

# Client Services Guide

 **FITON**  
HEALTH



BlueCross BlueShield  
of North Carolina

**MEDICARE**

Contains FitOn Health Confidential & Proprietary  
Information - Public Disclosure Prohibited

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# FitOn Health Client Services Team

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## > Hours of Operation

- ✓ Monday through Friday, 8:00 AM – 9:00 PM EST
- ✓ Voicemails are received on excluded days

## > Contact Information

- ✓ Email: **help@fitonhealth.com**
- ✓ Phone Line: **1 855-462-8602**

## > Language Support

- ✓ English
- ✓ Spanish
- ✓ Vietnamese
- ✓ Korean
- ✓ Mandarin
- ✓ Cantonese
- ✓ Plus language line services

# FitOn Health Introduction

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- We are the leading **wellness benefit** for Medicare Advantage and Medicare Supplement plans.
- Members create a **personalized experience** and decide how to stay active and healthy with FitOn Health!
- FitOn Health offers access to one of the **largest nationwide network** of gyms, studios, community center, and more. In addition, we offer all members access to our **premium digital experience** through our website, mobile, and streaming TV apps.
- Members can activate their account through their BlueConnect account.



# Supported Browsers & Mobile OS

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1

## Web

FitOn Health supports the latest versions of Google Chrome, Mozilla Firefox, Safari, and Microsoft Edge.

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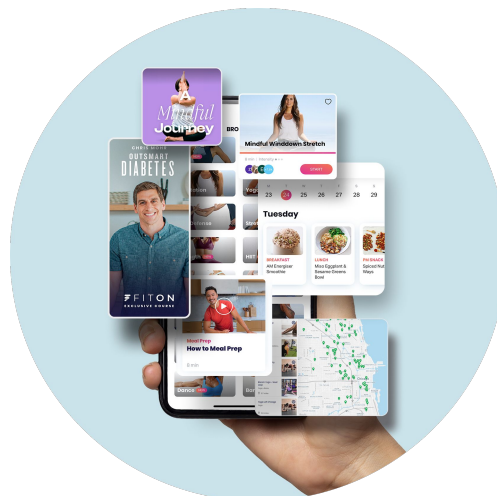
## iOS

The FitOn Health mobile app is supported on iOS 11 or later.

3

## Android

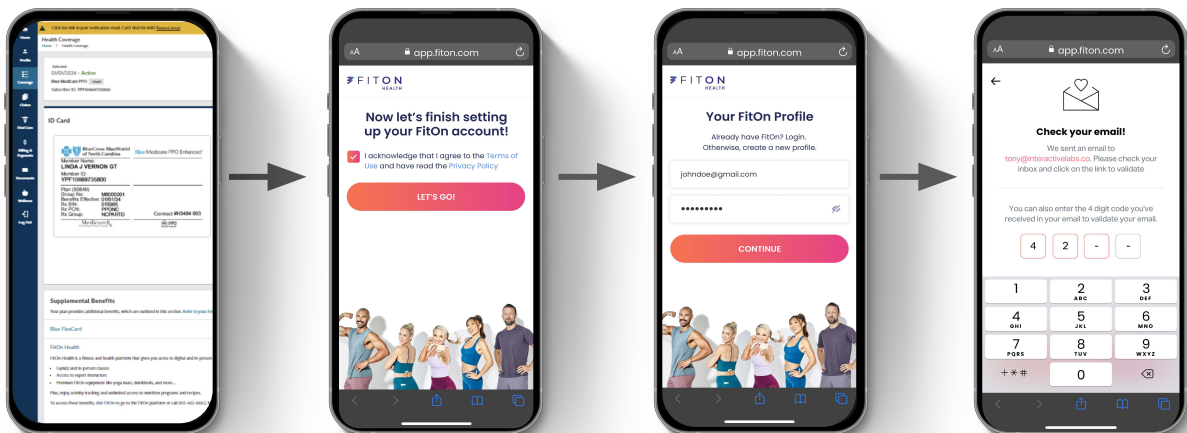
The FitOn Health mobile app is supported on Android 5.0 or later, available to your members by partnership launch.



# Registration

## SSO

- 1 Members go to their **BlueConnect Member Portal**.
- 2 Navigate to the "Coverage" section.
- 3 Click on the 'Visit FitOn Health' link.



- 4 Member is directed into the FitOn Health experience to set up their credentials and profile.
- 5 Member will check email for their email for their verification code.

# FitOn Health Dollars



- FitOn Health dollars can be used for gym memberships, fitness classes, and fitness equipment\*.
- Dollars are pre-paid as a part of the member's health plan at **no additional cost**.
  - ✔ Dollars will be supplied to every member's account upon completion of registration.
  - ✔ Members can choose to spend their dollars on a variety of fitness experiences, including fitness equipment.
  - ✔ Dollars do not roll over, they are replenished at the beginning of every month and can be viewed in the member's account.
- Each fitness experience has a cost associated with it. For example:
  - ✔ 1 class at a local yoga studio may cost \$22
  - ✔ 1 monthly gym membership may cost \$80

## **All plans receive \$112/month**

Med Supp members who paid the fee for the current year will receive **additional dollars for the first 4 months of the 2025 year**.

*\* Members can order one of each item per year*



# Benefit Breakdown

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**When do dollars renew?** Members get a new allowance of dollars on the 1st of every month.



**Do dollars roll over?** Dollars do not roll over and will reset each month. Members can view their available allowance by logging into their account, clicking on the menu icon in the top right corner, and selecting 'Wallet.'



**Where can they be used?** Dollars can be used to reserve any fitness experience available on our network, including gym memberships, individual classes, and fitness equipment. Dollars can also be used toward Out of Network gyms and classes.

*\*All digital content is available at no cost to Medicare members.*



**Can additional dollars be purchased?** If a member uses up all of the dollars their health plan provides them OR they'd like to purchase a fitness experience beyond their allotment, they may chose to purchase dollars.

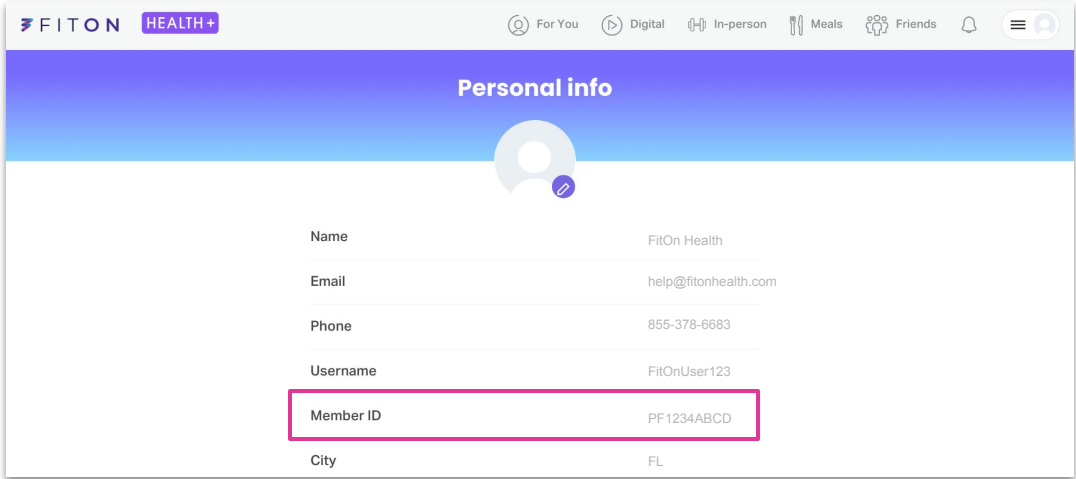


A payment method may be added to the member's account by clicking on the menu icon in the top right corner and selecting 'Wallet'.



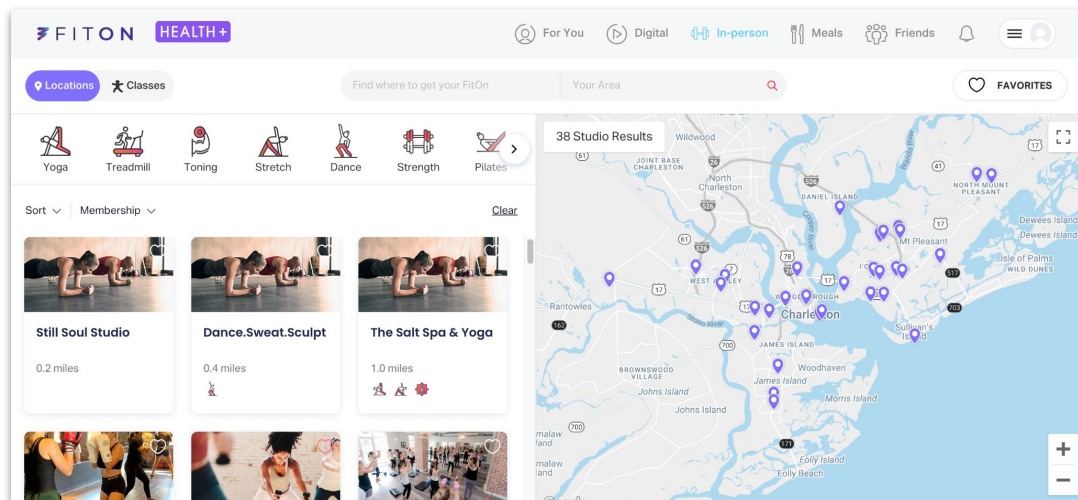
# Member ID Numbers

- A member ID is our way of uniquely identifying each FitOn Health member. This way, every member has their own unique ID number, and each participating facility has a way of identifying our members within their system.
- Each ID starts with "PF" and includes 8 digits (see example below). This is the member's FitOn Health unique ID number used to identify their account.
- Member ID's may be requested by a facility partner. Members should be ready to provide their Member ID numbers upon request.
- Members can navigate to their Member IDs directly from the home page once signed into their accounts underneath their settings and "Personal Info" as seen below.



# Preferred Network

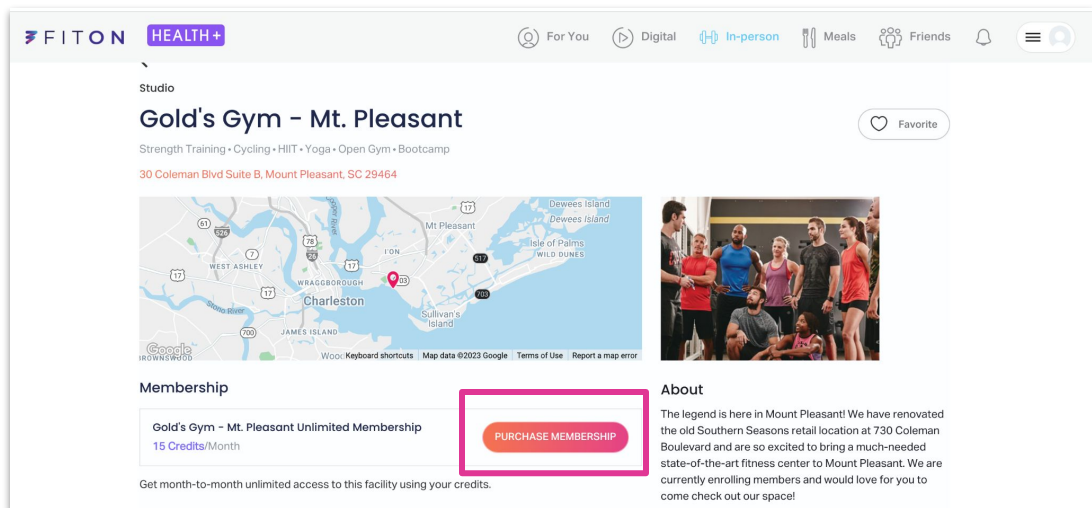
- Navigating to the **In-Person** tab geolocates the member's location and displays nearby facilities on the FitOn Health network.
- To begin exploring the network, members may choose to filter results by workout preference, distance, name, or membership only facilities.



- If the member wishes to purchase a class, they can change the toggle in the top left from 'Location' to 'Classes'. Classes can be filtered by distance, date, time, time of day, and intensity.

# Preferred Network (cont'd)

- > To purchase a membership at a facility on the network, navigate to the facility details page. Here you can see details about the facility and the cost associated with a monthly membership.
- > Once the member has confirmed their desire for a membership at the facility, they'll simply tap **'Purchase Membership.'** A confirmation window will appear to confirm the purchase.



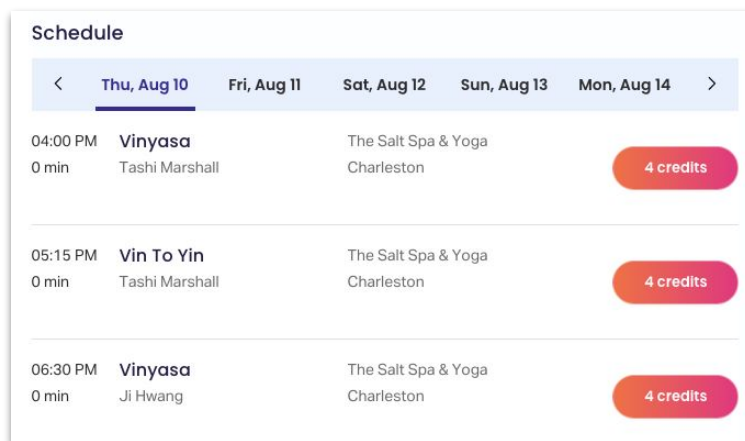
- > After a membership has been purchased, members can manage (view or cancel) their membership through the Memberships tab under the menu icon in the top right corner.

# Preferred Network (cont'd)

- > To reserve a class or day pass at a facility, navigate to the facility's detail page. Here you can view details about the facility and the associated cost.

## There are two ways to reserve a class...

- > Option 1: Many of our facilities are directly integrated so their class schedule will automatically appear, as seen below. A member can then simply scroll through the available classes and tap **'Reserve'** to purchase.



Schedule						
<	Thu, Aug 10	Fri, Aug 11	Sat, Aug 12	Sun, Aug 13	Mon, Aug 14	>
04:00 PM	<b>Vinyasa</b> Tashi Marshall		The Salt Spa & Yoga Charleston			4 credits
05:15 PM	<b>Vin To Yin</b> Tashi Marshall		The Salt Spa & Yoga Charleston			4 credits
06:30 PM	<b>Vinyasa</b> Ji Hwang		The Salt Spa & Yoga Charleston			4 credits

- > Option 2: When a facility isn't integrated directly, the class schedule will need to be viewed on the facility's website. Members can click **'View Schedule'** to open the facility's schedule in another tab. Once the member has decided which class they'd like to reserve, they will navigate back to FitOn Health to book their reservation.

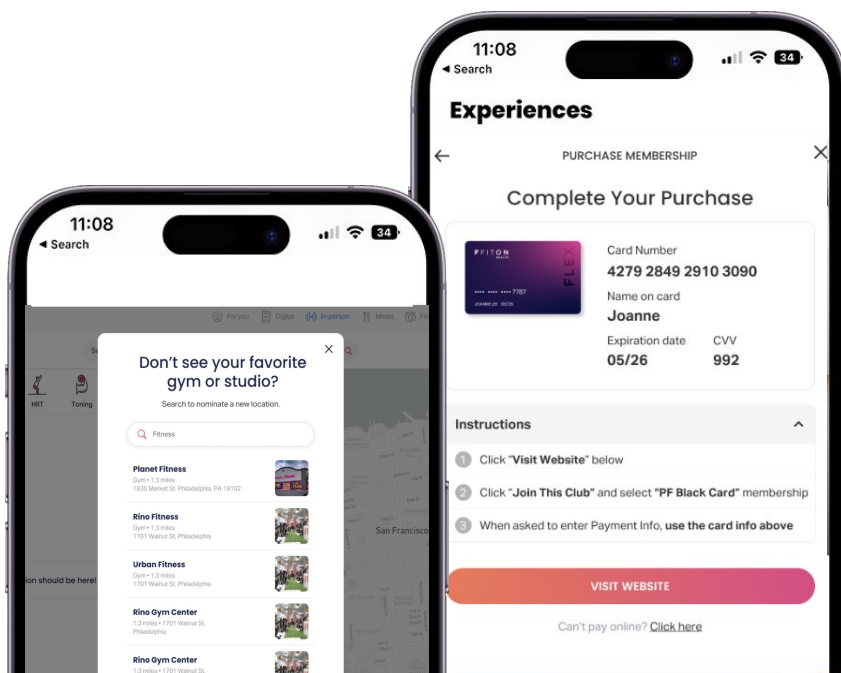
# Out of Network

- In the rare case a particular gym or studio isn't in the network, the facility can be nominated at any time: [fitonhealth.com/request](https://fitonhealth.com/request)

## *While a member is waiting on their nomination...*

- **Members may use their benefit for a membership or classes through our Out of Network option.** To find facilities that are out of network, members can simply search for their preferred facility on our website or mobile app, and select '**Purchase Membership**'.

- The member will be provided a digital payment card they can use at the selected facility. All of the membership or class fees are associated with the digital payment card.



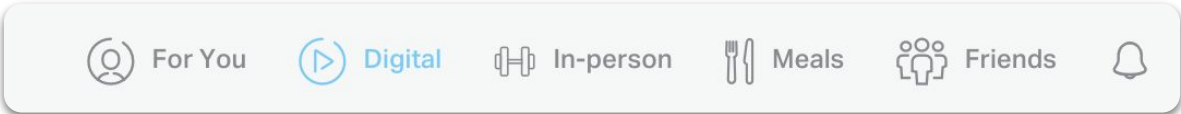
# Out of Network (cont'd)

- **Activation:** FitOn Health agents cannot activate the digital card on a member's behalf. For security purposes, card details (card number, expiration date, CVV, etc.) are provided securely only to the member.
- Only charges for memberships and classes from non-partnered fitness locations will be approved, all other purchases (protein shakes, gas, groceries, etc.) will be declined.
- **Renewals:** Memberships automatically renew each month, no additional steps are needed by the member.
- If a member activates an Out of Network membership and has left over dollars, they may use the remaining dollars towards Preferred Network experiences, OON classes, and fitness equipment.
- **Members can only have ONE Out of Network membership active at a time.**
- **Cancellation:** The process to cancel any membership (Preferred or Out of Network) is the same. The member simply goes into FitOn, taps on Memberships and then taps to cancel. The only difference for Out of Network is the member will be reminded to also cancel directly with the facility. That same reminder is also provided on the Out of Network membership cancellation email.

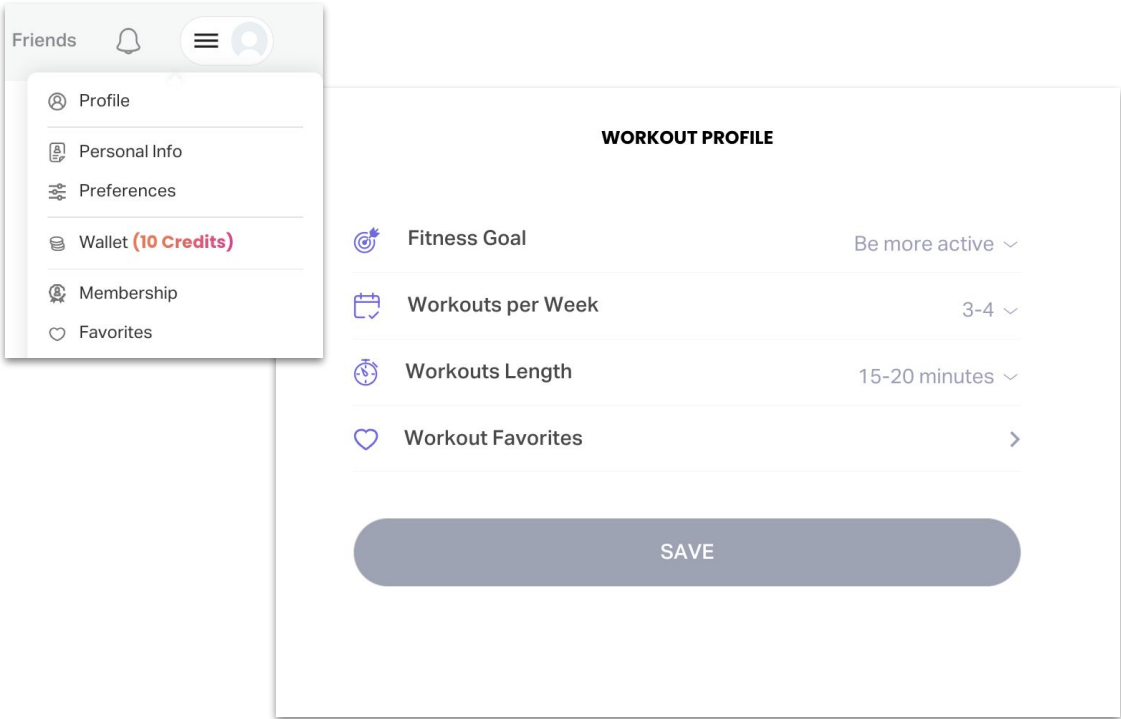
When an Out of Network facility joins our Preferred Network memberships are automatically transferred without the member needing to take any action.

# Digital Experience

- Members have unlimited access to FitOn Health’s premium digital experience which can be accessed via our website or mobile apps for Android or iOS.

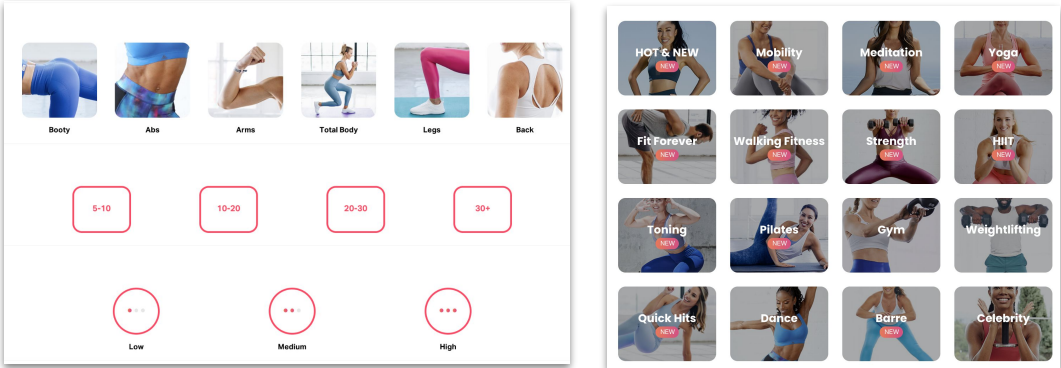


- Members can set preferences based on their abilities and needs to create a personalized experience that will help them reach their goals faster. With daily content tailored to each member, they can explore a variety of workouts, meditations, meal plans, advice from experts and so much more.

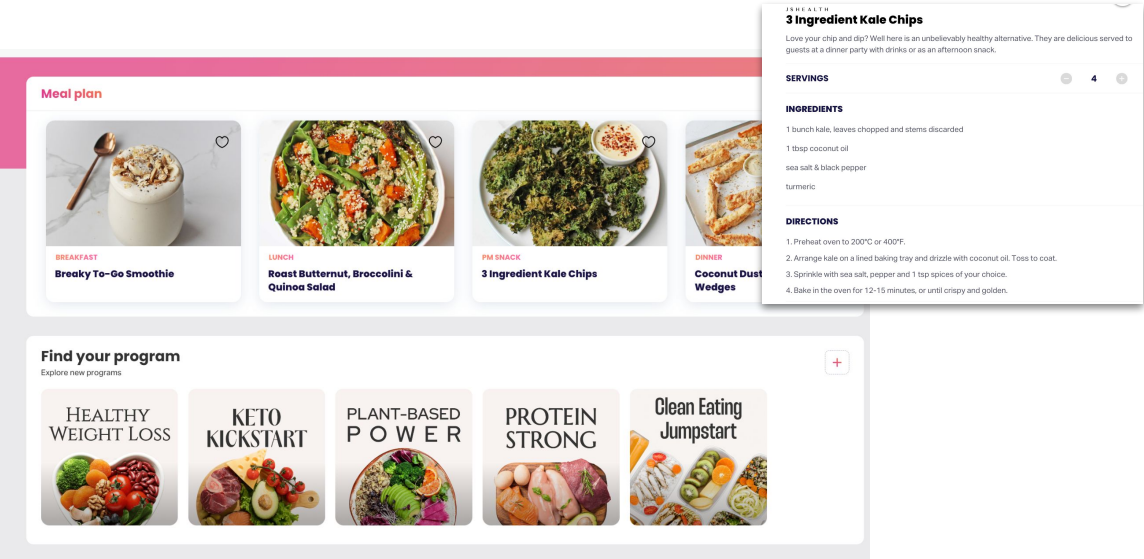


# Digital Experience (cont'd)

➤ Fitness videos can be filtered by category, target area, time, intensity, trainer, and experience so members can quickly and easily find something that fits their needs.



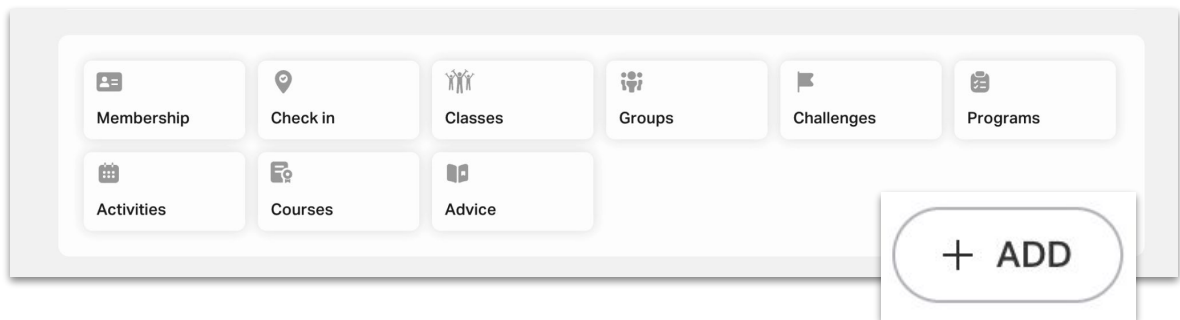
➤ Members can set preferences to receive recipes and personalized meal plans, as well as shopping lists to help guide them along in the grocery store.



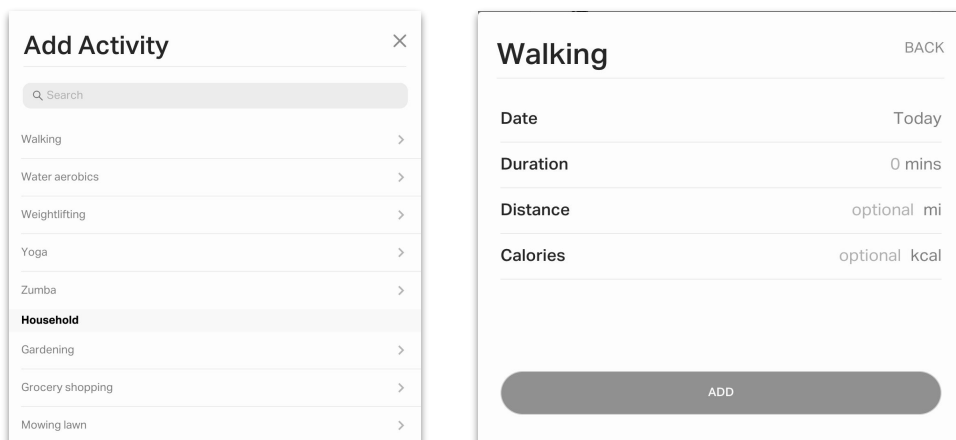


# Adding Activities

- Members can add activities in the 'For You' section of their account > **Activities** > **+ Add**



- Member will select their activity and log the date, duration, and any applicable details\* (\*optional).



- Members who do not have access to an online account can call into FitOn Health Client Services to have an activity added to their account.

# Online vs. Offline

We service offline members by assisting them with access to our program and nationwide network. We are able to book class reservations, create monthly memberships and/or order at-home fitness equipment all over the phone.



## Online Members

- Have an email address and internet access with an electronic device (laptop, computer, tablet, or smartphone).
- Have the ability to create and log into their FitOn Health benefits account.
- May also contact us for assistance with using the platform via online means if they so choose.



## Offline Members

- Do not have access to the internet and/or an electronic device.
- Prefer not to use the platform via online means.

Email: [help@fitonhealth.com](mailto:help@fitonhealth.com)

Phone: **1-855-462-8602**

# Knowledge Base & Help Center

- Our knowledge base is full of information meant to guide members through a seamless experience.
  
- To find our Knowledge Base of FAQs, simply visit [fitonhealth.com/help](https://fitonhealth.com/help)
  
- Use the search bar to find articles about specific topics or browse our categories below:
  - **Getting Started:** Articles to help members get started with their fitness benefit today. This category includes...
    - What is FitOn Health? How does FitOn Health work?
    - How to Sign-up?
    - How can I find my Member ID?
  
  - **Learn About the FitOn Health Benefit:** Dollars can be used for fitness experiences on our network.
  
  - **Using Your Benefit:** Ready to get moving? This category will help members learn about the different ways they can use their benefit, either at-home or in-person.

# FITON HEALTH



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