Tivity Health™ E-Contract Submission FAQ

We have answered some frequently asked questions to assist you with submitting your contract.

Q. Who will be my main contact through the submission process?

A. Your main point of contact is your provider liaison. The contact information for your provider liaison can be found in the welcome email.

Q. How do I finish my submission?

A. There are a few steps to complete the submission:
- Go to the Dashboard tab of the submission site and check the Status of your "Items For You to Complete."
- If they are all marked "Completed," then click the Review & Submit tab.
- In the Review & Submit tab, verify all of your information and correct any errors.
- Read and accept the Medicare Fraud, Waste and Abuse attestation at the bottom of the page.
- Finally, click "Save and Submit" when you are ready to complete your submission.

Q. Do I have to complete each section in a specific order?

A. No, you can complete the sections and forms in whatever order you like. However, the submission will not be completed until all sections have been marked complete in the Dashboard Status and you have completed the review and submission in the Review & Submit tab.

Q. How long will the process take, and when will I be able to start accepting members of the Tivity Health Fitness Network?

A. Generally, the process can be completed in under three weeks. You can begin accepting Tivity Health members on your "Ready Date," which will be communicated to you during the course of this contracting process.

Q. When do I receive a link for training?

A. You should receive the training link a few days after you have completed the e-contract submission.

Q. How do I complete each section, if I do not have the documents requested available to upload (e.g., W-9 or Certificate of Insurance)?

A. The sections will not show as completed until you have submitted all the required documents. If you have any questions, please contact your Tivity Health Provider Liaison.

Q. Can I print out a copy of the contract once it is completed?

A. The system does not allow for a printout, but we will send you an executed copy within two weeks.