

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.¹

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.²

When does Kaiser Permanente Fit Rewards start?

Kaiser Permanente Fit Rewards starts January 1, 2017.

How does Kaiser Permanente Fit Rewards work?

- If you're an eligible Kaiser Permanente member, choose a participating gym. Search the full list of participating gyms at kp.org/fitrewards.
- Pay an annual program fee (up to \$200) directly to the gym.³
Note: If you're currently a 24 Hour Fitness member or would like to join 24 Hour Fitness, visit kp.org/activeandfit or call toll-free **1-877-750-2746** (TTY/TDD **1-877-710-2746**), Monday through Friday, 5 a.m. to 3 p.m. Hawaii time, to pay your annual program fee.
- Work out at a participating gym at least 45 days for a minimum of 30 minutes per session by the end of 2017.¹ Your gym will report your activity to Active&Fit.
- If you meet the activity requirement by the end of 2017, you'll get your annual program fee back.¹

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 membership¹ through the Active&Fit program. This free gym membership¹ feature is available only to Kaiser Permanente Hawaii members.

The Active&Fit Basic program provides Active&Fit members access to a 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.

Kaiser Permanente Fit Rewards and the Active&Fit Basic program are provided by American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH).

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 renew your membership at a participating gym and pay your annual program fee directly to the gym. You also can switch gyms if the facility is in the Active&Fit network.

If you're a 24 Hour Fitness member, pay Active&Fit directly by visiting kp.org/activeandfit or calling the Active&Fit customer service toll free at **1-877-750-2746** (TTY/TDD **1-877-710-2746**), Monday through Friday, 5 a.m. to 3 p.m., Hawaii time.

Kaiser Permanente FIT REWARDS FAQ



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 your annual program fee directly to the gym.

If you want to join 24 Hour Fitness, pay Active&Fit directly by visiting kp.org/activeandfit or calling the Active&Fit customer service toll free at **1-877-750-2746** (TTY/TDD **1-877-710-2746**), Monday through Friday, 5 a.m. to 3 p.m., Hawaii time.

Where can I find a list of participating gyms?

Starting October 1, 2016, visit kp.org/fitrewards to see the full list of participating gyms. You also can call Active&Fit customer service toll free at **1-877-750-2746** (TTY/TDD, **1-877-710-2746**), Monday through Friday, 5 a.m. to 3 p.m.

PARTICIPATING GYMS

What if I want to go to a gym that is not part of the Active&Fit network?

Members can request the addition of gyms and fitness facilities online at kp.org/activeandfit or by calling the Active&Fit customer service hotline at **1-877-750-2746**.

Can I switch gyms?

Yes. You can switch gyms by going online at 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 benefit 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.

REIMBURSEMENT

Are taxes and any additional fees I paid to my gym eligible for reimbursement?

No. If you successfully meet the activity requirement by the end of 2017, your reimbursement is limited to your annual program fee. Taxes and any additional charges or fees you pay your gym for classes, services, or amenities are not included in the program and are not eligible for reimbursement.¹

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

Yes. Your total number of visits count toward the 45-day, 30-minute per session activity requirement, as long as you go to gyms in the Active&Fit network.

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

You can choose to participate in the Active&Fit 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 Active&Fit Home Fitness program, your \$10 annual program fee is non-refundable and will not be prorated. You are not eligible for reimbursement of your \$10 annual fee.

¹Reimbursement is limited to your Active&Fit annual program fee each benefit year. Taxes and additional charges you pay your gym for classes, services, or amenities are not included in the Active&Fit program and are not eligible for reimbursement. Please refer to your *Benefit Summary* or kp.org/fitrewards for details, including conditions, limitations, and exclusions.

²The Active&Fit website is available for members who are 18 years and older.

³Except for earning your annual program fee back by exercising 45 days a year for at least 30 minutes, your annual fee is not refundable and will not be prorated.

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.

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