

The Active&Fit Enterprise™ employer-sponsored program provides eligible members with access to thousands of participating fitness centers* nationwide. Join multiple fitness centers at a monthly cost, and/or pay a low annual fee for one Home Fitness Kit per benefit year.

* Non-standard services at fitness centers which require an added fee are not part of the Active&Fit Enterprise™ program.

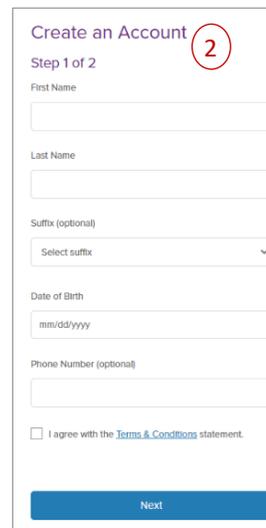
Getting Started

Each health plan sponsor decides whether to opt in to the Active&Fit Enterprise™ program and whether to offer coverage to employees only, or extend coverage to dependents aged 13 years and older. If you are not sure if you (and your dependents) are eligible, please check with your health plan administrator. For assistance with registration, you may call Active&Fit Customer Service toll-free at **(877) 771-2746** (TTY/TDD 711) Monday through Friday, 5 am to 6 pm PST.

First-Time User Access

To register, you will need your medical plan ID card.

1. Visit ActiveandFit.com and click *Check Eligibility*.
2. Complete *Create an Account (step 1 of 2)*.
 - Enter your first and last name exactly as shown on your medical plan ID card.
 - Enter your date of birth.
 - Enter your phone number (optional)
 - Check the box to indicate you have read and agree to the Website Terms & Conditions, then click *Next*.
3. Complete *Create an Account (step 2 of 2)*, then click *Register*.
 - Enter your email address
 - Create a username and password
 - Select a security question and type in your answer
4. Once your account is created, you may:
 - Enroll in the Fitness Center Program or Home Fitness
 - View member materials
 - Search for a fitness center
 - View Active&Fit’s online resources, classes, and newsletters
 - Track your fitness activity through the Active&Fit by using supported fitness wearable apps and exercise equipment
 - View Billing & Payment History
5. When you are done using the Active&Fit® website, be sure to log out for security reasons.

Create an Account 2

Step 1 of 2

First Name

Last Name

Suffix (optional)
Select suffix

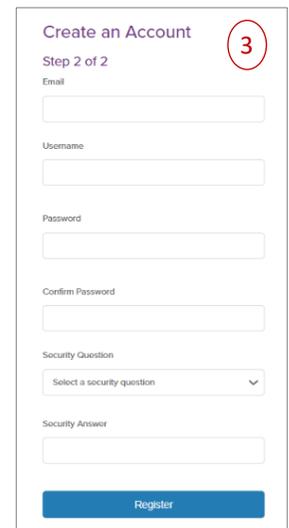
Date of Birth

mm/dd/yyyy

Phone Number (optional)

I agree with the [Terms & Conditions](#) statement.

Next



Create an Account 3

Step 2 of 2

Email

Username

Password

Confirm Password

Security Question
Select a security question

Security Answer

Register

Enrolling in the Fitness Center Program

- To enroll in the Fitness Center Program, go to *Fitness Centers*.
- Enter your search criteria (zip code or city and state), then click *Search*. Select the facility you wish to enroll in.
- Agree to the Terms & Conditions for membership, click *Checkout*, and continue to make a payment.

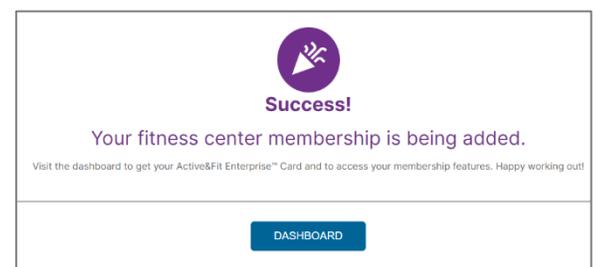
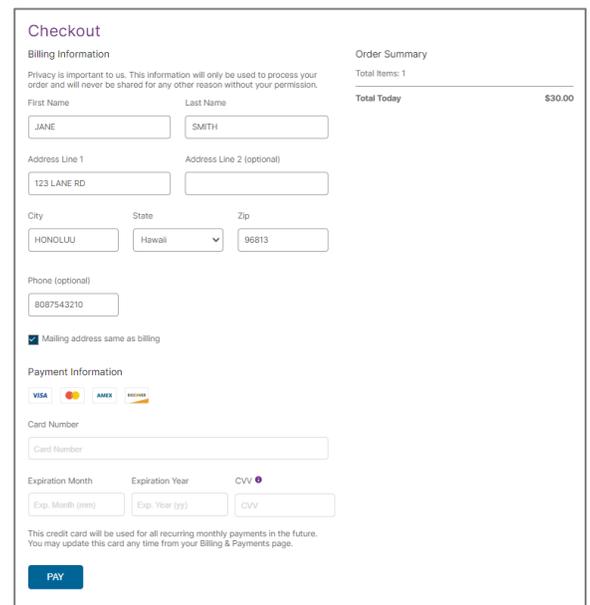
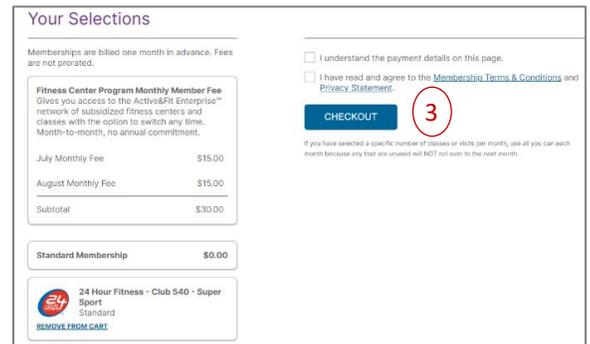
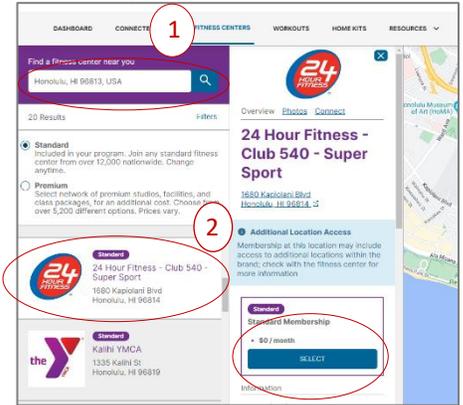
- Pay your non-refundable monthly member fee to the Active&Fit Enterprise™ program by credit or debit card (MasterCard, Visa, Discover, or American Express). Monthly fees vary depending on the fitness center you choose.

- At the time of enrollment, you'll pay for the current month (regardless of your enrollment date within the month) and for the next month. Once your payment and enrollment are complete, you will see a confirmation of your fitness center selection.

- You have the option to sign up for additional fitness centers at no additional charge if you are in the standard monthly membership plan. Members enrolled in the higher-cost monthly membership may access only one facility at a time; however, you can be a member of both standard and premium facilities concurrently at an additional cost.

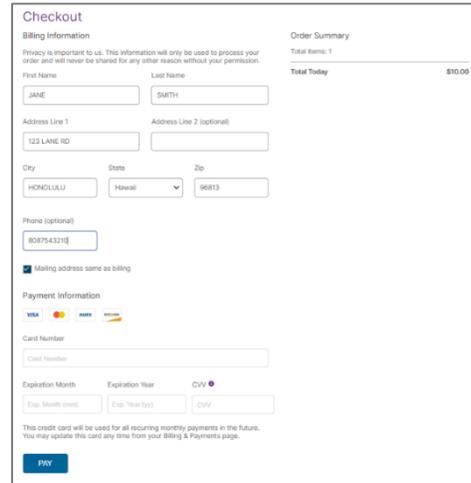
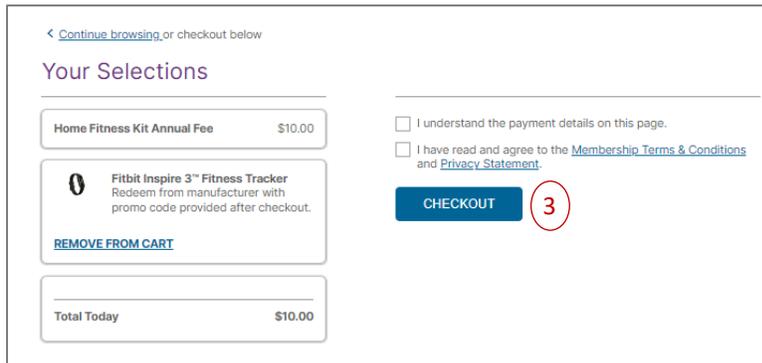
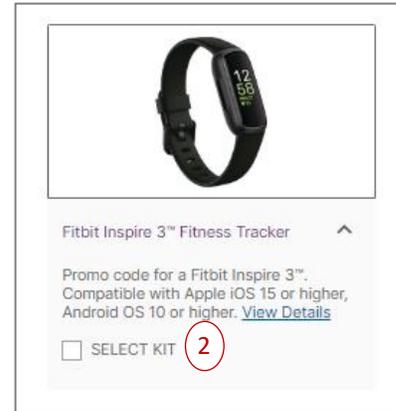
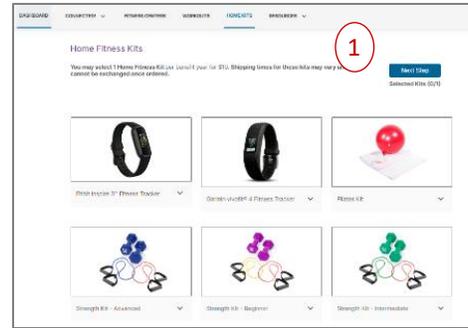
- You can change your facility or membership plan at any time. The change will be reflected in the following month's billing cycle

- Click *Dashboard* or the  icon to view your Fitness ID number.
- Click *Download/Print* to view your Welcome Letter. Bring it to your chosen fitness center to complete your enrollment.



Enrolling in the Home Fitness Program

1. To enroll in the Home Fitness Program, click *Home Kits*.
2. Select a kit, then click *Next Step*.
3. After reviewing the disclaimer, click *Checkout*. You will be prompted to pay the non-refundable annual fee using a credit or debit card. Once your payment and enrollment are complete, you will see a confirmation of your home kit selection(s).
4. Kits will be mailed to your address within 10 days of placing your order.



Important Information

1. If your medical plan eligibility terminates, your Active&Fit Enterprise™ membership will terminate concurrently. Reinstating an Active&Fit Enterprise™ membership requires re-enrolling in autopay for monthly fees for the Fitness Center Program or the annual fee for the Home Fitness Program. You may cancel your membership at any time after the initial 2-month commitment.
2. Your Active&Fit Enterprise™ membership is effective until your health plan's annual renewal date, regardless of when you personally enroll, so please check with your health plan administrator if you are unsure. You must then pay the applicable member fees for Fitness Center membership or Home Fitness to continue your membership upon your health plan's annual Active&Fit Enterprise™ renewal.
3. On or after your renewal date, your Active&Fit® online account will indicate it is time to pay your annual fee or reenroll with a fitness facility. Follow the steps outlined above for **Enrolling in the Fitness Center Program** or **Enrolling in the Home Fitness Program** to renew your membership. Be sure to do this before your first visit to a fitness facility on or after your renewal date. In some cases, your facility may ask you to renew an annual contract onsite. No additional payment will be required. Renewal options are not available in advance; do not attempt to renew your membership before your renewal date.

Assistance

For assistance with ActiveandFit.com, please contact Active&Fit® Customer Service toll-free at **(877) 771-2746** (TTY/TDD 711). For all other inquiries including eligibility and premium rates, contact HWMG Wellness at HWMGwellness@hwmg.org.

Last updated July 25, 2024.

DISCLAIMER: The information provided by Active&Fit's online portal is not a guarantee of benefits or eligibility, and is subject to change since coverage for clients/groups or members may change or terminate retroactively.

The instructions in this User Guide conform to the requirements of the Active&Fit's online portal. In case of any conflict between this Guide and the online portal, the online portal takes precedence. Nothing in this Guide shall be considered a binding representation or contractual declaration by HWMG. Although HWMG makes every reasonable effort to ensure the accuracy and validity of the information provided in this Guide, HWMG acknowledges that errors and omissions may occur, and information sometimes changes before those changes can be reflected in this Guide. HWMG does not warrant the content of this Guide and does not assume liability for its completeness, accuracy, or any losses or damages resulting from its use or application.

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