

# Optum

## One Pass

A physical, mental and social health solution  
for Medicare members






## Section One


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# Member Experience

## Home Page: Get Member Code



Get Member Code Log in



**The ultimate fitness membership**

Get unlimited access to gyms, online workouts, tools for brain health, and social connections. Get started to see what's available to you.

Get started

Retrieve Member Code only

# Home Page: Get Member Code



Let's find your member code!

First Name

Last Name

Date of Birth

Search

Enter in member information to retrieve member code and head to any participating fitness location

Here's your One Pass member code:

**A999999999**

Be sure to write down your code and keep it handy. You will need to enter it when you set up your One Pass account and each time you register for a new fitness location or other One Pass service.

Back to home

## Home Page: Get Started



Get Member Code

Log in



### The ultimate fitness membership

Get unlimited access to gyms, online workouts, tools for brain health, and social connections. Get started to see what's available to you.

Get started

Create an account

# Create an account

## Let's get you registered

Create your [HealthSafe ID](#)® to help protect the security of your personal health information.

All fields are required unless marked as optional.

First Name

FNWPORRYUGVX

Last Name

LNZKZJYXOV

Date of Birth (mm/dd/yyyy)

08/25/1978

Identification Type

[? Help](#)

Health Plan Member ID

Enter the ID from your Health Plan member ID card. Please do not include any special characters, dashes, or spaces.

990013242



Continue

Member will enter:

First Name

Last Name

Date of Birth

Health Plan Member ID

# Create an account

## Set up your account

Create your [HealthSafe ID](#)® account by completing the fields below

All fields are required unless marked as optional.

Username

FNBOVVAMZCVS

Password

.....

Email Address

Must be unique per account.

FNBOVVAMZCVS@mailinator.com

☐ Remember my username (Optional)

☒ By selecting this checkbox, I have reviewed and agree to the [Terms of Use](#), [Privacy Policy](#) and [Consumer Communications Notice](#).

Continue

Member to enter in Username, Password, and Email address

## Keep your account safe

To keep your account secure, please choose a confirmation method.

All fields are required unless marked as optional.



Confirmation Type

Text Message

Country Code

+1

Phone Number

Including area code

⚠ Phone Number is Required.

An automated text message will be sent to the phone number you provide for account confirmation and recovery purposes, and as noted in the [Consumer Communications Notice](#). Messaging, data rates, and [Texting Terms and Conditions](#) apply.

Text me

Enter in phone number for a text or phone call with a confirmation code to confirm the account information.

Enter in the code received

## Check your text messages!

Please enter the confirmation code that has been sent to the phone number below. The code will expire after 10 minutes.



Phone Number

+1 (408) 475-5921

Edit

Confirmation Code

Create account

[Text me again >](#) [Call me instead >](#)

## Home Page: Log In



Get Member Code

Log in



### The ultimate fitness membership

Get unlimited access to gyms, online workouts, tools for brain health, and social connections. Get started to see what's available to you.

Get started

Log in with current  
credentials



# Sign in

Use your [HealthSafe ID](#)<sup>®</sup> to sign in.

Username

FNSADEYJYLMQ

Password

••••••••••••••••

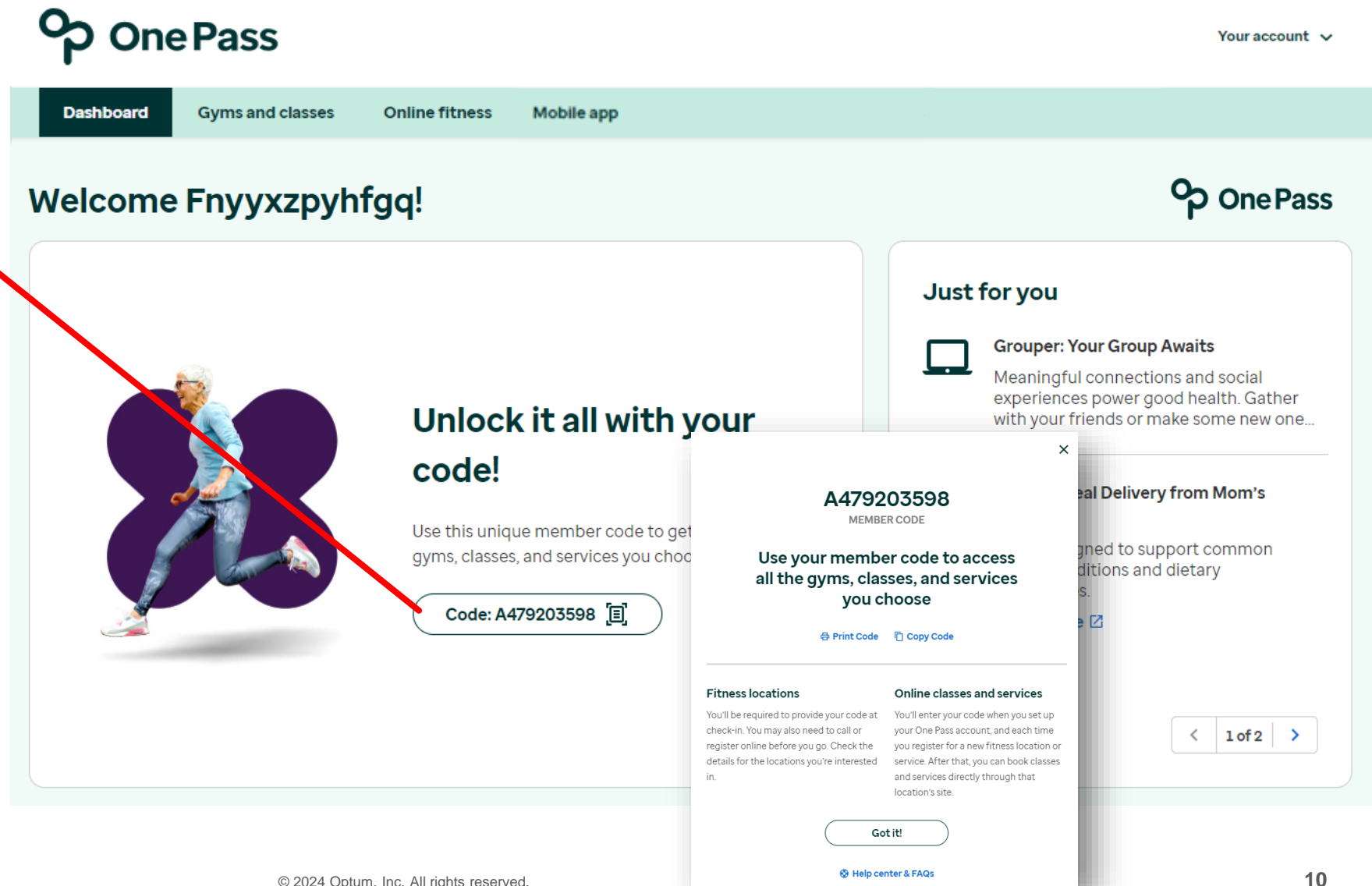
☐ Remember my username (Optional)

Sign in

# One Pass Dashboard Landing Page

Member Code displays with on the dashboard homepage for easy visibility. Members can also add this to their apple or google wallet if viewing on a mobile device.

Members can easily copy their code to use with One Pass digital fitness, CogniFit, Your Perks, and Social Events as well as print their code to bring to the gym or other classes and events by click on their code.



# Gyms and Classes



Your account ▾

Dashboard

Gyms and classes

Online fitness

Mobile app

## Explore fitness

Code: A479203598

Distance

10 miles

Class type / feature

Select multiple

Class Type

- ☐ Aquatic
- ☐ Cardio
- ☐ Mind & Body
- ☐ Specialty

Address or ZIP code \*

Eden Prairie, MN 55346

Gym name

Search

117 gyms



**Live 2 B**

**Pointe o**

16389 Glor

Eden Prairie

[Details ▾](#)



**Eden Prairie Community Center**

16700 Valley View Road

Eden Prairie, MN 55346 · 0.57 mi away

[Details ▾](#)

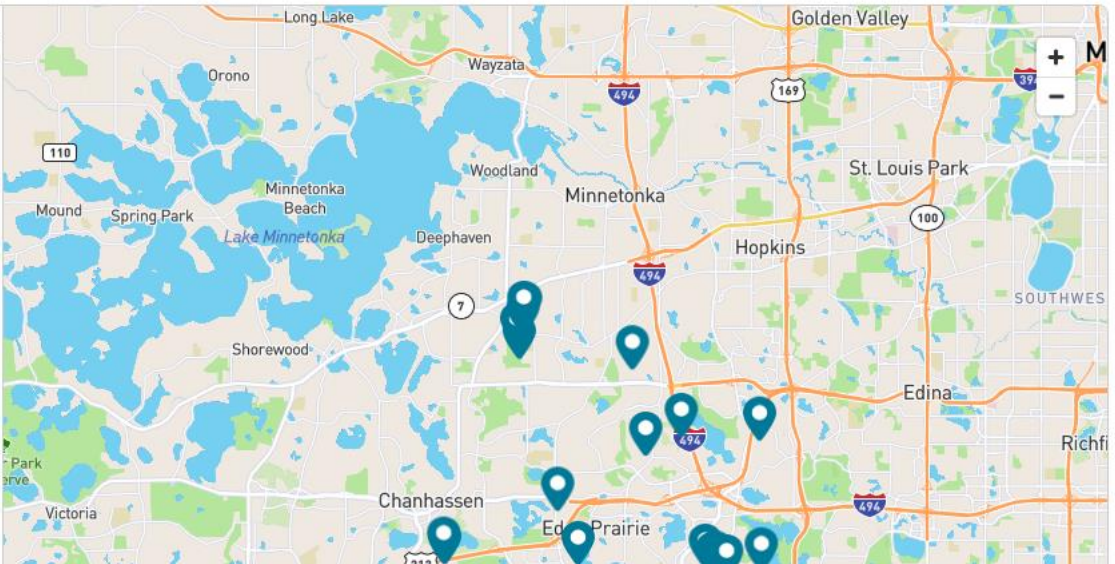


**Xcel Fitness**

6585 Edenvale Blvd #110

Eden Prairie, MN 55346 · 1.99 mi away

[Details ▾](#)



Browse fitness locations by distance, type of class offered, zip code or even the gym name

# Fitness Tab – Online Fitness



Your account ▾

- Dashboard
- Gyms and classes
- Online fitness
- Mobile app

## Online fitness

Code: A479203598

Filter by class type to narrow down options

### Class type

Select multiple

#### Search

Filter Options

- ☐ Barre
- ☐ Body Weight/No Equipment
- ☐ Cardio
- ☐ Core

classes designed to help you age better.

- ✓ On-Demand Workouts
- ✓ Livestreaming Classes

Go to Age Bold



### Daily Burn

Over 3,000+ videos  
Get fit from home or anywhere, with workout styles for all fitness levels.

- ✓ On-Demand Workouts

Go to Daily Burn



### Encore Wellness

Over 500+ videos  
Senior focused fitness, social, and educational classes for all levels!

- ✓ On-Demand Workouts
- ✓ Livestreaming Classes

Go to Encore Well...



### Fitbit Premium

Over 500+ videos  
Get personalized health and wellbeing guidance just for you

- ✓ On-Demand Workouts

Go to Fitbit Premi...



### FitFusion by Jillian Michaels

Over 800+ videos  
Workouts for everyone from top fitter to beginner, healthier

- ✓ On-demand Workouts



### GlucoseZone

Over 500+ classes  
Exercise for lowering blood sugar, improving A1c and controlling diabetes.

- ✓ On-Demand Workouts
- ✓ Livestreaming Classes



### Fitness On Demand

Over 1,000+ videos  
Global, powerhouse fitness brands brought to you wherever, whenever.

- ✓ On-Demand Workouts



### Fan Huddle

Over 400+ videos  
Join pro athletes and experts for workouts and meditations to reach your goals.

- ✓ On-Demand Workouts

Copy member code for ease of joining each digital partner through their designated link

# Mobile App



Your account ▾

Dashboard

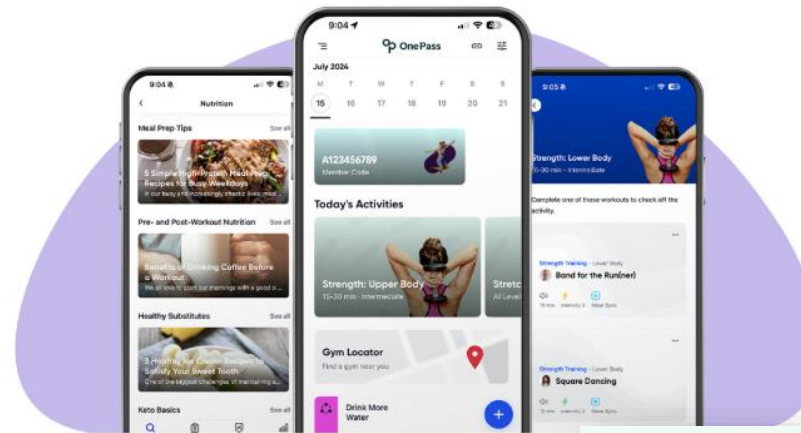
Gyms and classes

Online fitness

Mobile app

Take One Pass on the go by downloading the One Pass mobile app

- Gym locator
- Track your workouts
- Online workout sessions
- Daily health summaries
- Earn achievements
- Meal planning and nutrition



**Fun, flexible fitness options  
in an easy app**

We're excited to introduce the new One Pass™ app with a fitness engaging for everyone. One Pass can help you reach your goals — all in one place.



Ready to get started? Download the new app today!



Download on the  
App Store



GET IT ON  
Google Play

# At Home Kits

Check out the FAQs which provides answers to a series of frequently asked questions. Within the FAQs members can find the phone number to call to request an At Home Kit for their use.

**OnePass** Your account ▾

Dashboard Gyms and classes Online fitness Mobile app

## Help and support center

### Frequently asked questions

#### General Program Questions

- What is One Pass? ▾
- Who can use the program? ▾
- Can my spouse or relative use the program? ▾
- What services are included at a participating fitness location? ▾
- Do I have to pay for any additional services? ▾
- What participating fitness locations are included in the One Pass network? ▾
- What if a fitness location currently does not participate with One Pass? ▾
- What if there isn't a participating fitness location close to my home? ▾
- What is included in the Home Kit? ▴**

For specific Home Kit details, or to order a Home Kit, contact One Pass Customer Service. The One Pass Customer Support phone number is: 1-877-504-6830. Their hours of operation are 8 a.m.-9 p.m. CT Monday through Friday.

#### Contact us

##### Email Support

Complete the form and a customer service representative will respond within 5-7 business days.

Submit a Case

##### Phone Support

Our customer service representatives are here to assist you from 8:00am to 9:00pm CT Monday through Friday.

(877) 504-6830



# Home Kit Options

Members can select one kit annually



## Strength kit

- Resistance band
- Tubing
- Door anchor
- Exercise cards specific to balance, coordination



## Yoga kit

- Yoga mat
- Yoga block
- Yoga strap for flexibility
- DVD with two 20-minute practices



## Dance kit

- Quick start guide
- Dance video
- Fresh and simple nutrition book
- Everyday weight-loss plan

