One Pass™

Frequently Asked Member Questions
One Pass™ Medicare & Medicare Core Location

1) **What is the One Pass™ Program?**
   The One Pass Program provides eligible members access to participating fitness locations. You will have access to all the services and privileges, and/or number of classes that are normally a part of our standard membership.

2) **Is your facility participating in the One Pass™ Program?**
   Yes, this facility is participating in the One Pass Program available with select Medicare and Medicaid health plans.

3) **What do I have access to at your facility as part of the One Pass™ Program?**
   As part of One Pass, you will have access to the standard services, amenities, and/or number of classes normally part of our standard membership offering. Extra services that typically include additional fees are not included.

4) **I am a member at another One Pass™ participating facility. Can I access your facility as well?**
   Yes, you can join our facility in addition to the other facility you have already joined.

5) **Who can use the One Pass™ Program?**
   Select plan holders of an eligible Medicare or Medicaid plan are eligible for the One Pass Program.

6) **How do I know if I am eligible for the One Pass™ Program?**
   Please review your health plan benefit information such as the Evidence of Coverage or by calling your health plan's Customer Service toll-free at the number on the back of your insurance member ID card.

7) **Can my spouse or relative use the One Pass™ Program?**
   Only plan holders of an eligible Medicare or Medicaid plan can use the One Pass Program.

8) **If I am already a member of your facility, do I get access to your facility at no cost to me if I am eligible for the One Pass™ Program?**
   Yes, if you are eligible for One Pass, you will have access to the One Pass membership at the facility at no cost to you even if you are an existing member. You can call the customer service number on the back of your health insurance card to confirm your eligibility.

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9) **Will I still have access to the same services and privileges that I have now as part of the One Pass™ Program? (For existing users of your facility)**
You will have access to all the services and privileges, and/or number of classes that are normally a part of our standard membership. Extra services that typically include additional fees are not included.

10) **How do I enroll in the One Pass™ Program?**
To enroll in the One Pass Program, you will need to provide our facility with your One Pass Member Code. To obtain your member code, log into your One Pass website and your Member Code will be on the dashboard. For additional assistance, you can call One Pass Customer Service toll-free at 877-504-6830. Hours are Monday to Friday, 8 AM to 9 PM CT. (Note: The One Pass Customer Service phone number is for members only. Partners are to reach out to their Optum Program Manager directly)

11) **When can I enroll in the One Pass™ Program?**
You can enroll in the One Pass Program any time on or after the effective date of your eligible Medicare or Medicaid plan. You will need to provide your One Pass Member Code to enroll at our facility at no cost to you.

12) **Who do I call if I need help getting my One Pass™ Member Code?**
For assistance, you can call One Pass Customer Service toll-free at 877-504-6830. Hours are Monday to Friday, 8 AM to 9 PM CT. (Note: The One Pass Customer Service phone number is for members only. Partners are to reach out to their Optum Program Manager directly)

13) **Do I need to show my One Pass™ Member Code every time I visit your facility?**
You only need to provide your One Pass Member Code when you register at our facility for the One Pass Medicare Program. After you are registered, you will check-in to our facility through our standard process for members.

14) **Is there a website that I can go to in order to learn more about the One Pass™ Program?**
Yes, you can find more at your health plan's One Pass member website.

15) **Who do I call if I have questions or concerns regarding the One Pass™ Program?**
For assistance, you can call One Pass Customer Service toll-free at 877-504-6830. Hours are Monday to Friday, 8 AM to 9 PM CT. (Note: The One Pass Customer Service phone number is for members only. Partners are to reach out to their Optum Program Manager directly)