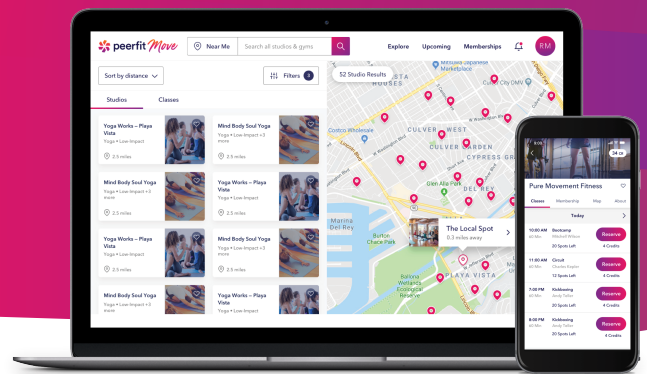




Your Partnership with Peerfit Move



What is Peerfit Move?


 Peerfit Move is a fresh approach to wellness for Medicare members, providing flexible fitness options and facilitating social connections to help maintain an active lifestyle. It is a fitness benefit provided by a member's health plan or insurance carrier.

What Medicare plans are associated with Peerfit Move?


 Peerfit Move is rapidly growing as we add new partners regularly. Wellcare, HAP, and Alignment are currently in partnership with Peerfit Move in 2021. Please keep in mind that this does not mean that ALL members of these plans are eligible.

How do I confirm member eligibility?

 **Look for a confirmation email from Peerfit Move; this is how you verify eligibility.** Only an eligible and registered user can purchase a membership or make a reservation. Once a user has made a transaction to your facility through Peerfit Move, you'll receive a confirmation email. This email will come to the facility's email address on file with Peerfit Move.

 All eligible users are assigned a Peerfit Move ID number or PMID*, however, this does not mean that they have registered an account and purchased a membership at your facility.

- The PMID* is included in each of the membership receipt purchases along with the user's name and some contact information.

 If you do not have a confirmation email, you may direct the member to contact our Client Services team at move@peerfit.com or at 1-855-378-MOVE (6683) to verify their eligibility and work with our team to ensure they have a registered account and are able to purchase a membership.

* A PMID (Peerfit Member ID) is our way of uniquely identifying each Peerfit user. This way, each user has their own unique ID #, and each wellness facility has a way of identifying each user within their system. See more about PMID's [here](#).

Your Partnership with Peerfit Move (Cont'd)

When a Peerfit Move member arrives, how can we assist them?



Keep in mind that not all members will know they should reference Peerfit Move when at the front desk. They may mention their Medicare plan instead or may even mention their old 3rd party platform (i.e: Silver Sneakers or Silver and Fit).



Make sure to check all appropriate Medicare avenues to find the member. For Peerfit Move, you would verify a member through the booking confirmation email that you should have received for that member. We have created a front desk flyer for your convenience to leave with your front desk staff. Download [here](#).



If you haven't received a booking confirmation email to the email we have on file with Peerfit Move, please direct the user to our Client Services team at move@peerfit.com or at 1-855-378-MOVE (6683) to further assist them with their membership. If you need to check your contact information we have on file to confirm our partnership, please contact support@peerfit.com or call (813) 392-3333 ext 2, during our hours of operation: M-F from 9 AM EST to 6 PM EST. If you need to reach someone outside of our standard hours of operation, please contact move@peerfit.com or call 1-855-378-MOVE (6683) for immediate assistance.

How does booking work?



Peerfit Move members will purchase a membership or drop in/day pass via Peerfit Move. From there you will receive a confirmation booking email to let you know this member either purchased a membership to your facility or a drop in/day pass. You'll need to input the membership or drop in/day pass into your booking system to track. This allows you to know the member is verified and is allowed to come in while reserving their spot if they booked a class.



[Download our guide](#) on how to accept reservations and leave it at your front desk.

How do I upload usage?

For detailed instructions, please visit this [website](#) to download a usage template, watch an instructional video, or you can reach out to support@peerfit.com and your dedicated account manager will assist you.




Instructions on how to upload usage:

- Download member information and data from your booking system.
- Fill in the [Peerfit User Visit Template](#) (make sure you do not add any additional fields).
- Please name your file according to the guidelines in the slide deck (GymBrandName_LocationName_YYYYMM).
 - All studios submit to this link and naming correctly ensures your file is found and reconciled in a timely manner.
- Upload the file to our secure upload website: <https://integration.peerfit.com/u/membervisitsreportupload>.




Your Partnership with Peerfit Move (Cont'd)

How do I get paid?

The Peerfit User Visit Template must be filled out and uploaded by the 3rd of each month for the previous month's usage.

-  You are paid a prorated reimbursement rate for ANY new purchases within the month based upon membership purchase date (even if the user has not come in that month).
-  After the initial purchase month, you are reimbursed your full membership reimbursement rate for each member as long as the member visits one time during the month and the member is reported on the usage report that you submit to Peerfit.
-  After the initial purchase month, the membership will continue to renew and the user will need to visit at least once a month for their membership to be reimbursed.

Is there a portal to log in to?

-  For ease of use, there is NO Peerfit Move portal or login information for facilities on the network. All eligibility confirmations are sent directly to your email on file.
-  You can direct all membership receipt purchases (or day passes) to a specific email. This is how you can confirm a user has a membership.
-  Please bookmark [this link](#) to upload your user visits data report each month.

Who can I contact at Peerfit with questions?

Peerfit MOVE Support:

move@peerfit.com

1-855-378-6683

Hours of Operation: 7 days a week
from 8 AM EST to 11 PM EST

Peerfit Studio Support:

support@peerfit.com

(813) 392-3333 ext 1 (support) ext 2 (studio)

Hours of Operation: M-F
from 9 AM EST to 6 PM EST

Read our [FAQ page](#) for more information.