



## Program Overview

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Healthways Fitness Reimbursement Program is a member reimbursement and discount program, sponsored by members' health plans and employers.

## **What are the benefits to a participating location?**

- No cost member acquisition.
- No network fees to participate in this program.
- Online marketing support directing eligible members to participating locations.
- Retention of members due to offsetting cost from reimbursement.
- Predictable payment from program members regardless of utilization.
- Rates and discounts controlled by the location.
- Increased revenue through up-sell opportunities.

## **What are the basic obligations of a participating location?**

- Ensure that the cost of the program to the eligible member is at or below the basic membership rate.
- Provide membership benefits equal to or greater than a basic membership, with no limitations on membership visits or hours.
- Track and report member enrollment and visits.

## **How does the program work?**

- A member accesses their health plan or employer's website and links to Healthways Fitness website.
- The member browses Healthways Fitness website for participating locations by zip code, amenities and price.
- The member prints a registration page, and brings it to the location.
- The location verifies eligibility and enrolls the member on the Healthways Fitness Provider Portal.
- The location completes its own paperwork and sets up payment collection with the member.
- The location provides Healthways with monthly (or more frequent) member utilization information.
- The member may be eligible for reimbursement from their health plan or employer. The rules and schedule for member reimbursement vary per sponsoring organization. The participating location is not responsible for reimbursing the member.

## **Who is eligible?**

- Participating health plan or employer's members
- Member eligibility may be checked on the Healthways Fitness Provider Portal.

## **What is the payment structure?**

- Members pay membership dues to the participating location.
- Participating location discounts vary and are determined by each location.

## **How do participating locations report utilization?**

- Participating locations submit visits through the Healthways Fitness Provider Portal.
- Locations submit utilization on a monthly schedule by the 5th of each month for the previous month or more frequently if available.
- The member's 16 digit ID is required for submission.

## **Who do members contact with questions?**

- For visit remediation and payment questions, members work with their participating location.
- For questions regarding reimbursement, members will contact Healthways or their sponsoring organization.

## **Who can I contact with questions?**

- Please call a Healthways representative at 1-877-658-8295 8a.m. to 8 p.m. EST or email us at [reimbursement@healthways.com](mailto:reimbursement@healthways.com).