

FITON HEALTH

Total Fitness program FAQ

What is FitOn Health?

Total Fitness with FitOn Health is an innovative health and fitness platform offering a variety of premium fitness experiences. Sharecare and FitOn Health have partnered to bring you Total Fitness, a digital fitness program and gym benefit as part of your LAFRA Wellness Program.

What are the benefits of the program?

Total Fitness with FitOn Health gives you access to health and fitness classes that fit your schedule at the gym, at-home, or on the go.

- ✓ Broad network across the US of gyms, studios, and recreation centers for in-person fitness.
- ✓ Online workouts, unlimited access to a digital library of health and fitness classes.
- ✓ Exclusive recipes, nutrition content, and meal plans that are healthy and delicious.

How do I get started?

Access Total Fitness with FitOn Health within the Sharecare platform by clicking **Total Fitness Gym Access**. You'll be directed to the FitOn Health platform to complete your enrollment by creating your profile.

Do I access FitOn Health through my Sharecare app or a separate app?

To initially create your FitOn Health account, you will go through Sharecare (www.LAFRA.org/wellness) to link directly to FitOn Health with your eligibility confirmed. Once you create your FitOn Health account, you can choose to download the FitOn Health app in addition to your Sharecare app or just continue to use Sharecare to link to your FitOn Health account.

Get started today at www.LAFRA.org/wellness.

*Click the **Total Fitness Gym Access** link inside Sharecare.*

Have peace of mind with Sharecare and your privacy.

We take privacy and security very seriously. Sharecare will never share your personal data with LAFRA or anyone without your permission.

Who is eligible for the program?

LAFRA members, spouses/domestic partners, and adult dependents 18+ who are enrolled in a LAFRA medical plan.

Are younger dependents eligible?

Sharecare is also providing access to gyms and studios separately through FitOn Health to LAFRA dependents who are 13-17 years old. Sign up directly with FitOn Health by scanning the QR code below or by using the following link: <https://web.fitonapp.com/signup/health>.

Create a minor's account by signing up for a gym membership and classes. As always, each gym/studio has its own policies, which might mean that a teen cannot use a specific facility.

SCAN ME



13-17 year olds scan this QR code to access the program.

How can I access in-person workouts?

You can find available classes and gyms in your area by searching under the In-person tab on the FitOn Health website or app. Sort by location, type of activity, or gym name to find your next great workout.

- ❖ LAFRA members have unlimited access to FitOn Health gyms and studios.





Will I need an ID card to go to gyms and studio classes in the FitOn Health network?

No ID card needed! Everything is in your FitOn Health account.

Can I have a membership at more than one in-network gym or studio?

Yes, you can add multiple gyms to your FitOn Health account.

After I sign up for a gym membership through FitOn Health, what do I need to show when I arrive at the gym the first time?

After you sign up for a gym membership, FitOn Health will email you a confirmation. You can show that email or your FitOn Health membership ID in your account when you enter the gym or fitness center. Depending on the gym, providing your name and form of ID may be enough. After the initial visit to the gym, the gym will provide their own process for access.

Who do I reach out to for help if I have an issue with my FitOn Health account or with my access at a gym?

Call 866-936-4243 for Sharecare's Member Services with any questions about FitOn Health.

What do the credits mean in my FitOn Health account?

All LAFRA members have unlimited credits with FitOn Health, so even though you see credits displaying in your account, you can disregard them. Go ahead and sign up for whatever gym memberships and studio classes you want. The unlimited credits have you covered!

I heard some LAFRA members will be automatically added to their current gym with the switch to FitOn Health. How does that work?

If you visited a gym through your Prime Fitness membership between May 2023 - August 2023 that is in-network with FitOn Health, you will automatically be enrolled at that gym starting November 1. There are no actions needed on your part. FitOn Health will notify you via email of the gym membership transfer prior to November 1. However, we encourage you to still create your FitOn Health account so you can take advantage of all other possible gym memberships, studio classes, and online workouts through FitOn Health.

If I want to activate a new gym membership, what do I need to do? How long does it take for the membership to become active?

You must first set up your FitOn Health account and then select the gym membership you want through the FitOn Health website/app before visiting the facility. Please allow 24 hours for your gym membership to become active. (NOTE: 24 Hour Fitness requires 5-7 business days).

What options are available for in person workouts?

The FitOn Health network offers access to studio classes such as yoga, Pilates, CrossFit, spin, barre, boxing and more. Plus, memberships to gyms (including day pass options), recreation centers, and studios such as Crunch, LA Fitness, Gold's Gym, Life Time, Anytime Fitness, 24 Hour Fitness, Barre3, the YMCA and more. New gyms, studios and fitness offerings are added to the network every month, so be sure to check for new offerings in your area!

Questions? Contact Sharecare Customer Service at 866-936-4243.

Access your workouts anytime, anywhere

Sharecare and FitOn Health have partnered to bring you Total Fitness, a gym benefit and digital fitness app as part of your LAFRA Wellness Program.

How it works:



In-person workouts:

All LAFRA members have unlimited credits with FitOn Health, so even though you see credits displaying in your account, you can disregard them.

- If you visited a gym through your Prime Fitness membership between May – August 2023 that is in-network with FitOn Health, you will automatically be enrolled at that gym starting November 1. There are no actions needed on your part. FitOn Health will notify you via email of the gym membership transfer prior to November 1. Then, use your credits towards any fitness experience within the network.
- Explore classes, memberships, and day pass options available based on your location.
- Reserve a class or purchase a membership using your credits.

Digital content

Get unlimited access to online fitness and wellness classes.

- Explore the extensive digital library of 2,000+ videos, with more added regularly so you'll never get bored. Easily find workouts based on your target area, desired duration, and intensity level. Discover featured celebrity-led workouts with Halle Berry, Bob Harper and more, and don't miss out on upcoming live sessions.



Get started today!

Create an account or sign in to your Sharecare app at www.LAFRA.org/wellness. From the home screen, select Total Fitness Gym Access to find fitness locations closest to you.

