

FitOn Health Fitness FAQ

FREQUENTLY ASKED QUESTIONS (FAQ)

Member questions

<p>What is the FitOn program?</p>	<p>FitOn is a fitness program that is included with Premera Blue Cross Medicare Advantage and Medicare Supplement plans. The fitness program includes gym memberships, fitness classes (studio) and at-home FitKits.</p> <ul style="list-style-type: none"> • Premera Blue Cross Medicare Advantage members can use this program as of January 1, 2024. • Premera Blue Cross Medicare Supplement members can use this program as of April 1, 2024.
<p>How do get to the FitOn website?</p>	<p>Go to FitOnHealth.com. You can join or activate your fitness program by registering on this site. Or you can access FitOn with the FitOn app.</p>
<p>Is there a FitOn app?</p>	<p>To download the FitOn app, search for FitOn Health in the Apple App store or Google Play store. Message and data rates may apply.</p> <p>Check out your free unlimited access to FitOn’s digital app, where you can take classes and programs in a variety of workout styles, from your own home. Access FitOn from your account by going to the digital streaming tab at FitOnHealth.com</p>
<p>Which gyms or fitness classes can I use?</p>	<p>If you have not registered or activated your membership and would like to see if your gym is on FitOn Health’s preferred network*, click here.</p>

<p>Can I use my fitness program when I travel?</p>	<p>You can use your program when you travel outside of your area. Some FitOn partners have nationwide coverage for their members, or you can use your credits to activate a gym membership in the state that you are visiting.</p>
<p>What if there are no fitness facilities in my area?</p>	<p>The FitOn Health network is available nationwide. Check back often at Explore Gym & Studio Network FitOn Health to see new sites or locations.</p> <p>As more members use FitOn, the network will grow with more gyms and studios where members live and travel. If your gym or facility is not in-network, you can nominate the facility to be added. Nominate a facility here.</p> <p>Check out your free unlimited access to FitOn’s digital app where you can take classes and programs in a variety of workout styles from your own home. Access FitOn from your account by going to the digital streaming tab at FitOnHealth.com.</p>
<p>Flex Network</p> <p>What if the gym I currently visit isn’t in the FitOn network?</p> <p>Can I use a gym that is not in the FitOn network?</p>	<p>To access gyms or studios outside of the FitOn preferred network use the Flex Network. You can spend up to your available monthly credits towards the purchase of a membership for a gym that is out-of-network.</p> <p>To create an account, register at FitOnHealth.com.</p> <p>For more information, email FitOn customer service at help@fitonhealth.com or call toll-free 855-378-6683 (TTY: 711), Monday through Friday, 5 a.m. to 8 p.m Pacific time.</p>
<p>Where can I find my Member ID number for the FitOn program?</p>	<p>Your Member ID is unique to the FitOn program and can be found in your account. Log on to FitOnHealth.com, and go to the menu icon in the top right corner and click 'Personal Info.' You’ll find the Member ID that is associated with your account.</p> <p>It's important to keep this number handy. Fitness gyms or studios may ask to confirm your identity with your membership number.</p>

<p>What do I need to do after I've made an in-person reservation?</p>	<p>Go to your gym or facility's studio page to review their 'About' and 'Pro-Tips' sections. Check this section to see what you will need to know before your visit.</p> <p>Most facilities will ask that you bring:</p> <ul style="list-style-type: none"> • A photo ID • Your FitOn Health reservation from your email or mobile app
<p>How can I join, activate or register for the FitOn fitness program?</p>	<p>Members can register online at FitOnHealth.com or by calling FitOn customer service at 855-378-6683.</p> <p>To sign up online: and create an account</p> <p>STEP 1 - Open a browser and go to FitOnHealth.com</p> <p>STEP 2 – Click “Sign Up” in the top right corner of your screen.</p> <p>STEP 3 –A new window will open.</p> <ul style="list-style-type: none"> • Fill in your preferred email address, then choose a secure password <p><i>Helpful Tip.</i></p> <p>Your password must be at least 8 characters long, contain at least 1 capital letter, at least 1 lowercase letter, and at least 1 special character (i.e., #, !)</p> <ul style="list-style-type: none"> • Check the box that you've acknowledged the Terms of Use, prior to clicking "Next." <p>STEP 4 – On the next screen, you'll be asked to enter in your first name, last name, date of birth, and zip code, all which must match what is on file with your Premera Medicare plan. Click "Submit."</p>
<p>I signed up for FitOn, what do I do next?</p>	<ul style="list-style-type: none"> • Log in to your account at FitOnHealth.com and search for gyms and studios. • Go to the Explore the Network page, then select the desired City, State. • Narrow down your search by entering the gym or studio name in the "Find" field. • Click on the name of a facility to learn more about the facility. <p>*Registered FitOn members receive monthly credits for fitness activities. Credits vary per gym. Some gyms may require additional funds or credits.</p>

<p>Can I go online to learn more about the FitOn fitness program included with my plan?</p> <p>What is the website address for my fitness program?</p>	<p>To see articles and learn more about the FitOn program, go to Help.FitOnHealth.com/medicare.</p>
<p>Are there online videos available that are tailored to seniors?</p>	<p>Check out the FitForever category for a variety of body friendly classes!</p> <p>To find this content, follow the steps below:</p> <ul style="list-style-type: none"> • Log into the FitOn app. <p>If you have not yet signed up for FitOn, navigate to our support article here to find out how: Select the "Workouts" icon and scroll through the workouts until you find Fit Forever.</p>
<p>I received a letter/email/phone call from FitOn. What do I need to do?</p> <p>Is this a legitimate email?</p> <p>Is this a legitimate phone call?</p> <p>Is there a contact to discuss my fitness program?</p> <p>Can I speak to someone to learn about FitOn and my fitness program?</p> <p>Who can I call or contact for support if I have questions?</p>	<p>As of December 2023, FitOn has been helping members who have previously registered for a fitness program at Premera Blue Cross.</p> <p>Contact FitOn for help:</p> <p>Phone number: 855-378-6683</p> <p>Email address: help@FitOnHealth.com</p>

<p>What is FitOn's class cancellation policy?</p> <p>How do I cancel a FitOn fitness class reservation?</p> <p>FitOn cancellation policy</p> <p>FitOn refund policy</p>	<p>Our cancellation policy applies to all reservations made through FitOn.</p> <p>Cancellations must be made 12+ hours before class start time. Reservations with a class start time less than 12 hours away cannot be canceled. *</p> <p>*This policy may vary by studio.</p> <p>Reservations canceled through FitOn 12+ hours in advance of class start time will be refunded, unless the credits' valid date hasn't passed, or if the respective studio does not allow cancellations.</p> <p>All studios with a "No Refund" cancellation policy are under the "Pro Tip" section or have a "No Refund" checkbox when you click "Reserve." Members must accept and acknowledge this term before reserving.</p> <p>IMPORTANT:</p> <p>Do not cancel reservations directly with the studio or gym. All reservations and cancellations must be completed on the FitOn website, mobile app, or by contacting FitOn.</p>
<p>How do I cancel my FitOn fitness membership?</p> <p>FitOn cancellation</p>	<p>Your FitOn Health membership will auto-renew until you cancel.</p> <p>To cancel membership auto-renewal status, sign into your account, go to the Memberships tab, and click "Cancel Membership" under the respective membership tab. Your membership will remain active until the last day of the month.</p>
<p>How do I order a FitKit?</p> <p>FitOn cancellation</p>	<p>To order an at-home FitKit, send an email to: help@fitonhealth.com</p> <p>(Be sure to include your name and current shipping address in the email.)</p> <p>You must have an active FitOn Health account to place an order. Allow 10-15 business days from the date that you receive confirmation of your order. All credit costs below include shipping.</p> <p>*Cancellation policy: You may cancel your FitKit order within 48 hours of your order at no credit charge.</p>

What are FitOn credits?

How do I use FitOn credits?

How many credits will I get?

How do I know the number of credits my gym will cost me?

What if I need more credits?

Do credits rollover?

What happens if I don't use my monthly credits?

Credits can be used for gym memberships, fitness classes(studio), and at-home FitKits.

- Medicare Advantage members receive 36 credits on the 1st of each month.
- Medicare Supplement members receive 30 credits on the 1st of each month.
- Unused credits do not roll over.
- Additional credits* cost \$3.50 for each additional credit.
- Credits can vary based on your fitness experience selection.
- Credits cannot be shared or transferred.
- Any of your remaining credits can be used towards a new fitness experience on a prorated basis. You will have to wait until the next 1st of the month to receive a new set of credits.
- Credit cannot be refunded. Your original fitness experience will remain valid until the end of the month. You will have to wait until the next 1st of the month to receive a new set of credits.

*Credit costs are subject to change and are not dictated by Premera Blue Cross.

Here is an example of in-network gyms and their monthly credit costs. This is only a sample and not a complete listing. If you do not see a gym listed, call [855-378-6683](tel:855-378-6683) (TTY: [711](tel:711)) or email help@fitonhealth.com for assistance

Western Washington		Eastern Washington	
Gym	Avg number of credits per month	Gym	Avg number of credits per month
YMCA	20	YMCA	20
Bellingham Fitness	22	Deer Park Physical Therapy	24
LA Fitness	15-16	Suncrest Fitness	12
Forge Fitness	21	Anytime Fitness	12
Thrive Community Fitness	28	Snap Fitness	12
24 Hour Fitness	11-12 credits	Arena Fitness	11
Everyday Fitness	11		
Stillaguamish Athletic Club	17		
Anytime Fitness	12		

If you have further questions about using credits or other questions on your fitness program, contact FitOn customer service at help@fitonhealth.com or call toll-free [855-378-6683](tel:855-378-6683) (TTY: [711](tel:711)), Monday through Friday, 5 a.m. to 8 p.m. Pacific time.

<p>I have a Silver&Fit voucher for the At Home Fit Kit.</p> <p>I can't access the Silver&Fit website, what do I do?</p>	<p>To redeem your voucher please contact Silver&Fit Customer Service at 877-427-4788.</p>
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Notice of Nondiscrimination

Premera Blue Cross (Premera) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation. Premera does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, gender identity, or sexual orientation.

Premera:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact the Civil Rights Coordinator.

If you believe that Premera has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, gender identity, or sexual orientation, you can file a grievance with:

Civil Rights Coordinator – Complaints and Appeals
Premera Blue Cross Medicare Advantage Plans
PO Box 21481, Eagan, MN 55121
Phone: 888-850-8526, Fax: 800-889-1076, TTY: 711
Email: AppealsDepartmentInquiries@Premera.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Ave SW, Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Premera Blue Cross is an HMO plan with a Medicare contract.
Enrollment in Premera Blue Cross depends on contract renewal.

Multi-Language Insert

Multi-language Interpreter Services

English: We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at 1-888-850-8526 (TTY/TDD: 711). Someone who speaks English/Language can help you. This is a free service.

Spanish: Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al 1-888-850-8526 (TTY/TDD: 711). Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

Chinese Mandarin: 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 1-888-850-8526 (TTY/TDD: 711)。我们的中文工作人员很乐意帮助您。这是一项免费服务。

Chinese Cantonese: 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 1-888-850-8526 (TTY/TDD: 711)。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

Tagalog: Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa 1-888-850-8526 (TTY/TDD: 711). Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

French: Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au 1-888-850-8526 (TTY/TDD: 711). Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

Vietnamese: Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi 1-888-850-8526 (TTY/TDD: 711) sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

German: Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter 1-888-850-8526 (TTY/TDD: 711). Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

Korean: 당사는 의료 보험 또는 약품 보험에 관한 질문에 대해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 1-888-850-8526 (TTY/TDD: 711) 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

Russian: Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону 1-888-850-8526 (TTY/TDD: 711). Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

Arabic: إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري، ليس عليك سوى الاتصال بنا على (1-888-850-8526 (TTY/TDD: 711)). سيقوم شخص ما يتحدث العربية بمساعدتك. هذه خدمة مجانية.

Hindi: हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें 1-888-850-8526 (TTY/TDD: 711) पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

Italian: È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero 1-888-850-8526 (TTY/TDD: 711). Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

Portuguese: Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número 1-888-850-8526 (TTY/TDD: 711). Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

French Creole: Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan 1-888-850-8526 (TTY/TDD: 711). Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

Polish: Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer 1-888-850-8526 (TTY/TDD: 711). Ta usługa jest bezpłatna.

Japanese: 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通訳サービスがあります。通訳をご用命になるには、1-888-850-8526 (TTY/TDD: 711) にお電話ください。日本語を話す人 者が支援いたします。これは無料のサービスです。