

February 9, 2018

TO: Superintendent and Key Contacts of Selected SISC III Member Districts

FROM: SISC Health Benefits

SUBJECT: Active & Fit Direct Exercise Program for Anthem and Kaiser Members

It's that time of year when everyone is thinking of ways to improve their health. As part of the SISC Health Smarts wellness program, we are pleased to introduce ASH Active & Fit. This voluntary program provides eligible Anthem and Kaiser Members with discounted access to gym memberships through a broad network of participating fitness centers.

**Who is eligible?**

- ✓ Anthem HMO or PPO members including employees, retirees, and dependents
- ✓ Kaiser members including employees, retirees, and dependents

**How to find participating fitness centers and enroll:**

- ✓ Anthem members may access Active & Fit through this link: <https://www.activeandfitdirect.com/fitness/anthemSO>
- ✓ Kaiser members must visit [www.kp.org/choosehealthy](http://www.kp.org/choosehealthy) and follow these steps:
  - Select either Northern or Southern California
  - Click on the "Choose Healthy" website link
  - Click on "learn more" near the ASH Active & Fit logo at the bottom of the page

Please see the attached FAQ. Members may also call Active & Fit directly at 1-844-646-2746 for more information.

Please share this with your employees and retirees as you deem appropriate.

[Log In](#)

## Frequently Asked Questions

### **Q: What is included in the Active&Fit Direct™ program?**

A: The Active&Fit Direct program provides you with access to memberships through a broad network of participating fitness centers. You also have access to online tools such as a fitness center search, activity tracking, and more.

### **Q: What are the different types of fitness centers participating with the Active&Fit Direct program?**

A: The Active&Fit Direct network includes both coed and gender-specific fitness centers, and exercise centers.

### **Q: Can I try out a fitness center before enrolling?**

A: Yes. If you are interested in a fitness center but are not ready to enroll, you may request a letter to take to a fitness center that has indicated they provide guest passes. You must register on the Active&Fit Direct website URL provided by your employer/health plan to request the guest pass letter.

### **Q: How can I enroll in the Active&Fit Direct program?**

A: You may enroll in the Active&Fit Direct program by going to the Active&Fit Direct website URL provided by your employer/health plan. A \$25 enrollment fee, \$25 for the current month (regardless of the enrollment date within that month), and \$25 for the next month are due when you enroll. Each month's fee is \$25. After a 3-month commitment, participation is month-to-month. Once enrolled, you may view or print your fitness card and take it to any fitness center in the Active&Fit Direct network. Once the fitness center verifies your enrollment in the Active&Fit Direct program, you will sign a standard membership agreement and receive a card or key tag from the fitness center to check in on subsequent visits.

### **Q: Once enrolled, when can I start using the fitness center?**

A: You have access to your fitness card as soon as you enroll on the website and can go to the participating fitness center right away.

### **Q: When are monthly payments charged?**

A: Recurring payments are charged on the same date each month as your enrollment date, starting the month after you enroll. The fee collected is for the following month's participation. If your payment date does not exist in a month, the payment will be charged on the closest day within the same month (e.g., if you enroll January 30, the recurring payment is February 28, the last day of the month).

**Q: Can I continue to use my existing fitness center?**

A: Active&Fit Direct network fitness centers allow you to cancel or suspend current memberships so you may join the Active&Fit Direct program at no penalty. If in the future you decide to cancel your Active&Fit Direct membership, and the original fitness center membership was suspended (and not canceled), your original membership should be reinstated. If the fitness center is not part of the Active&Fit Direct network, you should go online to [www.ActiveandFitDirect.com](http://www.ActiveandFitDirect.com) to find a participating fitness center.

**Q: How do I nominate a fitness center to be included in the Active&Fit Direct network?**

A: If a fitness center is not listed on the Active&Fit Direct website, you may nominate the fitness center by providing the name, address, and phone number. The fitness center will be contacted for possible addition to the Active&Fit Direct network. Check back periodically to see if your nominated fitness center has been added to the network.

**Q: Do I get an Active&Fit Direct fitness card? If so, how is one obtained?**

A: Yes. The fitness card is available on [www.ActiveandFitDirect.com](http://www.ActiveandFitDirect.com). Once enrolled, you can print your fitness card or save it to your phone, and show it to the participating fitness center.

**Q: What is the process for complaints against a fitness center?**

A: You can contact customer service via [www.ActiveandFitDirect.com](http://www.ActiveandFitDirect.com) to file a complaint. American Specialty Health Fitness, Inc., provider of the Active&Fit Direct program, will assess complaints and follow up accordingly. Methods include inquiry letters, site visits, or secret shopper calls.

**Q: Do I ever have to pay a fitness center directly to participate in the Active&Fit Direct program?**

A: You pay a monthly \$25 fee and an enrollment fee directly to the Active&Fit Direct program and do not pay a fitness center directly. However, you are responsible for paying any fees associated with upgrading your fitness center standard membership directly to the fitness center. Any non-standard fitness center services that typically require an additional fee are not included.

**Q: What are the features available on the Active&Fit Direct website?**

A: You can register to use the website and access all of the features, including a fitness center search, activity tracking, and more.

**Q: What is the Active&Fit Direct Connected!™ program?**

A: The Active&Fit Direct Connected! program is a tool that aggregates fitness center visits and activity from wearable fitness devices and apps so that you can track your activity goals online.

**Q: After I register for the Active&Fit Direct website, what must I do to use a wearable fitness device or app to track progress with the Active&Fit Direct Connected! program?**

A: Once you have enrolled in the program, you are provided with a custom marketplace that displays all of the wearable fitness devices and apps that are part of the program. You select one of these wearable fitness devices or apps, and are directed to the device or app website to give permission for data to be sent to the Active&Fit Direct program. You are then directed back to

www.ActiveandFitDirect.com. Once the device is linked to the Active&Fit Direct program, you are able to track progress on the Active&Fit Direct website. Purchase of a wearable fitness device or app may be required and is not reimbursed by the Active&Fit Direct program (though there are free apps that can track your progress as well).

**Q: How do I cancel my membership?**

A: You can cancel your membership after the minimum 3-month enrollment period on the Active&Fit Direct website. Your fees paid to the Active&Fit Direct program are refundable only in very limited circumstances. You should refer to the Program and Website [Terms and Conditions](#) located on the Active&Fit Direct website for more information on canceling your membership and for restrictions on refunds.

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## For more information about ChooseHealthy® offerings:

Call 1-877-335-2746, Monday through Friday from 5 a.m. to 6 p.m. Pacific time

Visit [kp.org/choosehealthy](http://kp.org/choosehealthy).



Some Kaiser Permanente members may have coverage through their health plan for some of the same services available through ChooseHealthy. Check your Kaiser Permanente Evidence of Coverage or Membership Agreement for details or call the Member Service Contact Center for your region at the number listed below. If a problem arises with the discounted service, you may also call one of our Member Service Contact Centers to take advantage of the Kaiser Permanente grievance process.

In California: 1-800-464-4000 or 711 TTY

In Mid-Atlantic States: 301-468-6000 or 711 TTY

In Georgia: 404-261-2590 or 711 TTY

In Denver/Boulder: 303-338-3800 or 711 TTY

In Mountain Colorado area: 1-844-837-6884 or 711 TTY

In Northern Colorado area: 1-844-201-5824 or 711 TTY

In Southern Colorado area: 1-888-681-7878 or 711 TTY

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Please note that the ChooseHealthy program is a discount program; it is not insurance. You can access services from any ChooseHealthy participating provider; referral from a primary care physician is not required. You're responsible for paying the discounted fee directly to the contracted provider.

Kaiser Permanente health plans around the country: Kaiser Foundation Health Plan, Inc., in Northern and Southern California and Hawaii • Kaiser Foundation Health Plan of Colorado • Kaiser Foundation Health Plan of Georgia, Inc., Nine Piedmont Center, 3495 Piedmont Road NE, Atlanta, GA 30305. 404-364-7000 • Kaiser Foundation Health Plan of the Mid-Atlantic States, Inc., in Maryland, Virginia, and Washington, D.C., 2101 E. Jefferson St., Rockville, MD 20852 • Kaiser Foundation Health Plan of the Northwest, 500 NE Multnomah St., Suite 100, Portland, OR 97232 • Kaiser Foundation Health Plan of Washington or Kaiser Foundation Health Plan of Washington Options, Inc., 601 Union St., Suite 3100, Seattle, WA 98101

## Support your health with complementary care



Get lower prices on many specialty health and fitness services

# Find more ways to stay healthy – and save

There are many approaches to supporting good health. In addition to your doctor's care, Kaiser Permanente members can access a variety of complementary and alternative care resources to help you get active and stay healthy.\*

With the ChooseHealthy® program, you may pay less for many specialty health and fitness services including:

- Acupuncture
- Chiropractic care
- Fitness center access
- Massage therapy

You also get access to online wellness information, activity tracking and other tools, and a health and wellness library – at no additional cost.

\*The ChooseHealthy products and services are provided by entities other than Kaiser Permanente, and Kaiser Permanente disclaims any liability for them.



## Find an acupuncturist, chiropractor, or massage therapist

Get 25% off contracted provider's standard fees when you make an appointment through the ChooseHealthy program. You don't need a referral from your doctor, and you can see a contracted provider as many times as you want. Here's how:

1. Choose a contracted provider at [kp.org/choosehealthy](https://kp.org/choosehealthy). Select your area, then click the "ChooseHealthy" link. To search the provider directory, click the "Find a Provider" tab at the upper left. Or call ChooseHealthy at **1-877-335-2746** to check your options.
2. To make an appointment, just contact the ChooseHealthy contracted provider you'd like to see. Be sure to bring your Kaiser Permanente ID card to your appointment.



## Join Active&Fit Direct™ – and get moving

The Active&Fit Direct program offers access to fitness center memberships for just \$25 a month, plus a \$25 enrollment fee.\* Choose from more than 9,000 participating fitness centers and instructor-led classes nationwide and start exercising today.

Here's how:

1. Find a participating fitness center near you at [kp.org/choosehealthy](https://kp.org/choosehealthy). Select your area, click the "ChooseHealthy" link, then click "Learn More" in the Active and Fit Center.
2. Click "Enroll Now" to create an account, pay your applicable fees, and join. Your credit card will be charged monthly by Active&Fit Direct and you can cancel any time after the first 3 months on [kp.org/choosehealthy](https://kp.org/choosehealthy).

\*Prices shown do not include applicable taxes and are subject to change.