&Fit Basic program provides Active&Fit members access to a discounted gym membership through a broad network of participating gyms to individual and group health plan members. It also has a Home Fitness option for those who physically cannot or prefer not to go to a gym. The Active&Fit Basic program will no longer be offered to Kaiser Permanente Hawaii members after December 31, 2016.

Kaiser Permanente Fit Rewards is administered by American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH), through its Active&Fit® program.

### How do I get started if I already participate in the Active&Fit Basic program?

If you're a current Active&Fit member, you can enroll in Kaiser Permanente Fit Rewards by paying an annual program fee starting January 1, 2017.

### How do I get started if I do not currently participate in Active&Fit?

Starting January 1, 2017, if you're an eligible Kaiser Permanente Hawaii member, you can join a participating gym and pay an annual program fee directly to the gym. If you want to join 24 Hour Fitness, pay Active&Fit directly by visiting [kp.org/activeandfit](http://kp.org/activeandfit) or calling the Active&Fit toll-free customer service hotline at **1-877-750-2746**, Monday through Friday, 5 a.m. to 6 p.m., Pacific time.

## ENROLLMENT & PAYMENT

### How do I enroll in Kaiser Permanente Fit Rewards?

1. Starting January 1, 2017, go to [kp.org/activeandfit](http://kp.org/activeandfit) and register to use the website.<sup>2</sup>
2. Choose a gym or sign up for the Home Fitness program.
3. Pay the annual program fee of no more than \$200 directly to your gym. There will be no more monthly dues to worry about!

**Note:** If you're currently a 24 Hour Fitness member or would like to join 24 Hour Fitness, visit [kp.org/activeandfit](http://kp.org/activeandfit) or call toll free **1-877-750-2746** (TTY/TDD **1-877-710-2746**), Monday through Friday, 5 a.m. to 6 p.m., Pacific time to pay your annual program fee.

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

Any taxes and additional fees you pay your gym for membership upgrades, classes, services, or amenities are not included in your Kaiser Permanente Fit Rewards annual program fee and are not eligible for reimbursement.

*(continues on back)*

# Kaiser Permanente FIT REWARDS Frequently Asked Questions

## PARTICIPATING GYMS

### Where can I find a list of participating gyms?

Visit [kp.org/fitrewards](http://kp.org/fitrewards) to see the full list of participating gyms. You also can call the Active&Fit toll-free customer service hotline at **1-877-750-2746**, Monday through Friday, 5 a.m. to 6 p.m., Pacific time.

### How can I suggest adding a gym to the network?

You can request the addition of gyms online at [kp.org/activeandfit](http://kp.org/activeandfit) or by calling the Active&Fit toll-free customer service hotline at **1-877-750-2746**.

### Can I switch gyms?

Yes. You can switch gyms by going online at [kp.org/activeandfit](http://kp.org/activeandfit) or by calling Active&Fit customer service at **1-877-750-2746**.

### If I switch gyms, do I have to pay my annual program fee again?

No. You do not need to pay your annual fee again unless it's a new calendar year.

### If I switch gyms, how soon can I go to my new gym?

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

## ACTIVITY REQUIREMENT & REIMBURSEMENT

### When will I receive my reimbursement?

If you successfully meet the 45-day, 30 minutes per session activity requirement before 2017 ends, you will receive your annual program fee reimbursement within 45 days.

### If I change gyms during the year and meet the 45-day, 30 minutes per session activity requirement, will I receive reimbursement?

Yes. Your total number of visits count toward the 45-day, 30 minutes per session activity requirement, as long as you have Kaiser Permanente Hawaii coverage and go to gyms in the Active&Fit network.



### If I change gyms during the year and meet the 45-day, 30 minutes per session activity requirement, will I receive reimbursement?

Yes. Your total number of visits count toward the 45-day, 30 minutes per session activity requirement, as long as you have Kaiser Permanente Hawaii coverage and go to gyms in the Active&Fit network.

### If I work out 2 times in 1 day, does it count as 2 visits toward the 45-day, 30 minutes per session activity requirement?

You get credit for a maximum of 1 workout a day, whether you work out once, twice, or 3 times in a day.

## HOME FITNESS PROGRAM

### What if I am physically unable or prefer not to go to a gym?

You can choose to participate in the Home Fitness program instead of attending a participating gym. For a \$10 annual program fee, you can choose up to 2 home fitness kits 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.

<sup>1</sup>Reimbursement is limited to your annual program fee each calendar year. Taxes and additional charges you pay your gym for membership upgrades, classes, or amenities are not included in the program and are not eligible for reimbursement. Except for earning your annual program fee back by exercising 45 days a year for at least 30 minutes at a participating gym, your annual fee is not refundable and will not be prorated. Please refer to your *Benefit Summary* or [kp.org/fitrewards](http://kp.org/fitrewards) for details, including conditions, limitations, and exclusions.

<sup>2</sup>The program website is available for members who are 18 years and older.

Kaiser Permanente Fit Rewards is a value-added service and not part of your medical benefits. Your annual fee does not count toward your health plan's annual out-of-pocket maximum. For details, see your *Benefit Summary* or [kp.org/fitrewards](http://kp.org/fitrewards).

Kaiser Permanente Fit Rewards is administered by American Specialty Health Fitness, Inc. through its Active&Fit® program. American Specialty Health Fitness, Inc. (ASH Fitness) is a subsidiary of American Specialty Health Incorporated (ASH). Active&Fit and the Active&Fit logo are federally registered trademarks of ASH and used with permission herein.