

FitOn Producer FAQ

SUMMARY AND FAQ

Overview:

FitOn Health is the new member fitness vendor that will replace Silver&Fit. This change takes effect January 1, 2024, for Medicare Advantage (MA) plans, and April 1, 2024, for Premera Medicare Supplement individual plans.

FitOn Health is different from Silver&Fit. It gives members credits to use toward fitness activities. This will allow members greater flexibility in how they can use their fitness benefit.

At the beginning of each month, members enrolled in the FitOn Health program will receive credits they can use for a variety of fitness programs. They can be used for gym memberships, studio classes, virtual classes, day passes to different gyms, or at-home FitKits. The monthly credits are at no cost to the member as well as the digital wellness platform.

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About FitOn Health

What is FitOn Health?	FitOn Health is the new fitness vendor for our MA and Medicare Supplement plans. FitOn will replace Silver&Fit.
How does FitOn Health work?	<p>At the beginning of each month, members will receive credits they can use for a variety of fitness experiences.</p> <ul style="list-style-type: none">• MA members will receive 36 credits.• Medicare Supplement individual members will receive 30 credits. <p>Each fitness experience has a credit cost associated with it that's paid for from a member's credit account. Credits don't roll over, but a new set of credits will reload the beginning of every month.</p>
What gyms are included?	You can see all the participating gyms by going to the FitOn Health website .

<p>I currently go to two gyms. Can I continue to go to both with FitOn?</p>	<p>If you currently visit a big box gym but go to separate locations (LA Fitness, Anytime, Crunch, etc.) your gym membership includes visits to their other locations. In some cases, like 24-Hour Fitness, members will have the option to purchase a national or regional membership. National membership will require a few more credits per month.</p> <p>If you use two different gyms (example, LA fitness and 24-Hour Fitness) FitOn will assign the one you use most. If you'd like to continue visiting this second gym, you can use your remaining credits to add it. The average amount of credits for a monthly gym membership should allow you to sign up for an additional one at no extra cost. Example, 24-Hour Fitness centers are 15 to 20 credits per month, Anytime Fitness is 12 credits per month.</p>
<p>How can I see how many credits my gym requires?</p>	<p>You'll need to create your FitOn account to be able to see the list of gyms and required credits. However, most gyms require 14 to 24 credits per month. That leaves you with extra credits to order a FitKit or try a studio class at a different gym.</p>
<p>I don't see my gym included. Can they be added?</p>	<p>Member can sign into their account or call FitOn Customer Service to nominate a gym.</p>
<p>What if the gym I currently visit isn't in the FitOn network? Is there a way I can still go to my gym?</p>	<p>Yes! FitOn has an option called Flex Network. A Flex network is a seamless process enabling members to access gyms or studios outside their preferred network. Members can spend up to their available monthly credits towards the purchase of a membership for an out-of-network gym. Members will need to create an account with FitOn to access the Flex Network and should contact FitOn Customer Service for more information or assistance with signing up or using the Flex network.</p> <ul style="list-style-type: none"> • Email: help@fitonhealth.com • Website: https://help.fitonhealth.com/medicare • Phone: 855-378-6683, Monday through Friday, 5 a.m. to 8 p.m. (PST)

<p>What if I don't have electronic access or an account for FitOn?</p>	<p>Offline members can contact the FitOn Customer Service team to set up memberships. The Customer Service team can also submit nomination requests on their behalf for any locations not already part of our preferred network and they will notify the member when the gym they requested is added.</p>
<p>I currently use Silver&Fit to visit my gym. Do I need to re-sign up with my gym on January 1?</p>	<p>Only for current memberships at LA Fitness or Anytime Fitness. At these gyms, members will need to provide their FitOn Health member ID on or after January 1, 2024, and a new membership will be set up on-site. For all other gyms, FitOn will take care of transferring your membership. It will all be seamless. You'll be able to go to your gym January 1, and use your gym membership as you normally do. However, if you want to change gyms, you'll need to create a FitOn account to cancel your current membership and create a new one. If you cancel, your membership will still be good for the full month.</p>
<p>If I schedule a class in advance for the following month, which month will the credits come from?</p>	<p>Classes can be booked up to two weeks in advance. Credits for the scheduled class will be deducted from the month during which they are booked. Example, if you schedule a class in September for October, your September credits will be used.</p>
<p>How will members be informed about this change?</p>	<p>We'll notify members about the change as follows:</p> <p>MA members:</p> <ul style="list-style-type: none"> • During December 2023, we'll mail a notification to members currently enrolled with Silver&Fit and actively using a gym that we've transferred their membership to FitOn. They don't need to do anything and can go to their gym as they normally do. • During January 2024 we are sending welcome letters to all MA members, which will include information about FitOn. <p>Medicare Supplement individual members (send dates TBD):</p> <ul style="list-style-type: none"> • Will notify members that we're changing fitness vendors, and the Silver&Fit benefit is available through March 31, 2024. • Will notify members that the FitOn effective date is April 1, 2024.

<p>What if there are no fitness facilities in my area?</p>	<p>FitOn Health's network is nationwide and growing every day. Members should check the Explore page often to see any new additions to the network.</p> <p>As more members use the platform, FitOn reaches out and partners with gyms and studios near where our members live and travel. If the desired studio is not in-network, members can submit a request to nominate the facility to be added to the network. While the FitOn network team works to bring the facility in the preferred network, members can use the Flex network which provides members with a digital credit card that allows them to go to the gym and pay for the recurring membership.</p> <p>Members have unlimited access to FitOn Health's digital app to take classes and programs in a variety of workout styles directly from home.</p>
<p>Can I use my fitness benefit when I travel?</p>	<p>Yes. Some of our partners have nation-wide coverage for their memberships, otherwise you can use your credits to activate a gym membership in the state that you're visiting.</p>
<p>Who do I contact for help?</p>	<p>You can contact FitOn directly and they can help answer your questions, sign you up, and get you started.</p> <ul style="list-style-type: none"> • Email: help@fitonhealth.com • Website: https://www.fitonhealth.com/help • Phone: 855-378-6683

ABOUT CREDITS

<p>How many credits do members get per month?</p>	<ul style="list-style-type: none"> • Medicare Advantage members receive 36 credits. • Medicare Supplement individual members (active plans) receive 30 credits.
<p>What are FitOn Health credits?</p>	<p>Credits are tokens that can be used for gym memberships, fitness classes, or other fitness services offered by FitOn Health.</p>
<p>How do I see how many credits a gym costs before signing up?</p>	<p>Here is a list of types of gyms and monthly credit costs. To get the actual credit cost for a particular gym, members can sign in to their account or call FitOn Customer Service to check credit costs for participating gyms.</p>

<p>Where can they be used?</p>	<p>Credits can be used on FitOn’s website to reserve a fitness experience for any location or activity in the FitOn Health network. Every first day of the month, a set number of credits are added to your account. Each fitness experience has a credit 'cost' associated with it.</p> <p>For example:</p> <ul style="list-style-type: none"> • One class at a local yoga studio might cost 8 credits. • One monthly membership at a local gym with unlimited visits might cost 24 credits. • One FitKit might cost 20 credits
<p>Do credits rollover?</p>	<p>Credits do not rollover. Once the month has passed, credits from that month have expired and will not be usable.</p>
<p>Where can I see my credits?</p>	<p>Members can view their available credits in their account, accessible through the menu icon in the top right corner (after signing in) and clicking Wallet.</p>
<p>Do I need to sign in every month to manage my credits?</p>	<p>No. If you have a monthly gym membership, the credits will automatically be deducted from your account each month. If you want to add a class at another gym, or order a home FitKit, you’ll need to do that through your online account.</p>
<p>What if I don’t have enough credits?</p>	<p>You can purchase additional credits. If you’re interested in fitness experiences that have a higher credit cost than your monthly allotment, you may choose to add a payment method (Visa, MasterCard, Discover, American Express) to your account. This will allow you to fulfill the transaction as the difference will be charged to you directly, 1 credit = \$3.50.</p>
<p>Can I use my credits towards multiple experiences?</p>	<p>Yes.</p>
<p>Can I share my credits with another person?</p>	<p>No. Only the account holder can use their plan’s credits.</p>
<p>If I sign up mid-month, do I get a full month worth of credits?</p>	<p>Most memberships are prorated based on the number of days left in the month.</p>

Below is a sample (not a complete list) of in-network gyms and their monthly credit costs. For example, all YMCAs require 20 credits per month. To see the entire list of gyms, visit [FitOn’s website](#). Note: FitOn is

adding new gyms every week. If you don't see a gym listed, [contact FitOn](#) to find out if it will be included soon.

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	Arena Fitness	11
Everyday Fitness	11		
Stillaguamish Athletic Club	17		
Anytime Fitness	12		

ABOUT HOME WORKOUTS

Are there online videos available that are tailored to seniors?

Yes. Once you create an account, you can view and select a variety of body-friendly classes.

How often are new classes added to FitOn?

FitOn adds new classes each month so they can keep up with the latest fitness trends and provide fresh content from all their favorite trainers. All classes are available to play anytime on-demand.

What is the credit cost for a home FitKit?

Build your own FitKit! Create your own at-home gym with equipment and accessories brought to you by FitOn Health.

Each item will come with a 4x6 card with a link to a digital booklet that will contain sample exercises, links to videos within the app (with QR codes), advice and more!

- FitOn mat in three color options
- Yoga block and towel
- 3lb dumbbells
- Resistance bands with handles in two sizes
- Foam roller
- Pedometer
- Printed booklet

<https://www.fitonhealth.com/medicare/at-home>