

One Pass™

Frequently Asked Member Questions – One Pass™ Commercial Location

- 1) What is the One Pass™ Program?**
The One Pass Program provides eligible members access to participating fitness locations. Eligible members will enroll at their One Pass website to select a One Pass membership access level. Once enrolled you will present your member code to our facility to have access to all the services and privileges that are 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 Employer Group Insurance plans.
- 3) What do I have access to at your facility as part of the One Pass™ Program?**
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.
- 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. If you change your access level, you will need to verify that you still have access to our facility by viewing the eligible facilities on your One Pass website.
- 5) Who can use the One Pass™ Program?**
Select plan holders of an eligible employer group insurance 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 plan benefit information 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 employer group insurance plan can use the One Pass Program. If your spouse is an eligible member, they can sign up at an individual level by enrolling on their One Pass website prior to joining a fitness location.
- 8) If I am already a member of your facility, do I get access to your facility through the One Pass™ Program?**
Yes, if you are eligible for One Pass, you will need to enroll with One Pass to gain access at our facility. If you select a One Pass Membership level that does not include our facility, you will not have access. You can call the customer service number on the back of your health insurance card to confirm your eligibility.
- 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, privileges and/or number of classes that are a part of our standard membership. Extra services that typically include additional fees are not included.

This document is only for internal use of a One Pass™ Commercial participating location.
Do NOT share or distribute to members.

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- 10) What do I have to do to enroll in the One Pass™ Program?**
To enroll in the One Pass Program, you will need to activate your One Pass membership at your One Pass Website. Once you have activated your membership, 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 877-515-9364. Hours are Monday to Friday, 8 AM to 9 PM CT.
- 11) When can I enroll in the One Pass™ Program?**
You can enroll in the One Pass Program any time at your One Pass website. Once enrolled, you will need to provide your One Pass Member Code to enroll at our facility.
- 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 877-515-9364. Hours are Monday to Friday, 8 AM to 9 PM CT.
- 13) How do I cancel my membership through One Pass™?**
To cancel your membership, go to your One Pass website or you can call One Pass Customer Service toll-free at 877-515-9364. Hours are Monday to Friday, 8 AM to 9 PM CT. Cancellations require a 30-day notice.
- 14) This facility is not in my current One Pass™ membership level. How do I change access levels?**
If you would like to change your membership level, login to your One Pass experience and go to you 'profile' section to change your tier. Changes will go into effect for the first of the following month. You can also call One Pass Customer Service toll-free at 877-515-9364 for further assistance. Hours are Monday to Friday, 8 AM to 9 PM CT.
- 15) 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 Program. After you are registered, you will check-in to our facility through our standard process for members.
- 16) 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 877-515-9364. 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)
- 17) What are the membership levels?**

Classic	Includes Classic Access
Standard	Includes Classic and Standard Access
Premium	Includes Classic, Standard, and Premium Access
Elite	Includes Classic, Standard, Premium and Elite Access