

KP Fit Rewards 2019 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 \$200 reward – equal to a free gym membership at certain locations.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.

How does Kaiser Permanente Fit Rewards work?

- **Starting January 1, 2019**, enroll/re-enroll in KP Fit Rewards (see ENROLLMENT & PAYMENT information).
- Work out at a participating fitness center or qualified out-of-network gym at least 45 days for a minimum of 30 minutes per session by December 31, 2019.¹
- Get a \$200 reward (equal to a free membership at certain locations).¹

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 2018?

1. **Starting January 1, 2019**, 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 \$200 online. For tiers 2, 3 and 4, you may 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.
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.



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, 2019, 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 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

When will I receive my reward?

If you successfully meet the 45-day, 30 minutes per session activity requirement before December 31, 2019, you will receive your reward within 14 days after you redeem your reward on the website. Only 1 visit per calendar day will count toward your reward requirement.

If I change fitness centers during the year and meet the 45-day, 30 minutes per session activity requirement, will I receive my reward?

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 are using a participating fitness center and/or you are 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 visits toward the 45-day, 30 minutes per session 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 towards my reward?

Fitness center visits made before your annual program fee is paid for a location in tiers 1 through 4 do not count towards your reward. Your 2018 fitness center visits do not count towards your 2019 KP Fit Rewards activity requirement and reward.

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 2019, please make sure that you meet your 45-day, 30 minutes per session 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, 2019 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 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.



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 exercising 45 days a year for at least 30 minutes per session at a participating fitness center, 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.

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

³Qualified 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 search for the ASHConnect mobile app in your phone's app store on or after January 1, 2019.

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.

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.