



## Prime<sup>®</sup> Fitness FAQ

Presbyterian

### What is Prime?

Prime is a fitness benefit offered through Tivity Health. Prime gives you access to a robust network of national, regional and local fitness and recreation centers, making it easy for you to get and stay active.

### Which locations can I use?

Locations available for Presbyterian eligibles can be found at: **primemember.com**, under “Find A Fitness Center.” You may search for the nearest Prime location by a specific address, city, state or ZIP code.

The Prime network features independents, nonprofits, regional chains and national providers. Our locations have a wide variety of amenities to suit your fitness goals.

### Do I have to sign up for only one location or can I go to several?

Your Prime membership allows you to go to any participating location within the Prime network as many times as you wish. You can attend a group exercise class near your work, do some weight training near your home or use a pool at a Prime location if you’re traveling. Just bring your Prime card or your Member ID to the location of your choice.

## **I didn't receive my Prime card. Do I need one to visit a Prime gym?**

If you haven't received your Prime card, you can print a temporary card from the website. Go to: **primemember.com**. Under "My Member Card" you can simply print your member card, take it to the location of your choice and enroll. If you're unable to print your card, just write down the 16-digit Member ID that appears on the screen and present it to the location of your choice.

Most locations will then issue you their own card to use whenever you visit. However, some locations ask that you use your Prime card when you visit. You can use the printed version of your card or request a new card if you have not received it. You may order a new card through "My Member Card." Simply click on the "Order a New Card" link, verify your mailing address and press "confirm." A Prime card will be sent to you in 10 business days.

## **I lost my Prime card. How do I order a new one?**

If you've lost your Prime card, you can print a temporary card from the website. You may go to **primemember.com**. Under "My Member Card" you can simply print your member card, take it to the location of your choice and enroll. If you're unable to print your card, just write down the 16-digit Member ID that appears on the screen and present it to the location of your choice. Most locations will then issue you their own card to use whenever you visit.

However, if you've enrolled at a location that needs your Prime card whenever you visit, you can continue to use the printed version of the card or request a new card. You may order a new card through "My Member Card." Simply click on the "Order a New Card" link, verify your mailing address and press "confirm." A Prime card will be sent to you in 10 business days.

## **Who can I call for more information?**

Tivity Health Customer Service can be reached at 1-877-238-6240, Monday-Friday, 8 a.m. to 8 p.m. ET.



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