



# 2023 TakeCare Supplemental Wellness Package FAQ

## 1. If I'm already a participant in the 2022 Package, do I need to re-enroll for 2023?

If you are currently enrolled in the Supplemental Wellness Package and you don't want to make any changes, your enrollment will be automatically renewed for 2023. However, you will need to re-register with your chosen fitness partner. If you need to make a change, you will need to complete an application form for 2023.

## 2. Can I enroll in the Package now?

Yes. You must be enrolled in one of TakeCare's medical plan options for 2023 and, if you aren't currently enrolled in the Supplemental Wellness Package or wish to make a change, you must submit a completed Package application form to TakeCare no later than December 12, the last day of Open Season, to participate in the Supplemental Wellness Package in 2023.

## 3. Can I enroll in the Package outside of Open Season?

For newly eligible federal employees and their dependents, enrollment in the Supplemental Wellness Package is allowed during the year, outside of Open Season, as long as enrollment takes place within 60 days of becoming eligible and they are enrolled in one of TakeCare's 3 Medical Plan Options.

## 4. Has TakeCare offered this Package before?

Yes, TakeCare first successfully launched its Supplemental Wellness Package in 2015.

## 5. What's new in the Package this year?

- 1) New fitness partners: Guam Fitness Club, Rockit Ride, and Self-Made Fitness
- 2) New added value discount partners: H2O Spa, Guam Serenity Massage, and Natural Ginger Spa

## 6. Is there a cost associated with the Package?

Yes, the Package cost is \$50/month/member if paying monthly.

This cost is waived when you renew or if you complete an application during 2022 Open Season and you are enrolled in the **High, Standard, or HDHP Option** offered by Takecare beginning January 1, 2023. It's also waived when you enroll outside of Open Season (See No. 3 above).

This cost waiver is terminated if you complete less than 10 fitness stamps for 2 consecutive months. If this occurs, the month following, you will have the following choices:

- 1) Begin paying the \$50 monthly fee for the balance of the benefit period to continue accessing your chosen gym (Part V) and remain eligible for the fitness incentive (Part IV), or
- 2) Not pay the monthly fee, understanding that **a)** you will not be eligible for Parts IV and V of this Package for the remainder of the year and, **b)** you may also be responsible for a membership termination fee at your chosen gym. See the gym for more details concerning this fee.

Once terminated, there is no reinstatement of the cost waiver for the remainder of the benefit year. The cost and participation requirement for the package is waived for dependents 17 years old and below.



## 7. How do I get credit for my gym visits/fitness activities?

TakeCare offers 3 ways for you to track and receive credit for your gym visits:

### **Mobile App**

The first, and preferred, way is through TakeCare's Mobile App. Download the TakeCare App onto your mobile device using the App Store (Apple), or Google Play (Android). When you've completed your workout, present the virtual fitness card displayed on the TakeCare App to the gym attendant who will validate your visit.

Using the App to track and receive credit for your gym visit has 2 advantages. First, you get immediate credit for each visit without having to worry about losing/submitting a paper stamp card. Second, the fitness incentive is calculated and paid based on completed cards each quarter.

### **Paper Stamp Cards**

The second way is using paper stamp cards available from your chosen gym.

When using paper stamp cards, you must submit a completed card within 5 days after each month end to receive credit toward your 2 consecutive month requirement. Failure to submit the cards in a timely manner may cause you to lose the Program cost waiver (see No. 5 above).

When using paper stamp cards, incentives will be calculated thirty (30) business days after the end of the calendar year. Incentive payments will be made within sixty (60) days after the end of the calendar year.

One (1) fitness stamp (mobile or paper) can be earned for each group fitness class or free-weight/cardio workout per visit or workout. Each class/workout must be at least 30 minutes in length. No more than two (2) fitness stamps can be earned per day, regardless of facility.

### **Self-reported Fitness Activities**

The third way to earn credit is through self-reported fitness activities. See No. 9 below.

## 8. How do I earn Fitness Stamps? Are there limitations?

One (1) fitness stamp (mobile or paper) can be earned for each visit to your preferred fitness partner, for each self-reported activity, by visiting any wildcard fitness facility, or any TakeCare group fitness class.

No more than two (2) fitness stamps can be earned per day, regardless of facility.

## 9. Can I earn fitness stamps from other activities like walking, running, biking, swimming, etc?

Yes! You can earn Fitness Stamps for approved activities (walking, jogging, running, swimming, biking, and ocean rowing/paddling) of at least 30 min/activity. Simply track your activity using an approved mobile app (Apple Fitness, Strava, NikeRun Club, Garmin, Pelaton, Map My Run, & Samsung Health), complete the online form, and upload a screenshot of your tracked activity.

To earn credits from these activities, you still must sign up with one of our fitness partners or select "Self Reported Activities" as your fitness partner. Your reported fitness activities will function as 'wild cards', the same as the TakeCare Wellness Center Group Fitness Program and the on-base fitness facilities.

Visit: <http://tiny.cc/TCActivityReport> to learn more and submit your fitness activities.



When using the mobile app, if your submission is approved, your Fitness Stamp will be credited remotely within 48 hours of submission.

When using the paper stamp card, if your submission is approved, you will be contacted by a TakeCare Representative to schedule a date and time to receive your fitness stamp.

## **10. Other than the required number of monthly visits to gym or fitness activities, is there anything else I need to do to earn the fitness incentives shown in Part IV?**

Yes, to earn the Part IV incentives, you must also complete an online Health Check by Virgin Pulse questionnaire in the same year you are earning your fitness incentive.

Visit <https://join.virginpulse.com/takecare/> to register and complete the Health Check

## **11. Why do I have to complete the online Health Check questionnaire to receive the incentive pay outs?**

The Health Check provides you with data about your health status and recommendations on areas to improve. It will help you start and measure the progress of your fitness journey.

## **12. What if I enrolled in the Package but had no interest in the Fitness Incentive (Part IV) or access to gyms (Part V)?**

You need to complete and submit the package application, And leave the gym selection blank. If you would like to take advantage of the Fitness Incentives or gym access during the benefit year, you can call our Customer Service Office at (671) 646-3526 to select a Fitness Partner.

## **13. When do the Package benefits go into effect?**

January 1, 2023 if you are renewing or enrolling during 2022 Open Season. If you are enrolling outside of Open Season, the Package benefits go into effect the first of the month following the date you enroll.

## **14. What was the deadline to apply for the Package?**

Eligible members must enroll on or before December 12, 2022, the last day of the 2022 Open Season. Outside of Open Season, you must enroll within 60 days of becoming eligible for benefits (See No. 3 above).

## **15. Do I have to be a TakeCare member to enroll in TakeCare's Wellness Package?**

Yes, you must be enrolled in one of TakeCare's 3 medical plan options.

## **16. I want to enroll in the Package, but I'm not sure about which gym I want to choose. Can I pick a gym at a later date?**

Yes, simply leave the gym selection blank when you submit your application. When you are ready to choose your Fitness Partner, contact our Customer Service Office at (671) 646-3526.



### **17. Once I selected a gym, will I be able to switch to a different gym during the benefit year?**

Yes. You may change your gym provide that you did not activate your gym membership with a previously selected Fitness Partner. Once your membership is activated you are no longer able to switch to another gym during the benefit year.

### **18. Can I enroll my children in the Wellness Package?**

Yes, but there are some limitations. The ECU Benefit and some Incentives (Parts I – IV), are only available to TakeCare members, 18 years and older.

Secondly, most gyms have a minimum age requirement. For example, Hilton Fitness Center’s minimum age is 16 years old. Urban Fitness, Skip, Guam Muay Thai, Guam Taekwondo Center, Unified and Custom Fitness offer special programs for younger children. You should check with the gym of your choice about their age requirements before selecting a gym for your children.

### **19. If the Package was purchased, what happened to the member’s existing gym membership contract?**

It is advisable for members to terminate their existing gym membership contract, if you are able, and avail of the no-cost or discounted gym fees through our supplemental coverage.

If the contract can’t be terminated mid-term, then you should still enroll in the Package and take advantage of the Fitness Incentive. When your contract does terminate, TakeCare will pick up your membership under the terms of the Wellness Package so long as you remain enrolled in the program.

### **20. Can a member purchase more than one Package for themselves? For example, someone who wants to use 2 different gyms, get 2 ECUs?**

No.

### **21. How do I activate my gym membership?**

For those whose enrollment is activated during Open Season, simply visit your Preferred Fitness Partner on or after January 1 and provide a photo ID and your TakeCare Membership ID number. Your TakeCare Membership ID number is available on the TakeCare Mobile App, TakeCare Membership Card, or you may call customer service at (671) 647-3526 to request your ID number.

For those whose enrollment occurs outside of Open Season, follow the instructions above beginning the 1<sup>st</sup> of the month following your enrollment date.

### **22. How will the gyms identify members participating in this program?**

Members who’ve enrolled in the Package and have chosen a fitness partner will be listed in an online portal the fitness partner will refer to when completing your initial check in at the gym.



### 23. Can my spouse and children select different gyms?

Yes. Each person enrolling can select their own gym, based on the services the gym provides and the gym's minimum age requirements and rules.

### 24. What does my Preferred Fitness Partner offer? Are there any additional costs?

Below are the membership details for TakeCare's Fitness Partners.

TakeCare covers a basic membership with all our fitness Partners. Some Fitness Partners offer upgraded options, however, TakeCare does not cover additional fees for these services. Also, TakeCare does not cover registration/ enrollment fees, cancellation fee, uniform fees, etc. For more information on upgrade services, please contact your Preferred Fitness Partner

*\* - Membership upgrade options available. Additional fees are not covered by TakeCare.*

- **TakeCare Wellness Center Group Fitness Program**
  - ✧ Unlimited access to group fitness class schedule
  - ✧ Age restrictions: Under 16 must be accompanied by an adult
  
- **CrossFit Hita**
  - ✧ Unlimited access
  - ✧ Minimum age: 5 years old
  
- **CrossFit Latte Stone\***
  - ✧ Unlimited Access
  - ✧ Minimum age: 16 years old
  
- **Custom Fitness\***
  - ✧ Unlimited Access
  - ✧ Minimum age: 16 years old
  
- **Guam Fitness Club\***
  - ✧ Unlimited Access
  - ✧ Minimum age: 3 years old
  
- **Guam Muay Thai**
  - ✧ Unlimited Access
  - ✧ Minimum age: 6 years old
  
- **Guam Taekwondo Center\***
  - ✧ Unlimited Access
  - ✧ Annual Enrollment Fee: \$40 (single) or \$100 (Family)- not covered by TakeCare
  - ✧ Minimum age: 6 years old



▪ **Hilton Wellness Center**

- ✧ Unlimited access to fitness center and group fitness schedule
- ✧ Minimum age: 16 years old

✧ MEMBERSHIP UPGRADE

- \$15/month-to add pool services to current TakeCare membership
- \$15/month-to add towel services to current TakeCare membership
- \$25/month-to add both pool & towel services to TakeCare membership

▪ **International Sports Center**

- ✧ Unlimited Access
- ✧ Minimum age: 13 years old

▪ **Paradise Fitness Center**

- ✧ Dual Club Access: Hagatna and Dededo Locations ONLY
- ✧ Minimum age: 13 years old. Below 18 years old must provide parental consent. 13 years and younger, must provide physician recommendation.

▪ **Rockit Ride**

- ✧ Unlimited access
- ✧ Minimum age: 16 years old

▪ **Self-Made Fitness**

- ✧ Unlimited access
- ✧ Minimum age: 16 years old

▪ **SKIP Entertainment Company\***

- ✧ Access to one (1) session per week
- ✧ Age restrictions: 3-17 years old

▪ **Synergy Studios**

- ✧ Unlimited access
- ✧ Minimum age: 7 years old

▪ **The Bridge Fitness Guam**

- ✧ Member share: \$30/month
- ✧ Unlimited access
- ✧ Minimum age: 6 years old

▪ **The Pound Academy**

- ✧ Choice of one [1] membership option:
  - Brazilian Jiu-Jitsu, Muay Thai
  - Group Fitness Classes at Hyatt Resort & Spa, or Open gym
- ✧ Minimum age: 6 years old



- **Tribe Guam**
  - ✧ Unlimited Access
  - ✧ Minimum age: 4 years old
  
- **Unified Fit\***
  - ✧ Choice of Unlimited Access to One (1) Program:
    - GPP Lifestyle & Performance
  - ✧ BURN(HER)& BUILD(HER) Minimum age: 15 years old
  
- **University of Guam - Triton Fitness Center**
  - ✧ Unlimited Access
  - ✧ Minimum age: 16 years old
  
- **Urban Fitness**
  - ✧ Unlimited Access
  - ✧ Minimum age: 10 years old. Below 18 years old must have parental consent. 12 years old and below must be accompanied by an adult

## Saipan

- **Gold's Gym – Saipan**
  - ✧ Unlimited Access
  - ✧ Minimum age: 16 years old
  
- **Latte Built – Saipan**
  - ✧ Unlimited Access
  - ✧ Minimum age: 16 years old to sign up for own membership. Minors must have the parents/legal guardians consent. Minors can also be added to a legal guardian/parent's membership, but may only enter the gym with their parent/legal guardian.

## **25. I understand the TakeCare Wellness Center, Charles King Fitness Center (NBG), Coral Reef Fitness Center (AAFB), and Self-Reported Activities can act as “wild cards”. How does that work?**

Regardless of the gym you've selected, your workouts at these fitness centers can be counted toward meeting your 10x/month incentive requirement. For example, you've worked out at your chosen gym 8x and the Take-Care Wellness Center 2x. Between the two, you've met your monthly incentive requirement. No more than two (2) fitness stamps can be earned per day, regardless of facility.

## **26. Is there a minimum time required to earn the fitness incentive?**

Yes. To be counted for your fitness incentive, your gym workout should be at least 30 minutes in length.



**27. Is there a maximum number of stamps that can be earned in a single day?**

Yes. The maximum is 2 stamps per day, regardless of facility.

**28. If I have a Primary Insurance under a different carrier, will I still be able to earn the fitness incentive and also avail of the ECU benefit?**

Yes. However, regarding the ECU benefit, if you have primary coverage through Medicare, any follow up care resulting from that ECU must be provided by a Medicare-approved facility to be covered by Medicare and TakeCare.

**29. What if I have Medicare Primary, will I be able to enroll under the Supplement Plan and avail of the ECU?**

Yes, you can avail of the ECU benefit. However, please keep in mind that any follow up care resulting from that ECU must be provided by a Medicare-approved facility to be covered by Medicare and TakeCare.

**30. Can the \$500 Medical Travel Benefit be applied when I avail of the Executive Check Up?**

No. The Medical Travel Benefit is not available for either Executive Check Ups or Annual Physical Exams in the Philippines.