

Q&A



1. Q: What is the ExerciseRewards® program, and what is the benefit to me?

A: The ExerciseRewards program rewards you for working out at fitness clubs.

2. Q: Who provides the ExerciseRewards program?

A: The ExerciseRewards program is provided by American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH). ASH is one of the nation's leading health and wellness companies. It provides a wide range of prevention, wellness, fitness, exercise, and specialty health care management programs to health plans, employer groups, insurance carriers, and trust funds to improve the health of their members or employees.

Its mission is to empower individuals to live longer, healthier lives. ASH does this through a variety of population management programs, created through innovation, scientific evidence, and state-of-the-art technology, and measured against the highest industry standards.

3. Q: How do I register?

A: Simply go to www.ExerciseRewards.com and register for an online account.

4. Q: What are some of the website features?

A: The website has some great features, including:

- Fitness center search—Find participating fitness centers that automatically report visits, may provide discounts, and offer free trials.
- Online classes and quarterly online newsletters covering health and exercise topics.

5. Q: How does the program work?

A: You need to work out at least 10 times per month at a qualified fitness center to receive your reward. You can receive credit for one fitness center visit per calendar day (with at least 8 hours between visits). If you think you might be unable to meet a standard for a reward under this wellness program, you might qualify for an opportunity to earn the same reward by a different means.

6. Q: How can I track fitness center visits?

A: There are 3 ways you can track your fitness center visits:

- 1) ExerciseRewards CheckIn!® app on your smartphone—Check in and check out of thousands of fitness centers nationwide. Receive credit for visits over 30 minutes. Search for “ExerciseRewards” in your app store.
- 2) Auto reporting—ExerciseRewards-contracted fitness centers will submit proof of your visits to the ExerciseRewards program on your behalf, so you don't have to. They may also offer free trials and membership discounts. On your first visit take your fitness card (located on the promotional flier) to your fitness center and advise that you are an ExerciseRewards member and that you would like the fitness center to submit your visits to the ExerciseRewards program.
- 3) Paper log—Submit your completed Visit Submission Form. Please make sure the form is complete and legible to earn credit for each visit. You can also submit a fitness club printout showing the dates of your visits with your completed visit submission form.

7. Q: Can I use more than one method to track my visits?

A: Yes, you can use any or all of the 3 methods to track your visits. You are not limited to just one method during the month.

8. Q: What do I need to send in to the ExerciseRewards program if I keep track of my visits on the Visit Submission Form?

A: If you choose to attend a fitness center that does not submit visits and you're not using the ExerciseRewards CheckIn! app, then you'll need to keep track of your workouts on a paper log.

Complete the Visit Submission Form, which documents your fitness center visits. A fitness center staff member must sign or stamp the log for each visit, or you can submit a computer printout of your workouts from the fitness center instead of filling out the log portion of the visit submission form. Please ensure the form is complete and legible to process your reward. Submissions must be received **no later than 90 days** following the end of each reward period (every calendar month).

The Visit Submission Form is available at www.ExerciseRewards.com or by calling 877.810.2746.

9. Q: What do I need to do to get rewarded?

A: You need to complete at least 10 fitness center visits each month to earn your reward. Visits can be tracked on www.ExerciseRewards.com when you:

- » Use the ExerciseRewards CheckIn! app
- » Work out at one of the fitness centers that submit proof of your workouts on your behalf, once you have visited one or more fitness centers. Visits will be added to your account one month after the fitness center submits your visits.

If you submit paper logs of your workouts, the visits will be added to your online account when your log is received and processed.

10. Q: How do I redeem my reward?

A: You will be able to see your reward information on the website. Once your 10th visit in a month is processed, you will receive a redemption email advising you to log in to www.ExerciseRewards.com. Go to the Rewards page and click "Available to redeem" and select your incentive period. Click "Redeem."

11. Q: When should I expect to receive my reward?

A: All check rewards are processed within 7 – 10 days of a member redeeming their reward on the website. If you are unable to redeem your reward, ExerciseRewards will send your check reward 45 days after the end of the month in which you met your reward requirement.

If you are submitting paper logs, and you submit incomplete or invalid documentation, your reward will not be processed. The reason your reward was not processed will be posted to your account on the ExerciseRewards website within 30 days of receipt of your submission.

12. Q: If a fitness center is not in the ExerciseRewards network how will I know if it is acceptable to use for this program?

A: For a fitness center to qualify, it must 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 rewards 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 a qualified fitness center, as well as fees for personal training, lessons (e.g., tennis and swimming), coaching, and exercise equipment or clothing purchases
- » Fitness centers outside of the United States
- » 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 rewards, they will not appear in the ExerciseRewards CheckIn! app and are not in the ExerciseRewards network.

If you participate in the ExerciseRewards Connected! program to qualify for available rewards, American Specialty Health Fitness, Inc. (ASH Fitness) may provide your name, amount of reward, and total points earned to your plan sponsor for billing and operational purposes. Your use of the ExerciseRewards Connected! tool serves as your consent for ASH Fitness to receive information about your tracked activity, to use that data to process and administer available rewards to you under the program, and to provide the information noted above to your plan sponsor.

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