## What is FitOn Health?

FitOn Health gives members access to a variety of fitness studios, gyms, and digital wellness content. This benefit is provided by your health plan at no additional cost. You'll be able to continue your current fitness routine while having access to a variety of new activities.

## Here's how it works...

Scan me!





Check with your health plan if they offer FitOn Health through your benefits. If confirmed, register at **fitonhealth.com/register** Enter in your preferred email and choose a password to create your account. When requested, be sure to enter in your information that matches what is on file with your health plan.



**Cha-ching!** You'll notice credits have been added to your account. Think of credits as virtual tokens that can be spent on gym memberships and fitness classes. These credits are paid for by your health plan at no additional cost to you.



**Explore the possibilities.** Navigate to the Explore tab to explore your options. To find a YMCA facility in your area, simply input the facility name in the search bar.



**Show up, sweat, repeat!** It's that simple. Once you've purchased a membership to YMCA using your credits, you'll receive a confirmation email. Bring in the confirmation to the facility and they'll get you set-up to workout! Note, your confirmation can be found on the FitOn mobile app as well.

Have questions for FitOn Health? All user questions can be directed to:







## **Have additional questions?**

We're here to help! Explore frequently asked questions below to find helpful information for FitOn Health users. Utilize these details to enhance user understanding within your facility. If you encounter any challenges, kindly direct the user to our **Support team** for personalized assistance.

## **Frequently Asked Questions**

- What is a FitOn Health ID #, and how does a user obtain it? Each user is provided a unique ID that is associated with their FitOn Health account. This helps us identify users in our system and associate them with their booked fitness experiences. A user's Member ID becomes immediately available to them upon successful registration through FitOn Health. If the user has access to a mobile device, they can find their Member ID under their "Personal Information" tab via the FitOn app. The Member ID always begins with PF and is followed by a combination of 8 numbers and letters.
- What are FitOn Health credits? Credits are tokens that can be used for gym memberships, fitness classes, or other fitness services offered by FitOn Health. Your health plan pays for these at no additional cost to you. Every month, a set number of credits are replenished within your FitOn Health account. Each fitness experience on our network has a credit 'cost' associated with it. For example, 1 monthly membership at a local gym with unlimited visits might cost 20 credits, whereas 1 class at a local yoga studio might cost 6 credits. Choose which combination of experiences you want to use your monthly allotment of credits towards, just remember they don't rollover!
- How does a user sign-up for FitOn Health? To sign-up for your account, visit us at <u>www.fitonhealth.com</u> and click "Sign Up" in the top-right corner of your screen. Next you'll be presented with a screen to enter in your preferred email address and choose a secure password to create your account. You will then be prompted to enter in your information that matches what is on file with your Medicare plan. If eligible, you will then proceed to our onboarding process where we'll get to know more about your fitness goals. Once through onboarding you'll have full access to your online account.
- How does a user purchase a membership through FitOn Health? Once you have signed up for a FitOn Health account and are signed in, begin exploring our network of fitness facilities through our In-Person tab. A list of facility results in your area will automatically appear on the left side of the screen. Scroll through the list to view your options or utilize the search bar. Once you have located your desired facility, visit the facility's dedicated FitOn Health page to view their offerings. Select 'Purchase Membership.' Upon completing the purchase transaction, you'll automatically receive a confirmation receipt to your email address on file. You may choose to print your confirmation email out or write down your Member ID # to bring into the facility with you.
- How does a membership stay active? Once you've purchased a membership through FitOn Health, your membership will remain active under your benefit and continue to renew month over month, unless you choose to cancel it or lose eligibility with your Medicare plan.

