
Fitness Your Way Program FAQ's

1. Who is eligible?

All City of Memphis employees (full-time and part time) are eligible to enroll.

2. Can my spouse & children enroll?

Yes, family members included on the city health plans (medical, dental and/or vision) can enroll, however the City is only covering the cost of employees. Employees will be responsible for family members enrollment and monthly fees.

3. How do I enroll in Fitness Your Way?

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

- *Agree to the terms and conditions*
- *You'll be redirected and automatically signed in to a new site, **blue365deals.com***
- *Click **Fitness Your Way** under the **Fitness** header on the left.*
- *Select **View Details** then **Verify Eligibility**. From there you can find fitness center locations, enroll, and create a Fitness Your Way account.*
- *Use codes **MEMPHIS19OFF** & **MEMPHISENROLLOFF**. You will add one code at a time and click "Apply". Once you add both codes, you will continue navigating to the next step in the enrollment flow. **MEMPHIS19OFF** can be applied during enrollment and will work for 12 months, without the need for any further user action unless the member disenrolls and then reenrolls later. You will be required to enter a credit/debit card but you will not be charged.*
- *Or call **1-888-242-2060**, Monday through Friday, 9 a.m. - 6 p.m. ET. To find participating facilities and enroll today.*

4. How do I enroll if I am not on the CoM Health Plan?

*All employees not on the health plans (medical, dental or vision) will receive a wellness card in the mail from Blue Cross Blue Shield. This card will look like an insurance card. There is a specific code, "**285**" that the wellness only employees will need to enter prior to entering the ID number found on the card. The prefix is only required at the FYW registration screen. Once you receive your wellness card, you can log onto www.bsbct.com, create an account and sign up for Fitness Your Way using the steps in question 3. (For example, ID# is 123456 enter 285123456)*

5. What if I am already a member 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. Please note, Fitness Your Way nor City of Memphis can refund any previous enrollment fees you paid.

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

No. You may cancel your membership at any time.

7. 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.

8. Can I enroll at the fitness center?

No, you must enroll online through the Fitness Your Way website (www.blue365deals.com) or by phone at 1-888-242-2060.

9. Do I have to pay my gym?

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

10. Will I have to pay the difference if I enroll in a package that costs more than the \$19 starting package?

Yes, employees may enroll in packages other than the \$19 starting package but will have to pay the difference between the \$19 and the cost of the package they choose.

11. Which fitness centers in Memphis are part of Fitness Your Way?

Gyms included in Basic Plan

- Planet Fitness
- ATC
- 870 Fitness

Gyms included in Core and Power Plans (additional fee)

- | | |
|-----------------|-----------------|
| KROC Center | Golds Gym |
| Crunch Fitness | Anytime Fitness |
| Cash In Fitness | The Works |

*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 question 3, then choosing **View Details**. Then, click on the **Prime Fitness locations near you** link.*

12. 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.*

13. 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 the staff
- Capacity
- Appearance
- Location
- Visibility
- Cleanliness
- Parking
- Handicap Accessibility

14. 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.*

15. 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.

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

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.

17. 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.

18. 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**.*

19. 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.*

20. Do I have to pay extra fees for personal training, childcare, etc.?

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

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

You can use any number of participating fitness centers.

22. 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.*

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

*You can call Fitness Your Way 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.*