

# Q&A



**1. Q: What is the ExerciseRewards™ program, and what is the benefit to me?**

**A:** The ExerciseRewards program rewards you for working out at fitness centers. Aspirus Health Plan members are eligible to participate.

**2. Q: Who provides the ExerciseRewards program?**

**A:** The ExerciseRewards program is provided by American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH). ASH is one of the nation's leading health services companies. It provides a wide range of musculoskeletal provider network, fitness and exercise, and health management programs to health plans, employer groups, insurance carriers, and trust funds to improve the health of their members or employees.

Its mission is to empower individuals to live longer, healthier lives. ASH does this through a variety of population management programs, created through innovation, scientific evidence, and state-of-the-art technology, and measured against the highest industry standards.

**3. Q: How does the program work?**

**A:** You need to work out at least 10 times per month at an acceptable fitness center to receive your reward. You can receive credit for one fitness center visit per calendar day (with at least 8 hours between visits).

**4. Q: How can I track fitness center visits?**

**A:** There are 3 ways you can track your fitness center visits:

- 1) ASHConnect™ app on your smartphone—Track your workouts at thousands of fitness centers nationwide. For the app to count your visit, your workout should be at least 30 minutes long. This is another efficient method that uses GPS data for real-time tracking. Search for “ASHConnect” in your app store.
- 2) Paper log—Submit your completed **Visit Submission Form**. Please make sure the form is complete and legible to earn credit for each visit.
- 3) The Active&Fit Direct™ program—Choose from 11,000+ fitness centers nationwide for just \$25 a month (plus a \$25 enrollment fee and applicable taxes). Once enrolled, you don't need to do anything else—the Active&Fit Direct fitness centers will submit your visits for you automatically for a hassle-free way to earn visits toward your reward goal. You can quickly and easily enroll in the Active&Fit Direct program by visiting [www.ExerciseRewards.com](http://www.ExerciseRewards.com).

**5. Q: Can I use more than one method to track my visits?**

**A:** Yes, you can use any or all of the 3 methods. You are not limited to just one method. You can log on to the ExerciseRewards website to track your progress toward your reward.

**6. Q: How do I register?**

**A:** Simply go to [www.ExerciseRewards.com](http://www.ExerciseRewards.com) and register for an online account. You can also use a Visit Submission Form to track your workouts at your fitness center and submit for credit. You don't need online access to participate in this way.



**7. Q: What are some of the website features?**

**A:** The website has some great features, including:

- Fitness center search—Find participating fitness centers that automatically report visits and may offer guest passes through the Active&Fit Direct program.
- Quarterly online newsletters covering health and exercise topics.
- Online classes.

**8. Q: How can I enroll in the Active&Fit Direct program?**

**A:** You may enroll in the Active&Fit Direct program by going to [www.ExerciseRewards.com](http://www.ExerciseRewards.com). Once you choose a participating fitness center, a \$25 enrollment fee, \$25 for the current month (regardless of the enrollment date within that month), and \$25 for the next month will be due when you enroll. Each month's fee is \$25.

After a 3-month commitment, participation is month-to-month. Once enrolled, you may view or print your fitness card. Payment will be charged on the closest day within the same month (e.g., if you enroll January 30, the recurring payment is February 28, the last day of the month).

**9. Q: What should I do if I already go to a fitness center but I want to enroll into an Active&Fit Direct fitness center?**

**A:** Active&Fit Direct network fitness centers allow you to cancel or suspend current memberships so you may enroll in the Active&Fit Direct program at no penalty. If you decide to cancel your Active&Fit Direct enrollment, and the original fitness center membership was suspended (and not canceled), your original membership should be reinstated.

**10. Q: What do I need to send in to the ExerciseRewards program if I am manually tracking my activity on the Visit Submission Form?**

**A:** If you choose to attend an acceptable fitness center that does not submit visits and you're not enrolled in the Active&Fit Direct program or using the ASHConnect app, then you'll need to keep track of your workouts on a paper log.

Complete the Visit Submission Form, which documents your fitness center visits. A fitness center staff member must sign or stamp the log for each visit, or you can submit a computer printout of your workouts from the fitness center. Please ensure the form is complete and legible to process your reward.

Submissions must be received no later than 90 days after the end of each month.

The Visit Submission Form is available at [www.ExerciseRewards.com](http://www.ExerciseRewards.com) or by calling 877.810.2746.

**11. Q: What do I need to do to get rewarded?**

**A:** You need to complete at least 10 fitness center visits in each month timeframe. Activity can be tracked on [www.ExerciseRewards.com](http://www.ExerciseRewards.com) when you:

- » Enroll in the Active&Fit Direct program and attend a contracted fitness center. Visits will be added to your account after they are received and processed, approximately one month after you visit the participating fitness center.
- » Use the ASHConnect app.

If you submit paper logs of your workouts, the visits will be added to your online account when your log is received and processed.



**12. Q: How do I redeem my reward?**

**A:** You will be able to see your reward information on the website. Once your visit requirement is met and processed, you will receive a redemption email (if on file) advising you to log in to [www.ExerciseRewards.com](http://www.ExerciseRewards.com). Go to the Rewards page and click "Available to redeem" and select your incentive period. Confirm your mailing address and click "Redeem."

**13. Q: When should I expect to receive my reward?**

**A:** All rewards are processed within 7 – 10 days of a member redeeming their reward on the website.

If you are submitting paper logs, and you submit incomplete or invalid documentation, your reward will not be processed. The reason your reward was not processed will be posted to your account on the ExerciseRewards website within 30 days of receipt of your submission.

**14. Q: If a fitness center is not in the ExerciseRewards network, how will I know if it is acceptable to use for this program?**

**A:** For a fitness center to qualify, it must be in the 50 U.S. states or District of Columbia; offer regular cardiovascular, flexibility, and/or resistance training exercise programs or may include instructor-led classes (such as Zumba®, Pilates, "step" classes, yoga, aquatics, etc.); must have staff oversight; and must offer a membership agreement.

Examples of excluded centers that do not qualify for rewards include, but are not limited to, the following:

- » Services and activities such as rehabilitation services, physical therapy services, country clubs, social clubs, or sports teams and leagues
- » Dues or fees for participating in aerobic/fitness activities not in an acceptable fitness center, as well as fees for personal training, lessons (e.g., tennis and swimming), coaching, and exercise equipment or clothing purchases
- » Exercise sessions at fitness centers where there is no staff oversight (e.g., centers in apartment buildings, hotels, and sports clubs)

Because these excluded fitness centers are not eligible for rewards, they will not appear in the ASHConnect app and are not in the Active&Fit Direct network.