

Active&Fit ExerciseRewards™ Program Q&A

PROGRAM DESCRIPTION

Q: What is the Active&Fit ExerciseRewards program?

A: The Active&Fit ExerciseRewards program rewards members for working out. Anthem members and their spouses/domestic partners and dependents are eligible to participate. Anthem members can choose how to workout:

1. Traditional fitness center
2. Virtual on-demand or livestream fitness classes or subscriptions
3. The Active&Fit ExerciseRewards program, which allows members to choose from more than 13,000 participating fitness centers nationwide without long-term contracts

Q: What is included in the Active&Fit ExerciseRewards program?

A: Members can enroll in a fitness membership through a robust network of participating fitness centers. Members can enjoy a variety of on-demand workout videos on www.ActiveandFit.com and a personalized Workout Plan. Members may also view a quarterly newsletter, and exclusive resources and articles in the online library at **www.ActiveandFit.com**.

Q: What is the difference between the Active&Fit ExerciseRewards and Active&Fit Enterprise™ programs?

A: The Active&Fit ExerciseRewards program is a rewards program offered under the Active&Fit Enterprise brand. The Active&Fit Enterprise brand also includes the fitness center network of the same name that provides discounted membership access to members in the Active&Fit ExerciseRewards program.

PROGRAM MEMBERSHIP

Q: How do members register for the Active&Fit ExerciseRewards program?

A: Members go to **www.ActiveandFit.com** to register for a website account and enjoy the online features. Members can also use a Visit Submission Form to track their workouts at a qualifying fitness center and submit for credit. Members don't need online access to participate in this way.

Q: How do members enroll in the fitness center program should they choose to do so?

A: After website registration, members have the option of enrolling with a contracted fitness center for a monthly fee. Enrollment in the fitness center program is not a requirement for participating in the Active&Fit ExerciseRewards program.

ABOUT THE PROGRAM

Q: How does the Active&Fit ExerciseRewards program work?

A: Members need to complete virtual fitness classes or work out at a qualifying fitness center a certain number of times each 6-month period, to get reimbursed up to a specific amount of their fitness membership dues. If members' spouse/domestic partner or dependent works out a certain number of times per 6-month period, they will be reimbursed up to a specific amount of membership dues. Members can receive credit for one fitness center visit per calendar day (with at least 8 hours between visits).

Q: How do members track fitness center visits?

A: There are 2 ways to track fitness center visits:

4. Active&Fit Enterprise fitness center or studio—Enroll in an Active&Fit Enterprise participating fitness center on **www.ActiveandFit.com**, and the fitness center will submit member visits automatically. Members must pay any applicable nonrefundable member fee(s) to the Active&Fit ExerciseRewards program with a credit or debit card only (Mastercard, Visa, Discover, or American Express). Members should print a paper copy of their Active&Fit Enterprise card, or download it on their phone, and bring it to the fitness center they selected.
5. Paper log—Submit a completed Visit Submission Form. The form needs to be complete and legible to earn credit for each visit. Each valid visit counts toward a member's reimbursement requirement.

Q: How do members complete livestream and on-demand virtual classes?

A: Submit a Visit Submission Form. The form needs to be complete and legible to earn credit for each class. Each valid class counts toward a member's reimbursement requirement.

Q: Can members use more than one method to track visits?

A: Yes. Members can use either method and are not limited to just one. Please note, members may only earn points from one tracking method each day.

Q: If a fitness center is not in the fitness center search on the website, how will members know if it is a qualifying fitness center to use in this program?

A: For a fitness center to be qualifying, it must be in the 50 U.S. states or District of Columbia; offer regular cardiovascular, flexibility, and/or resistance training exercise programs or may include instructor-led classes (such as Zumba®, Pilates, "step" classes, yoga, aquatics, etc.); must have staff oversight; and must offer a membership agreement.

Examples of excluded centers that do not qualify for reimbursement include, but are not limited to, the following:

- Services and activities such as rehabilitation services, physical therapy services, country clubs, social clubs, or sports teams and leagues.
- Dues or fees for participating in aerobic/fitness activities not in an acceptable fitness center, as well as fees for personal training, lessons (e.g., tennis and swimming), coaching, and exercise equipment or clothing purchases.
- Exercise sessions at fitness centers where there is no staff oversight (e.g., centers in apartment buildings, hotels, and sports clubs).

Because these excluded fitness centers are not eligible for reimbursement, they are not in the Active&Fit ExerciseRewards network.

Q: What do members need to send to the Active&Fit ExerciseRewards program if they are manually tracking their activity on the Visit Submission Form?

A: If members choose to attend a qualifying fitness center that does not submit visits, then they'll need to keep track of their workouts on a paper log. Please note, all participating Active&Fit ExerciseRewards fitness centers will submit visits on the member's behalf.

- Members will complete the Visit Submission Form, which documents their fitness center visits. A fitness center staff member must sign the form. Members can write in each visit date, or members can submit a computer printout of their workouts from the fitness center. Members must ensure the form is complete and legible to process their reimbursement.
- Submissions must be received no later than 90 days after the end of the reward period.

The Visit Submission Form is available at www.ActiveandFit.com or by calling Active&Fit ExerciseRewards Customer Service at 1.877.809.2746.

Q: How do members redeem reimbursement?

A: Members will be able to see their reimbursement information on the website. If using the Visit Submission Form, members need to follow the instructions on the form to submit for credit.

Q: When should members expect to receive their reimbursement?

If members are submitting paper logs, and logs are incomplete or have invalid documentation, the member's reimbursement will not be processed. Once a request has been processed, a check will be mailed within 30 days.

FITNESS PROGRAM CHOICES

Q: What are the different types of fitness centers that participate in the Active&Fit ExerciseRewards program should a member choose to enroll in a contracted fitness center?

A: Members may select from the following if they choose to enroll in a fitness center. Members pay a monthly fee to participate at one or multiple fitness centers that they enroll in.

- **Full Coed Fitness Centers**, which may offer exercise classes in addition to their standard membership with cardiovascular and resistance training equipment
- **Gender-Specific Fitness Centers**, which offer a standard membership and the opportunity to work out with others of the same gender
- **Fitness Studios**, which may include pools, yoga studios, and/or Pilates studios
- **Premium Fitness Network Choices**, an expanded network of options, like full-service fitness centers and studios, and unique fitness experiences, such as rock climbing and martial arts. Fees vary, depending on the fitness location members choose.

Q: Can members who choose to enroll in the fitness center program enroll in multiple fitness centers?

A: Yes, members can utilize one or more participating fitness centers at a time. If members enroll into more than one Premium location, they must pay fees for each individual location. Members can log in to the Active&Fit Enterprise website or call Customer Service at 1.877.809.2746, for information on how their payments may change.

Q: If members have an existing Active&Fit Enterprise membership, will they need to re-enroll with their fitness center?

A: Members will need to re-enroll in their fitness center at the beginning of each calendar year on an annual basis.

Q: Can new Active&Fit Enterprise members continue to use their existing gym?

A: If the gym is part of the Active&Fit Enterprise network, then yes. Members can advise the gym to freeze their membership. After registering on the Active&Fit Enterprise website, selecting a fitness center, and paying their applicable fee(s), they can print a paper copy of their Active&Fit Enterprise card, or download it on their phone, and bring it with them to their first visit. If the gym is not part of the Active&Fit Enterprise network, and members would like to use their Active&Fit Enterprise benefit, they will need to switch to a participating gym. If members decide to cancel their Active&Fit ExerciseRewards enrollment, and the original fitness center membership was frozen (and not canceled), their original membership should be reinstated.

Q: How do members nominate a fitness center to be part of the Active&Fit ExerciseRewards network?

A: Members can nominate a fitness center by going to **www.ActiveandFit.com** or calling Active&Fit ExerciseRewards Customer Service.

Q: Do Active&Fit ExerciseRewards members get an Active&Fit Enterprise card?

A: The Active&Fit ExerciseRewards Welcome Letter includes the Active&Fit Enterprise card, along with the name and location of the member's chosen fitness center and their fitness ID number. Members who join the program online can print a paper copy of their Active&Fit Enterprise card, or download it on their phone, and bring it with them to their first visit.*

Q: If members belong to a fitness center that leaves the network, what is the process for notifying them?

A: Members will receive a letter notifying them that the fitness center is leaving the network, 30 days in advance (when possible). This letter includes a listing of up to 10 fitness centers closest to the member's address and advises the member to go online or call Active&Fit ExerciseRewards Customer Service to choose a new participating fitness center.

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

A: American Specialty Health Fitness, Inc., provider of the Active&Fit ExerciseRewards program, will assess complaints and follow up accordingly. Some methods of investigation are an inquiry letter, a site visit, or a secret shopper call.

Q: Do members ever have to pay a fitness center directly for Active&Fit ExerciseRewards benefits?

A: No. However, members are responsible for paying any fees associated with upgrading their fitness center membership, or for using any non-standard services or amenities that require separate, non-standard fees.

WEBSITE FEATURES

Q: What digital fitness tools and resources are available to Active&Fit ExerciseRewards members?

A: The website has several features, including:

- Fitness center search—members find participating fitness centers that automatically report visits and may offer guest passes through the Active&Fit ExerciseRewards program
- Access to a variety of on-demand workout videos
- Workout Plans—members can answer a few questions about their fitness level and goals to get personalized workouts
- The quarterly newsletter
- Exclusive resources and articles in the online library

Q: How do Active&Fit ExerciseRewards members dis-enroll from a fitness center?

A: Members must call Active&Fit ExerciseRewards Customer Service at 1.877.809.2746, Monday through Friday, 5 a.m. to 6 p.m. Pacific time. Fees are non-refundable.

Q: Do Active&Fit ExerciseRewards on-demand videos count toward the Visit Requirement?

A: No, on-demand videos are complementary and do not count towards a member's visit requirement.

*Once materials are approved by their sponsoring organization.

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