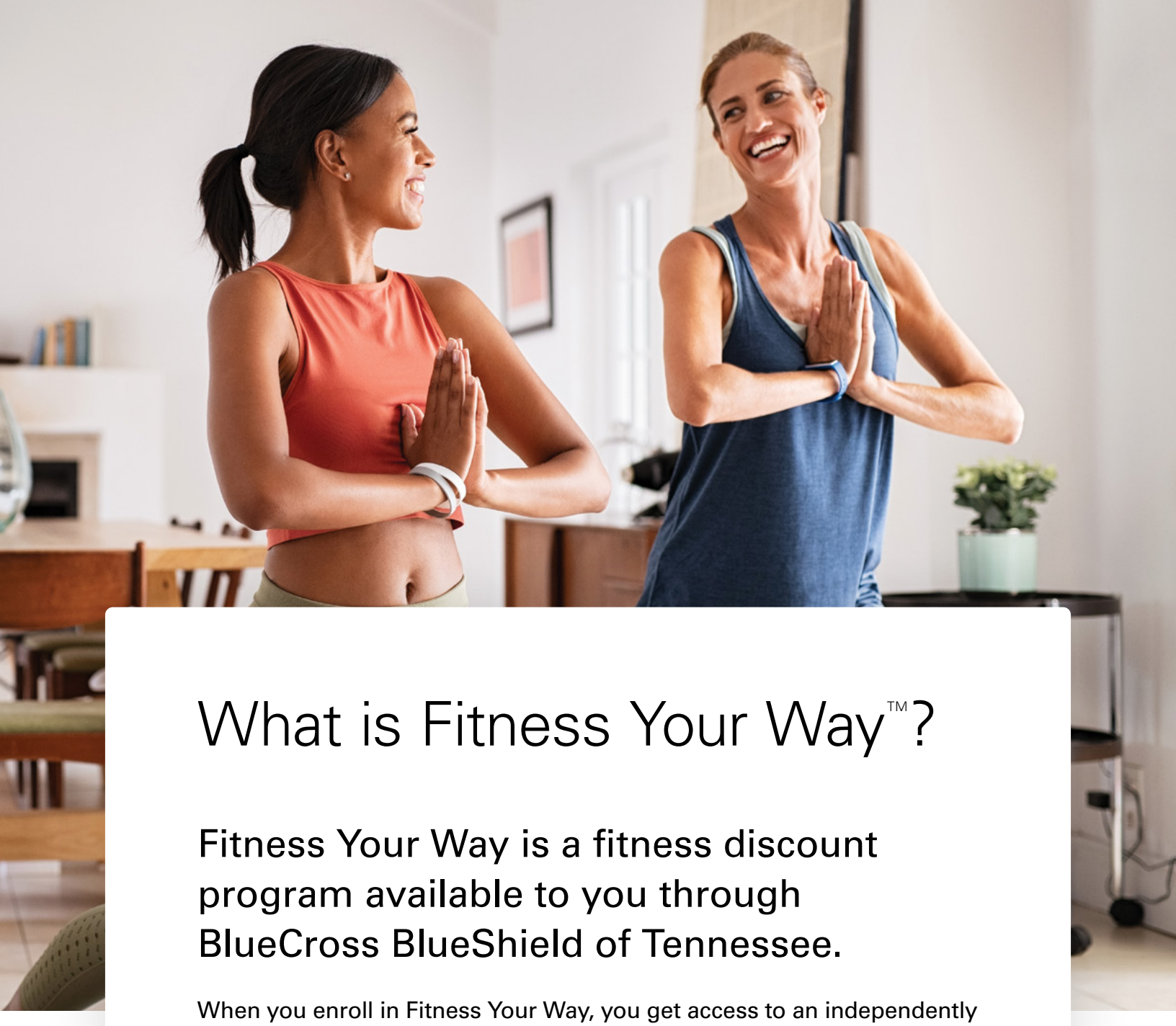


Fitness Your Way Program FAQs

of Tennessee



What is Fitness Your Way™?

Fitness Your Way is a fitness discount program available to you through BlueCross BlueShield of Tennessee.

When you enroll in Fitness Your Way, you get access to an independently contracted network of leading fitness centers. This includes national and regional chains, as well as local exercise facilities, for one low price.

You also get a mix of live and recorded online Zoom classes—boot camp, yoga, dance, cardio and more. Not to mention managing your account and tracking your fitness center visits online.

Why is my health plan offering Fitness Your Way?

Regular exercise can help you live a healthier, more balanced lifestyle.

Enrollment

How do I enroll in Fitness Your Way?

To get started, log in or create your account at **bcbst.com/memberdiscounts**.

1. Agree to the terms and conditions.
2. You'll be redirected and automatically signed in to a new site, **blue365deals.com**.
3. Click **Fitness Your Way** under the **Fitness** header on the left.
4. Select **View Details** then **Verify Eligibility**. From there you can find fitness center locations, enroll and create a Fitness Your Way account.
5. Or call **1-888-242-2060**, Monday through Friday, 9 a.m.–6 p.m. ET, to find participating facilities and enroll today.

What if I already enrolled at a fitness center prior to joining Fitness Your Way and paid an enrollment fee?

If you already joined a fitness center and wish to join Fitness Your Way, you need to cancel your prior membership to avoid being billed for both memberships. Fitness Your Way can't refund any previous enrollment fees you paid, and you'll still have to pay Fitness Your Way's one-time $19 enrollment fee.

Am I locked into a contract when I enroll in the program?

No. You may cancel your membership at any time.

Why join Fitness Your Way when I can find a less expensive option?

When you join Fitness Your Way you get unlimited access to more than 13,000 independent participating fitness centers* and online classes for $19-$99 a month, or virtual-only workouts for $10 a month. That means you have convenient access to a fitness center close to wherever you are—at home, on vacation or traveling!

If you have health insurance through your job, you may be eligible to get rewards or incentives for participation in the program. Ask your employer if they offer a wellness incentive program.

* Number of participating facilities varies per tier. See the facilities in each tier at bcbst.com/memberdiscounts.



Can I use the program the same day I enroll?

Yes. If you enroll online, you'll be taken to a confirmation page after you complete the enrollment process. There, you'll find a membership card to download and print, as well as payment confirmation information.

If you enroll by phone, log in to your online account and click on the My Member Card tab at the top to download and print your membership card. Take that to any fitness center in the Fitness Your Way network to get started.

Can I enroll at the fitness center?

No. You must enroll online through the Fitness Your Way website or by phone at **1-888-242-2060**.

Do I have to pay my gym?

No. After enrolling, you may use any of the participating facilities immediately with your membership card.

Can I get a family membership plan?

Fitness Your Way doesn't offer family membership rates, but all family members over age 18 covered by your health plan are eligible to participate in the program. Each member pays the $19 enrollment fee and monthly membership fee.

Fitness Your Way Network

Which fitness centers are part of Fitness Your Way?

Fitness Your Way includes national and regional chains, as well as local exercise facilities. You can search for participating locations by logging in using steps 1-4 from page 3, then choosing **View Details**. Then, click on the **Prime Fitness locations near you** link.

What do I do if the fitness center I've been going to closes or stops participating in this program?

If a location closes, please search for the next closest fitness center location in your desired ZIP code. Fitness Your Way is always adding new participating locations to its network. Simply go to the **Prime Fitness locations near you** tab to find one near you. How does Fitness Your Way decide which fitness centers participate?

Fitness Your Way evaluates each fitness center based on the following criteria:

- Atmosphere and friendliness of staff
- Capacity
- Appearance
- Location
- Visibility
- Cleanliness
- Parking
- Handicap accessibility

Member Cards

Will I get a Fitness Your Way card?

Yes, you can download and print a Fitness Your Way card. Just log in to your account and click on **My Member Card** at the top of the page.

What is my Fitness Your Way card used for?

Your Fitness Your Way member card gives you access to all participating fitness locations. Each time you use your card at a participating fitness center, your workout is tracked and added to your online visits log. This allows your activities to be verified.

Why do some of the fitness centers require a second member card?

Because some fitness centers have their own member registration processes (in addition to the Fitness Your Way enrollment process), they may issue their own member cards or tracking devices. Please keep the appropriate member card(s) handy for access to any fitness center in the network you wish to use.

Fitness Center Use

How long will it take for my fitness center visits to show up on the website?

It can take up to 60 days for fitness center visits to appear on the member website.

What should I do if some of my fitness center visits don't show up?

All participating fitness centers keep a record of member visits at their facilities. If some of your visits still aren't showing up after 60 days, please call customer service at **1-888-242-2060**.

What should I do if the fitness center isn't familiar with Fitness Your Way?

Please contact Customer Service at **1-888-242-2060**, Monday through Friday, 9 a.m.–6 p.m. ET.

Do I have to pay extra fees for personal training, child care, etc.?

You should check with the front desk attendant to find out if child care, personal training and other facility services cost extra.

Can I only choose one fitness center in the Fitness Your Way network to visit?

You can use any number of participating fitness centers.

Billing and Payments

How do I report a billing error?

Please contact Customer Service at **1-888-242-2060**, Monday through Friday, 9 a.m.–6 p.m. ET.

Do I have to pay taxes on my membership?

Local and state sales taxes apply.

Account Maintenance

How do I cancel my membership?

Please contact Customer Service at **1-888-242-2060**, Monday through Friday, 9 a.m.–6 p.m. ET.

Your membership will be canceled immediately. You'll continue to have unlimited access to all participating locations in the Fitness Your Way network until the next billing cycle. **1-888-242-2060**, Monday through Friday, 9 a.m.–6 p.m. ET.

May I re-enroll in the program after I've canceled?

You can call Customer Service at **1-888-242-2060** to reactivate your membership any time before your next billing date. After that date, your account will be closed. If you wish to rejoin Fitness Your Way after that, you'll need to re-enroll.

Why was my account charged after my cancellation was supposed to be final?

Your account should not be charged after your cancellation. If you receive a charge, please contact Customer Service at **1-888-242-2060**.

What does it mean to be "defaulted" and how do I reactivate my account?

This means that you missed a payment and are no longer a member of the Fitness Your Way program. To reactivate your account, call Customer Service at **1-888-242-2060** to update your billing information and bring the account up to date.

BlueCross BlueShield of Tennessee (BlueCross) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex[1]. BlueCross does not exclude people or treat them less favorably because of race, color, national origin, age, disability or sex.

BlueCross:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as: (1) qualified sign language interpreters and (2) written information in other formats, such as large print, audio and accessible electronic formats.
- Provides free language assistance services to people whose primary language is not English, such as: (1) qualified interpreters and (2) information written in other languages.

If you need these reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact a consumer advisor at the number on the back of your Member ID card or call 1-800-565-9140 (TTY: 1-800-848-0298 or 711).

If you believe that BlueCross has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance ("Nondiscrimination Grievance"). For help with preparing and submitting your Nondiscrimination Grievance, contact a consumer advisor at the number on the back of your Member ID card or call 1-800-565-9140 (TTY: 1-800-848-0298 or 711). They can provide you with the appropriate form to use in submitting a Nondiscrimination Grievance. You can file a Nondiscrimination Grievance in person or by mail, fax or email. Address your Nondiscrimination Grievance to: Nondiscrimination Grievance; c/o Manager, Operations, Member Benefits Administration; 1 Cameron Hill Circle, Suite 0019, Chattanooga, TN 37402-0019; (423) 591-9208 (fax); Nondiscrimination_OfficeGM@bcbst.com (email).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1–800–368–1019, 800–537–7697 (TDD). Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

You can contact BlueCross's Nondiscrimination Coordinator at 423-535-1010 (TTY: 1-800-848-0298 or 711); Nondiscrimination_CoordinatorGM@bcbst.com (email); or Corporate Compliance, 1 Cameron Hill Circle, 1.4, Chattanooga, TN 37402.

This notice is available at BlueCross's website: bcbst.com.

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[1] Consistent with the scope of sex discrimination described at 45 CFR 92.101(a)(2))

ATTENTION: If you speak English, free language assistance services and appropriate auxiliary aids and services are available to you. Please call the Member Service number on the back of your Member ID card or 1-800-565-9140 (TTY: 1-800-848-0298).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia con el idioma, así como ayudas y servicios auxiliares adecuados. Llame al número de Servicio de atención a miembros que figura en el reverso de su tarjeta de identificación de miembro o al 1-800-565-9140 (TTY: 1-800-848-0298).

انتباه: إذا كنت تتحدث العربية، فستوفر لك خدمات المساعدة اللغوية المجانية والخدمات والأدوات المساعدة المناسبة. يُرجى الاتصال برقم خدمة الأعضاء الموجود على ظهر بطاقة هوية العضو الخاص بك أو بالرقم 1-800-565-9140 (الهاتف النصي: 1-800-848-0298)

注意：如果您說中文，我們提供免費的語言協助服務，以及適當的輔助協助和服務。請撥打會員 ID 卡背面的會員服務部號碼或 1-800-565-9140（聽障專線 (TTY)：1-800-848-0298）。

LƯU Ý: Nếu quý vị nói tiếng Việt, quý vị sẽ được cung cấp các dịch vụ hỗ trợ ngôn ngữ miễn phí và các dịch vụ và công cụ hỗ trợ phù hợp. Vui lòng gọi đến số của bộ phận Dịch vụ Hội viên ở mặt sau Thẻ ID Thành viên của quý vị hoặc số 1-800-565-9140 (TTY: 1-800-848-0298).

주의: [한국어]를 사용하시는 경우, 무료 언어 지원 서비스 및 적절한 보조 기구와 서비스가 제공됩니다. 가입자 ID 카드 뒷면의 가입자 서비스 전화번호 또는 1-800-565-9140(TTY: 1-800-848-0298)번으로 전화하시기 바랍니다.

ATTENTION : Si vous parlez français, des services gratuits d'assistance linguistique et des aides et services auxiliaires appropriés sont à votre disposition. Veuillez appeler le numéro du Service adhérents indiqué au dos de votre carte d'assuré adhérent ou le 1-800-565-9140 (TTY/ATS : 1-800-848-0298).

ເອົາໃຈໃສ່: ຖ້າທ່ານເວົ້າພາສາ ພາສາລາວ, ມີການບໍລິການ ຊ່ວຍເຫຼືອດ້ານພາສາ ແລະ ການຊ່ວຍເຫຼືອ ແລະ ການບໍລິການທີ່ ເໝາະສົມໃຫ້ທ່ານ. ກະລຸນາໂທຫາເບີຂອງຝ່າຍບໍລິການສະມາຊິກ ທີ່ມີຢູ່ດ້ານຫຼັງບັດ ID ສະມາຊິກຂອງທ່ານ ຫຼື 1-800-565-9140 (TTY: 1-800-848-0298).

ማስገንዘቢያ፦ አማርኛ የሚናገሩ ከሆነ፣ ነጻ የቋንቋ እርዳታ አገልግሎቶች እና ተገቢ ረዳት መርጃዎች እና አገልግሎቶች ለእርስዎ ይገኛሉ። በአባልነት መታወቂያዎ ጀርባ ላይ በሚገኘው የአባላት አገልግሎት ቁጥር ወይም በ 1-800-565-9140 (TTY: 1-800-848-0298) ይደውሉ።

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistenzdienste und geeignete Hilfsmittel und Dienstleistungen zur Verfügung. Bitte rufen Sie die Nummer des Mitgliederdienstes auf der Rückseite Ihrer Mitglieds-ID-Karte oder 1-800-565-9140 (TTY: 1-800-848-0298) an.

ધ્યાન આપો: જો તમે ગુજરાતી બોલો છો, તો તમારા માટે નિ:શુલ્ક ભાષા સહાય સેવાઓ અને યોગ્ય સહાયક સાધનો અને સેવાઓ ઉપલબ્ધ છે. કૃપા કરીને તમારા સભ્ય ID કાર્ડની પાછળના સભ્ય સર્વિસ નંબર ઉપર અથવા 1-800-565-9140 (TTY: 1-800-848-0298) પર કૉલ કરો.

お知らせ：日本語をお話しになる場合は、無料の支援サービスと適切な補助器具・サービスがご利用いただけます。会員IDカードの裏面に記載の会員サービス番号あるいは1-800-565-9140 (TTY: 1-800-848-0298)まで、お電話にてご連絡ください。

PANSININ: Kung kayo ay nagsasalita ng Tagalog, magagamit para sa inyo ang libreng mga serbisyong tulong sa wika at kaukulang mga karagdagang tulong at mga serbisyo. Mangyaring tawagan ang numero ng Serbisyo sa Miyembro na nasa likod ng inyong Kard ng ID ng Miyembro o sa 1-800-565-9140 (TTY: 1-800-848-0298).

ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए नि:शुल्क भाषा सहायता सेवाएँ और उपयुक्त सहायक साधन और सेवाएँ उपलब्ध हैं। कृपया अपने सदस्य ID कार्ड के पीछे दिए गए सदस्य सेवा नंबर या 1-800-565-9140 (TTY: 1-800-848-0298) पर कॉल करें।

ВНИМАНИЕ! Если Вы говорите по-русски, Вам будут предоставлены услуги языковой поддержки и соответствующие вспомогательные средства и сервисы на бесплатной основе. Позвоните в отдел обслуживания участников по номеру, указанному на обратной стороне Вашей идентификационной карты участника, или по номеру 1-800-565-9140 (TTY: 1-800-848-0298).

توجه: اگر به زبان فارسی صحبت می کنید، خدمات کمک زبانی رایگان و مساعدت ها و خدمات کمکی مناسب در دسترس شما هستند. درصورتیکه عضو هستید، با شماره خدمات اعضا در پشت کارت عضویت خود یا 1-800-565-9140 (TTY: 1-800-848-0298) تماس بگیرید.

ATANSYON: Si w pale Kreyòl Ayisyen, genyen sèvis asistans gratis pou lang ansanm ak èd pou sèvis oksilyè apwopriye k ap disponib pou ou. Tanpri rele nimewo Sèvis Manm ki sou do kat ID Manm ou an oswa 1-800-565-9140 (TTY: 1-800-848-0298).

UWAGA: Osoby posługujące się językiem polskim mogą bezpłatnie skorzystać z pomocy językowej oraz rozwiązań i usług pomocniczych. Prosimy zadzwonić pod numer działu obsługi ubezpieczonych podany na odwrocie karty identyfikacyjnej członka lub numer 1-800-565-9140 (TTY: 1-800-848-0298).

ATENÇÃO: Se você fala Português, serviços gratuitos de assistência linguística e recursos e serviços auxiliares apropriados estão disponíveis para você. Ligue para o número de telefone do serviço de Atendimento ao Membro informado no verso de seu cartão de identificação de membro ou para 1-800-565-9140 (TTY: 1-800-848-0298).

ATTENZIONE: se parla italiano, sono disponibili per Lei servizi gratuiti di assistenza linguistica nonché aiuti e servizi ausiliari adeguati. Chiami il numero del Servizio per i membri riportato sul retro della Sua scheda identificativa del membro oppure il numero 1-800-565-9140 (TTY: 1-800-848-0298).

BAA'áKOHWIINIDZIN: Diné bizaad bee yáníłti'go, t'áá jiik'eh saad bee áka'anáwo' bee áka'anída'awo'í dóó t'áadoole'é binahjí' bee adahodooníłígíí diné bich'į' anídahazt'i'í bee bika'aanída'awo'í ná dahóló. T'áá shóódí Bił Ha'dít'éhí Bika'aná'awo' Bił Ha'dít'éhí ID naaltsoos nitł'ízí bine'dęę' binámboo bee hodíilnih doodago 1-800-565-9140 (TTY: 1-800-848-0298).

WICHDICH: Wann du Deitsch schwetzscht un brauchscht Hilf fer communicat-e kenne mer dich helfe unni as es dich ennich eppes koschde zellt. Mir kenne differnti Sadde Schprooch-Hilf beigriege aa fer nix. Ruf der Member Service Number uff die hinnerscht Seit vun dei Member ID Card uff odder 1-800-565-9140 (TTY: 1-800-848-0298).

FAASILASILAGA: Afai e te tautala i le faa-Samoa, o loo avanoa mo oe auaunaga fesoasoani mo gagana e aunoa ma se totogi faapea ma fesoasoani fa'aopo'opo ma auaunaga talafeagai. Faamolemole vala'au le numera o le Member Service (Auaunaga mo Tagata Auai) o lo'o i tua o lau pepa ID o le Member (Tagata Auai) po o le 1-800-565-9140 (TTY: 1-800-848-0298).

GAKIULA: Gare iga go kapetal Faluwasch, ye toore paliuwal yamem bwe tepangug rel gamatefal lane kapetal Faluwasch. Fale peshem kol yegili nampal Member Service ila yelog liugul tagurul Member ID kard la yam gare 1-800-565-9140 (TTY: 1-800-848-0298).

ATENSION: Guaha setbisio siha para hågu yanggen fifino' CHamoru hao, dibåtde na setbision inayudon fumino' CHamoru yan propriu na inasisten tråstes yan setbisio siha. Put fabot ågang i numiron Setbision Membro gi santatten i kattå-mu Member ID pat 1-800-565-9140 (TTY: 1-800-848-0298).