



ALIGNMENTHEALTHPLAN.COM

ALIGNMENT ONE PASS FITNESS BENEFIT FAQ

1. Who is my 2025 Fitness Vendor?

Alignment has partnered with One Pass® to cover all of your fitness needs in 2025. You will have access to over 20,000 locations as well as over 40,000 pieces of digital fitness content online.

2. Is the fitness vendor/benefit changing in 2024?

No. Your fitness vendor and benefit will remain the same through the end of 2024. Starting 1/1/2025, the fitness vendor will change to One Pass®. Setting up your One Pass® account will be available 1/1/2025, in your Member Resource Guide (posted in your member portal and alignmenthealthplan.com).

3. How do I sign up for a gym?

1. Visit youronepass.com.
2. Click “Get Started” and enter your first name, last name, date of birth and Alignment Health Member ID.
3. Get your One Pass® member code.
4. Complete your account setup to view benefits.
5. Bring your One Pass® member code to any participating gym to set up your membership.

4. What is my fitness code and where can I find it?

Your One Pass member code is a unique ID provided by One Pass® that will provide access to the fitness locations in the One Pass® network.

To access your One Pass member code:

- **Mid-December through 1/1/2025**, call ACCESS On-Demand Concierge Team at 1-833-242-2223 (TTY: 711) (member codes available mid-December 2024).
- **Starting 1/1/2025**,
 1. Visit youronepass.com.
 2. Click “Get Started” and enter your first name, last name (as shown on your Alignment Health, date of birth and Alignment Health Member ID.
 3. Get your One Pass® member code.
- For assistance, call 1-844-499-5632 (TTY: 711) 8 a.m. to 9 p.m., CST, Monday through Friday

5. I do not have a computer. How can I get my One Pass® member code?

- **Mid-December through 1/1/2025:** ACCESS Concierge at 1-833-242-2223(TTY: 711) 24 hours a day, 7 days a week
- **Starting 1/1/2025:** One Pass® at 1-844-499-5632 (TTY: 711) 8 a.m. to 9 p.m., CST, Monday through Friday
- Most One Pass® participating gyms can help you obtain your One Pass member code while in their facility as well. Please check with your chosen in-network fitness location to verify if they are able to assist you.*

6. Do I have access to multiple locations?

- You can visit multiple locations each month—so long as they are within the One Pass® network*.
- For an accurate list of network locations, go to youronepass.com and create an account to sign in or log into your account.

7. How do I order an At Home Fitness Kit?

To order an at-home fitness kit, call One Pass® at 1-844-499-5632 (TTY: 711) 8 a.m. to 9 p.m., CST, Monday through Friday

8. Will I have access to the same gym location I currently visit using through FitOn?

To see your full list of network locations, please visit youronepass.com. Once you are signed in, you can look for your current fitness location or find a new one from the over 20,000 locations available in the network*.

9. Are there any gym exclusions?

Some One Pass premium gyms, such as Orangetheory Fitness, The Exercise Coach, Club Pilates, Cycle Bar, StretchLab, Pure Barre, YogaSix and Rumble are not part of the Alignment One Pass® network.

However, members can still enjoy many in-network locations in both the core and premium network tiers. You will have the flexibility to switch locations anytime.

Popular gyms like LA Fitness, 24 Hour Fitness, Planet Fitness, Kennedy Club Fitness, and Life Time will be accessible at no additional cost.

10. Why is my gym location not included anymore?

We've teamed up with a new partner to bring you even better benefits and more gym options! With access to over 20,000 locations nationwide, you'll have the flexibility to explore a variety of gyms like never before. Visit any gym in our network as often as you'd like—there are no limits!

Whether you're traveling or want to try something new, we've got plenty of options for you. If your favorite gym isn't in our network yet, let us know, and we'll do our best to add it! You can also submit requests at youronepass.com. Get ready to enjoy your fitness journey with more choices and flexibility!

**Note: If you do not sign in, the network listing provided at youronepass.com will not accurately display Alignment One Pass's network locations.*