

Kaiser Permanente Fit Rewards 2023

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, 2023**, enroll/re-enroll in Kaiser Permanente 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(s) and enroll again on or after January 1 each year to participate.

- Work out at a participating fitness center or qualified nonparticipating gym at least 45 days for a minimum of 30 minutes per session by December 31, 2023.¹
- Get a reward of up to \$200 (equivalent to a free membership at applicable locations).¹

I recently changed jobs/employers. Is my Kaiser Permanente Fit Rewards benefit transferrable?

No. Kaiser Permanente 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 Kaiser Permanente 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 Kaiser Permanente plan coverage during the calendar year, you will be asked to pay your Kaiser Permanente Fit Rewards annual program fee(s) again.

ENROLLMENT & PAYMENT

How do I enroll in Kaiser Permanente Fit Rewards if I did not participate in Kaiser Permanente Fit Rewards in 2022?

1. Starting January 1, 2023, go to kp.org/activeandfit and register to use the website.²
2. Choose a participating fitness center in the Standard or Premium Fitness Networks and price point that works best for you. Pay your annual program fee of up to \$200 online. You may choose one fitness center in the Standard Network. You also have the option to buy up into Premium Network locations offering additional choices at a variety of price points. You may select as many Premium locations as you like; each Premium location requires additional monthly fees, and your current and next month's fees 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 Enterprise™ 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 nonparticipating fitness center statewide³ by tracking visits with the ASHConnect™ mobile app.⁴

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

Monthly member fees for a Premium Network fitness center, 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 the Standard or Premium Fitness Networks?

Choose your preferred qualified nonparticipating 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 2023 membership agreement, pay your fitness center dues, and track your visits through the ASHConnect mobile app to earn your reward.²

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, 2023, you also can search for locations on the Active&Fit Enterprise website (kp.org/activeandfit) 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.

Can I switch participating standard fitness centers?

Yes. You can switch standard fitness centers once a month by going online to kp.org/activeandfit. You can switch or add premium locations any time.

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 premium fitness center at a different price point, you may need to pay the difference to upgrade to a higher-priced location; however, if you change to a lower-priced location, you may have a credit toward your next month's fees.

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

You can go to your new standard fitness center on the first day of the following month. You can switch or add premium locations any time.



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, 2023, you will receive your reward within 14 days after you redeem your reward on kp.org/activeandfit (It could take up to 90 days for you to receive your reward notification depending on when the fitness center submits your visits for reimbursement). Only 1 visit per calendar day will count toward your reward requirement. Any 2023 reward not redeemed by March 31, 2024 will be ineligible for redemption.

If I change fitness centers during the year and meet the 45-day, 30 minutes per session activity requirement, will I receive a 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 a qualified nonparticipating 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 more 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 the Standard Network, and (if applicable) additional monthly fees for a Premium Network location are paid, your visits will count toward your reward. Fit Rewards is a calendar year program available January 1 through December 31 each year. 2022 visits are not applied toward your 2023 activity requirement.

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 2023, 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, 2023 is required to receive your reward.





HOME FITNESS RESOURCES

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

You can choose one home fitness kit for \$10 each benefit year from a variety of options and work out anytime at home. Choose one of the following: Garmin or Fitbit wearable fitness tracker, yoga kit with a mat and hand towel, intermediate/advanced yoga kit with a strap and blocks, beginner, intermediate, or advanced strength kit with dumbbells and resistance bands, Pilates kit with a ball and towel, beginner swimming kit with goggles and a kickboard, and advanced swimming kit with aquatic resistance gloves and a pull float. Note: If you choose a home fitness kit, your \$10 annual fee is non-refundable and will not be prorated. Once selected, kits cannot be exchanged.

Additionally, Fit Rewards members can enjoy a variety of on-demand workout videos, and one-on-one lifestyle coaching sessions by phone, video, or chat with a certified health coach. For more information, visit kp.org/activeandfit.

If I choose a home fitness kit, can I also participate in the Fit Rewards program?

Yes. You can go online to enroll in the Fit Rewards program and pay applicable, non-refundable membership fees.

Will a member participating in the fitness center program need to pay an additional \$10 if they wish to choose a home fitness kit?

Yes, the \$10 annual fee will need to be paid to request a home fitness kit.



¹Your reward is limited to your annual program fee each calendar year. Higher rates (for the Premium Fitness Network), 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. Purchase of a wearable fitness device or app is not included in the annual program fee; exception may apply if you choose a wearable fitness tracker Home Fitness Kit.

²The program website is available for members who are 16 years and older.

³If your gym is a qualified nonparticipating fitness center, you must be enrolled in that fitness center with a 2023 membership agreement, pay your monthly dues, and track your visits through the ASHConnect™ mobile 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. Your use of the Active&Fit Connected!™ tool serves as your consent for American Specialty Health Fitness, Inc. to receive information about your tracked activity.

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 Enterprise™ program, administered by American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH). All programs and services are not available in all areas. Active&Fit Enterprise, Active&Fit Connected!™, Silver&Fit, and the Active&Fit Enterprise logo are trademarks of ASH and used with permission herein. Other names or logos may be trademarks of their respective owners. Fitness center participation varies by location. Kits are subject to change.