

# Fitness Pass FAQ

## How does Fitness Pass Work?

1. Select "Enroll Now" on the Fitness Pass Home page.
2. Select the eligible family members that would like to enroll in Fitness Pass.
3. Provide your bank or credit/debit card information to set up monthly auto payments. Presbyterian accepts Visa, Mastercard and Discover.
4. Print/save a copy of your confirmation page.
5. You will be able to begin enjoying your Fitness Pass on the first of the month following your enrollment.
6. Visit the gym of your choice and show your Presbyterian Member ID card to gain access.
7. If you have questions about your Fitness Pass, you can call our Presbyterian Customer Service Center at (505) 923-5678 or 1-800-356-2219, Monday through Friday, 7 a.m. to 6 p.m. and reference your confirmation number.

**NOTE:** If you plan to use a gym within the Prime Fitness network, you will need to visit [www.primemember.com](http://www.primemember.com) to get a Prime ID Card before visiting the gym of your choice. For Defined Fitness and Sports and Wellness, you will be issued an ID card directly by the gym.

## When can I sign up for the Fitness Pass?

Your initial enrollment is open all year.

## How do I sign up for the Fitness Pass?

Fitness Pass registration must be completed by the plan subscriber. During registration, the subscriber can also select eligible dependents for enrollment.

## Who is eligible for the Fitness Pass?

Presbyterian Health Plan members and dependents ages 18 and over are eligible to enroll in the Fitness Pass. Only dependents over age 18 can participate, due to gym requirements.

## What if I don't want to use the Fitness Pass – can I still enroll my spouse or dependents?

At this time, the Presbyterian medical plan subscriber must enroll in Fitness Pass to be able to enroll their eligible dependents. Dependents cannot be enrolled without the subscriber also being enrolled.

## How much does the Fitness Pass cost?

The Fitness Pass cost is \$22.50 per month per person with \$0 cost access to all Defined Fitness and Prime Fitness network locations. Sports & Wellness memberships will require an additional membership fee, payable directly to the gym.

### **How do I pay for Fitness Pass? Is this a payroll deduction?**

During enrollment, you will be required to provide your bank or credit card information that will be used for a monthly draft. You will not receive a paper invoice. Presbyterian Health Plan will draft \$22.50 per member each month you are enrolled.

If Presbyterian Health Plan is unable to draft your Fitness Pass fees, such as insufficient funds, expired bank/credit card information, etc., we will send you a letter requesting payment. If you do not respond to this request within 30 days, Presbyterian Health Plan will cancel your enrollment in the Fitness Pass program.

Unfortunately, we are unable to process Fitness Pass membership fees through a payroll deduction.

### **What gyms can I access using my Fitness Pass?**

As a Presbyterian Health Plan member, you and your dependents over the age of 18 have access to more than 10,000 fitness, recreation and community centers nationwide, including:

- Defined Fitness locations in Albuquerque, Rio Rancho, Farmington and Santa Fe.
- Prime Fitness network (nationwide).
- Fifty percent discounts at Albuquerque Sports & Wellness facilities.

### **Can I cancel my Fitness Pass?**

Once enrolled, your Fitness Pass cannot be changed or cancelled for any reason, including inability to use the benefit. You can re-enroll annually in December for the upcoming plan year. If your medical plan is terminated at any time during the year, the Fitness Pass will also terminate on the same date and all billing for the Fitness Pass will be discontinued.

### **What if I already have an existing membership at a gym under the Fitness Pass?**

If you already have an existing membership at one of the eligible fitness centers, you can convert your membership to the Fitness Pass pricing directly with the gym. You will need to register for the Fitness Pass and wait for the pass eligibility to begin before a conversion can occur.

### **What level of membership will I receive at the gym if I do enroll through the Fitness Pass?**

All gym memberships through the Fitness Pass are of the basic variety. Upgrades can be purchased directly through the gym or fitness center.

### **What if my employment ends – will I still have access to the gym?**

If your medical plan terminates, you are no longer eligible for this gym membership benefit and we will cancel your gym eligibility.

### **Can I use multiple gyms with Fitness Pass?**

Yes. All gyms across the three networks can be used on an unlimited basis, and multiple gym and fitness center memberships can be held at once.

### **If my dependents live outside of the state, will they still be able to use this benefit?**

Yes. As long as your eligible dependents are enrolled in Fitness Pass, they can use the nationwide network of fitness centers available through the Prime Fitness network.

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Do you have a question that we didn't answer here? Let us know at [feedback@phs.org](mailto:feedback@phs.org).