



Frequently Asked Questions

What fitness facilities are part of the PreferredOne Advantage network?

PreferredOne's Fitness Advantage program includes major fitness facilities in Mpls/St. Paul and many independent facilities throughout the PreferredOne service area. Go to PreferredOne.com to view participating fitness facilities.

How many times do I need to visit my participating fitness facility each month to receive the \$20/month?

You need to work out 12 or more times a calendar month. Multiple visits within the same day count as only one visit.

Can I get another \$20/month for a dependent?

One covered dependent (must be 18 years or older) may also enroll in the program. The dependent need not enroll in the same facility as the employee, and must complete a separate enrollment form.

Where do I get the Fitness Advantage Enrollment Form?

Visit PreferredOne.com to access and print out the Fitness Advantage enrollment form.

How will I receive \$20/month?

Your fitness facility determines how you receive your \$20/month. Methods range from a reduction in future membership dues to direct deposit.

What if I prepay my fitness facility dues?

Your fitness facility must convert your fees into a monthly equivalent when submitting your activity. The same goes with family memberships as they must be converted into individual levels if you and a dependent are participating.

What if my dues are less than \$20/month?

The Fitness Advantage credit is your reported monthly dues, not to exceed \$20.

What if I decide to change fitness centers or I am a member of more than one facility?

The Fitness Advantage program offers the \$20/month to no more than one fitness facility per individual per month. In situations of transitioning from one fitness facility to another or being a member at more than one fitness facility, it is your responsibility to make sure the fitness facility you are active with is the only facility submitting information.

What happens if I terminate PreferredOne?

Upon terminating PreferredOne medical coverage, you will forfeit any unapplied discounts.

What happens if I terminate membership at my facility?

Upon terminating membership at a fitness facility, you will forfeit any unapplied discounts.

For more information: Call 763.847.4477 or 1.800.997.1750 or visit PreferredOne.com