

# Active&Fit ExerciseRewards™ Program Q&A

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## PROGRAM DESCRIPTION

**Q: What is the Active&Fit ExerciseRewards program?**

**A:** The Active&Fit ExerciseRewards program rewards members for working out. Aspirus members are eligible to participate.

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

**A:** Members can access a fitness membership through a robust network of participating fitness centers. They can also enjoy a variety of on-demand workout videos on the Active&Fit Enterprise™ website and a tailored workout plan. Members may view the quarterly newsletter, and exclusive, clinically approved articles and resources in the online library.

**Q: What kinds of fitness centers take part in the Active&Fit ExerciseRewards program should a member choose to enroll in a contracted fitness center?**

**A:** Members may select from the following if they choose to enroll in a fitness center. Members pay a monthly fee to participate at one or multiple fitness centers that they enroll in.

- **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.

## PROGRAM MEMBERSHIP

**Q: How do members register for the Active&Fit ExerciseRewards program?**

**A:** Members go to **ActiveandFit.com** and click Check Eligibility to register to use the website and online features. Members can also use a Visit Submission Form to track their workouts at a qualifying fitness center and submit for credit. Members don't need online access to participate in this way.

**Q: How do members enroll in a fitness center should they choose to do so?**

**A:** After website registration, members have the option of enrolling with an Active&Fit Enterprise contracted fitness center for a monthly fee. Enrollment in a fitness center is not a requirement for participating in the Active&Fit ExerciseRewards program.

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

**A:** The Welcome Letter includes the Active&Fit Enterprise 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 Enterprise card, or download it on their phone, and bring it to the fitness center they selected.

**Q: Can members who choose to enroll in a fitness center join more than one?**

**A:** Yes, members can go to one or more participating fitness centers at a time. If members enroll into more than one Premium fitness center, 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: Can new Active&Fit Enterprise members continue to use their existing fitness center?**

**A:** If the fitness center is part of the Active&Fit Enterprise network, then yes. Members can advise the fitness center to freeze their membership. After registering on the website, selecting a fitness center, and paying their applicable fee(s), they can print a paper copy of their Active&Fit Enterprise 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 network, and members would like to use their Active&Fit Enterprise benefit, they will need to switch to a participating fitness center. If members decide to cancel their Active&Fit Enterprise enrollment, and the original fitness center membership was frozen (and not canceled), their original membership should be reinstated.

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

**A:** Members can nominate a fitness center by going to the Active&Fit Enterprise website or calling Active&Fit ExerciseRewards Customer Service.

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

**A:** Members will get a letter notifying them that the fitness center is leaving the network, 30 days in advance (when possible). This letter includes a listing of fitness centers closest to the member's address and shares information on how to select a new fitness location.

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

**A:** American Specialty Health Fitness, Inc., provider of the Active&Fit ExerciseRewards program, will review 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 Enterprise benefits?**

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

## **ABOUT THE PROGRAM**

**Q: How does the Active&Fit ExerciseRewards program work?**

**A:** Members need to complete at least 10 visits each month to earn \$30 in rewards.

Members can receive credit for one fitness center visit per calendar day (with at least 8 hours between visits).

**Q: How do members track fitness center visits?**

**A:** There are 3 ways to track fitness center visits:

- 1.** Active&Fit Enterprise fitness center or studio—Enroll in an Active&Fit Enterprise participating fitness center on **ActiveandFit.com**, and the fitness center will submit member visits automatically. Members must pay any applicable nonrefundable member fee(s) to the Active&Fit ExerciseRewards program with a credit or debit card only (Mastercard, Visa, Discover, or American Express). Members should print a paper copy of their Active&Fit Enterprise card, or download it on their phone, and bring it to the fitness center they selected.
- 2.** Track Visits on the website—Log in to **ActiveandFit.com** to track visits at a qualifying fitness center. For the visit to count, each workout should be at least 30 minutes (one fitness center visit per calendar day).
- 3.** Paper log—Submit a completed Visit Submission Form. The form needs to be complete and legible to earn credit for each visit.

**Q: Can members use more than one method to track visits?**

**A:** Yes. Members can use any or all of the 3 methods and are not limited to just one. Members can log on to the Active&Fit Enterprise website to track progress toward their reward.

**Q: If a fitness center is not in the fitness center search on the website, how will members know if it is a qualifying fitness center to use in this program?**

**A:** For a fitness center to be qualifying, 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 are not in the Active&Fit ExerciseRewards network.

**Q: What do members need to send to the Active&Fit ExerciseRewards program if they are manually tracking their activity on the Visit Submission Form?**

**A:** If members choose to attend a qualifying fitness center that does not submit visits, they'll need to keep track of their workouts on a paper log. Please note, all participating Active&Fit ExerciseRewards fitness centers will submit visits on the member's behalf.

- Members will complete the Visit Submission Form, which documents their fitness center visits. A fitness center staff member must sign the form. Members can write in each visit date, or members can submit a computer printout of their workouts from the fitness center. Members must ensure the form is complete and legible to process their reward.
- Submissions must be received no later than 90 days after the end of the reward period (every reward period in a calendar year).

The Visit Submission Form is available at [ActiveandFit.com](http://ActiveandFit.com) or by calling Active&Fit ExerciseRewards Customer Service at 1.877.771.2746.

**Q: How do members redeem their reward?**

**A:** Members will be able to see their reward information on the website. Once their visit requirement is met and processed, they'll receive a redemption email (if a valid email address is on file) advising them to log in to [ActiveandFit.com](http://ActiveandFit.com). They'll go to the Rewards page and click "Available to redeem" and select their incentive period. Then they'll confirm their mailing address and click "Redeem." If using the Visit Submission Form, members need to follow the instructions on the form to submit for rewards.

**Q: When should members expect to receive their reward?**

**A:** All rewards are processed within 7 – 10 days of a member redeeming their reward on the website. If the member does not redeem an earned reward on the website, it will be automatically issued 30 days after the end of the reward period.

If members are submitting paper logs, and logs are incomplete or have invalid documentation, the member's reward will not be processed. The reason the reward was not processed will be posted to the member's account on the Active&Fit Enterprise website within 30 days of receipt of the submission.

## WEBSITE FEATURES

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

**A:** The website has several features, including:

- Fitness center search—members find participating fitness centers that automatically report visits and may offer guest passes through the Active&Fit ExerciseRewards program
- Access to a variety of on-demand workout videos
- Workout Plans—members can answer a few questions about their fitness level and goals to get personalized workouts.
- The quarterly newsletter
- Exclusive resources and articles in the online library

**Q: How do members leave a fitness center?**

**A:** Members must call Customer Service at 1.877.771.2746. Fees are nonrefundable.

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