

2024 TakeCare Fitness Partner Membership¹ FAQ

1. If I'm already enrolled with a fitness partner, do I need to re-enroll for 2024?

If you are currently enrolled with a fitness partner through the 2023 Supplemental Wellness Package and you don't want to make any changes, your enrollment will be automatically renewed for 2024. However, you will need to re-register with your chosen fitness partner. If you need to make a change, you will need to complete a fitness partner enrollment form for 2024. [Click here to access the online fitness partner enrollment form.](#)

2. Can I enroll with a fitness partner now?

Yes. You must be enrolled in one of TakeCare's medical plan options for 2024 and, if you aren't currently enrolled in the 2023 Supplemental Wellness Package or wish to make a change, you must submit a completed fitness partner enrollment form to TakeCare no later than December 11, the last day of Open Season, to participate in 2024. [Click here to access the online fitness partner enrollment form.](#)

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

For newly eligible federal employees and their dependents, enrollment with a fitness partner 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?

We've revamped this program for 2024, having first successfully launched a Supplemental Wellness Package in 2015.

5. What's new this year?

New fitness partners:

6. Is there a cost associated with the Fitness Partner Membership?

Yes, fitness partner membership is \$50/month/member if paying monthly.

This cost is waived when you renew or if you complete an application during 2023 Open Season and you are enrolled in the **High**, **Standard**, or **HDHP Option** offered by Takecare beginning January 1, 2024. 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 per month 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 fitness partner, or
- 2) Not pay the monthly fee, understanding that **a)** your fitness partner membership is terminated and, **b)** you may also be responsible for a membership termination fee at your chosen fitness partner. See the fitness partner 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.

¹ The TakeCare Fitness Partner Membership is not part of the FEHB contract or premium, **and you cannot file an FEHB disputed claim about them.** Any fees you pay for these services do not count toward FEHB deductibles or catastrophic protection out-of-pocket maximums. These programs and materials are the responsibility of TakeCare, and all appeals must follow its guidelines.

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

TakeCare offers 3 ways for you to track and receive credit for your fitness partner 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 fitness partner attendant who will validate your visit.

Using the App to track and receive credit for your fitness partner visit has the advantage of you getting immediate credit for each visit without having to worry about losing/submitting a paper stamp card.

Paper Stamp Cards

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

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. 6 above).

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 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. 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, strength training, court/field sports, ocean rowing/paddling, boxing/combat sports) of at least 30 min/activity. Simply track your activity using an approved mobile app (Apple Fitness, FitBit, Strava, NikeRun Club, Garmin, Peloton, Samsung, UnderArmour), complete the online form, and upload a screenshot of your tracked activity.

Your reported fitness activities will function as 'wild cards' and can be combined with your fitness partner visits to meet the 10 fitness stamp per month activity requirement. See No. 25 below.

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. When do the Package benefits go into effect?

January 1, 2024 if you are renewing or enrolling during 2023 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.

11. What was the deadline to apply for the Package?

Eligible members must enroll on or before December 11, 2023, the last day of the 2023 Open Season. Outside of Open Season, you must enroll within 60 days of becoming eligible for benefits (See No. 3 above).

12. Do I have to be a TakeCare member to enroll with a Fitness Partner?

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

13. I want to enroll with a Fitness Partner, but I'm not sure about which fitness partner I want to choose. Can I pick a fitness partner at a later date?

Yes, simply leave the fitness partner 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.

14. Once I select a fitness partner, will I be able to switch to a different fitness partner during the year?

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

18. Can I enroll my children with a fitness partner?

Yes, but there are some limitations.

Most fitness partners 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 fitness partner of your choice about their age requirements before selecting a fitness partner for your children.

19. If this program is selected, what happened to the member's existing fitness partner membership contract?

It is advisable for members to terminate their existing fitness partner membership contract, if you are able, and avail of the no-cost or discounted fitness partner 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 choose more than one fitness partner for themselves?

No.

21. How do I activate my fitness partner 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 1st of the month following your enrollment date.

22. How will the fitness partners identify members participating in this program?

Members who've enrolled 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 fitness partner.

23. Can my spouse and children select different fitness partners?

Yes. Each person enrolling can select their own fitness partner, based on the services the fitness partner provides and the fitness partner'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

- **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 fitness partner

■ **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 Fitness partner – 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 fitness partner 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 fitness partner 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 fitness partner 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.