



# PROGRAM Q&A

## PROGRAM DESCRIPTION

**Q:** What is included in the Active&Fit® program?

**A:** The Active&Fit program provides its members with fitness options to empower them to get fit. Members receive access to a no-cost fitness membership through a robust network of participating fitness centers. Members also have the option to buy up into Premium fitness center locations. Members who also like the flexibility of working out at home can choose one Home Fitness Kit per benefit year.

Members can enjoy 8,000+ digital workout videos on the Active&Fit website, one-on-one Active&Fit Healthy Living Coaching by phone, and activity tracking through the Active&Fit Connected!™ tool. Members may also view the Active&Fit quarterly newsletter, and exclusive videos and articles in the online library of resources at [ActiveandFit.com](https://ActiveandFit.com).

## PROGRAM MEMBERSHIP

**Q:** How do members participate in the Active&Fit program?

**A:** Members go to [ActiveandFit.com](https://ActiveandFit.com), register to use the website, select a participating fitness center, and/or choose one Home Fitness Kit. Members who choose a fitness center should print a paper copy of their Active&Fit card, or download it on their phone, and bring it to the fitness center they selected.

**Q:** How does the Premium Fitness Network buy-up option work?

**A:** Interested members can select from Premium locations offering additional fitness center choices at a variety of price points. Applicable nonrefundable member fee(s) vary depending on the location selected and are charged monthly to a member's credit or debit card only (Mastercard, Visa, Discover, or American Express). Upon joining, members will be charged for the current month, plus the next month's fee.

## HOME FITNESS KITS

**Q:** What kinds of Home Fitness Kits are available to members?

**A:** Members can go to the Home Fitness Kits page on the Active&Fit website to explore the selection of available kits. Options include:<sup>1</sup>

- Fitbit® Wearable Fitness Tracker Kit
- Garmin® Wearable Fitness Tracker Kit
- Pilates Kit with a Pilates ball and hand towel
- Beginner Strength Kit with 3-pound dumbbells and exercise bands
- Intermediate Strength Kit with 5-pound dumbbells and exercise bands
- Advanced Strength Kit with 10-pound dumbbells and exercise bands
- Beginner Swim Kit with swimming goggles and a kickboard
- Advanced Swim Kit with aquatic resistance gloves and a pull float
- Beginner Yoga Kit with a mat and hand towel
- Intermediate/Advanced Yoga Kit with a yoga strap and 2 yoga blocks

Members will need to follow the instructions on the Active&Fit website to receive their promotional code. Once they've redeemed the code online through a third-party vendor website, their kit will be mailed directly to them. Once selected, **kits cannot be exchanged**. Shipping times for these kits may vary. Kits are subject to change.

## FITNESS PROGRAM CHOICES

**Q:** What are the different types of fitness centers that participate in the Active&Fit program?

**A:** Members may select from the following:

- **Full Coed Fitness Centers**, which may offer exercise classes in addition to their standard membership with cardiovascular and resistance training equipment
- **Gender-Specific Fitness Centers**, which offer a standard membership and the opportunity to work out with others of the same gender
- **Fitness Studios**, which may include pools, yoga studios, and/or Pilates studios
- **Premium Fitness Network Choices**, an expanded network of options, like full-service fitness centers and studios, and unique fitness experiences, such as rock climbing and martial arts. Fees vary, depending on the fitness location members choose.

**Q:** Can members that are new to the Active&Fit program continue to use their existing fitness center?

**A:** If the fitness center is part of the Active&Fit network, then yes. Members can advise the fitness center to freeze their membership. After registering on the website, selecting a fitness center, and paying any applicable fee(s), they can print a paper copy of their Active&Fit card, or download it on their phone, and bring it with them to their first visit. If the fitness center is not part of the Active&Fit network, and members would like to use their Active&Fit benefit, they will need to switch to a participating fitness center. Members may visit **ActiveandFit.com** and use the participating fitness center search.

**Q:** How do members nominate a fitness center to be part of the Active&Fit network?

**A:** Members can nominate a fitness center by going to **ActiveandFit.com** or calling Active&Fit Customer Service.

**Q:** Can members change their fitness center? If so, how often?

**A:** Yes. Members can go to **ActiveandFit.com** and change their fitness center once per month. Members who want to change their Premium fitness center can log in to the Active&Fit website or call for information on how their payments may change.

**Q:** Can members enroll in multiple fitness centers?

**A:** If members enroll into more than one Premium fitness location, they must pay fees for each individual location. Members can log in to the website or call for information on how their payments may change.

**Q:** Do Active&Fit members get an Active&Fit card?

**A:** The Active&Fit Welcome letter includes the Active&Fit card, along with the name and location of the member's chosen fitness center and their fitness ID number. Members who join the program online can print a paper copy of their Active&Fit card, or download it on their phone, and bring it with them to their first visit.<sup>2</sup>

**Q:** If members belong to a fitness center that leaves the network, what is the process for notifying them?

**A:** Members will receive a letter notifying them that the fitness center is leaving the network, 30 days in advance (when possible). This letter includes a listing of up to 10 fitness centers closest to the member's address and advises the member to go online or call Active&Fit Customer Service to choose a new participating fitness center.

**Q:** What is the investigative process for complaints against a fitness center?

**A:** American Specialty Health Fitness, Inc., provider of the Active&Fit program, will assess complaints and follow up accordingly. Some methods of investigation are an inquiry letter, a site visit, or a secret shopper call.

**Q:** Do members ever have to pay a fitness center directly for Active&Fit benefits?

**A:** No. However, members are responsible for paying any fees associated with upgrading their fitness center membership, or for using any non-standard services or amenities that require separate, non-standard fees.

## HEALTHY LIVING COACHING

**Q:** What is the Healthy Living Coaching program?

**A:** At no additional cost, members can join the Active&Fit Healthy Living Coaching program, which includes one-on-one telephonic sessions with a coach. Coaches provide motivational, goal-oriented lifestyle coaching in areas such as fitness, nutrition, stress, and sleep. The initial kick-off session lasts up to 30 minutes, with subsequent sessions lasting about 15 minutes.

## WEBSITE FEATURES

**Q:** What digital fitness tools and resources are available to Active&Fit members?

**A:** Members have access to 8,000+ digital workout videos on the Active&Fit website. Members who would like to track their activity can use the Active&Fit Connected! tool. Additional digital resources, such as classes and the Active&Fit newsletter, can also be found on the Active&Fit website in the online library of resources.

**Q:** What is the Active&Fit Connected!™ tool?

**A:** The Active&Fit Connected! tool is available at **ActiveandFit.com**. The Connected! tool allows members to track their activity from approved wearable fitness trackers and mobile apps (a full list is available online). Once registered on the Active&Fit website, members may select their tracker or app and give permission for data to be sent to the Active&Fit program. Purchase of a wearable fitness tracker or app may be required to use the Connected! tool and is not reimbursable by the Active&Fit program. Members' use of the Connected! tool serves as their consent for American Specialty Health Fitness, Inc. (ASH Fitness) to receive information about their tracked activity.

**Q:** How do Active&Fit members leave the program?

**A:** Members must call Active&Fit Customer Service at 1-888-797-7806, Monday through Friday, 8am to 9pm Eastern time. Fees are non-refundable.

<sup>1</sup>Home Fitness Kit promotional codes cannot be used in combination with any other promotion on the third-party vendor website. Kits are subject to change. Once selected, Home Fitness Kits cannot be exchanged.

<sup>2</sup>Once materials are approved by their health plan or employer.

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