



## Hawaii

# Frequently asked questions

## Kaiser Permanente Fit Rewards 2026

### What is Kaiser Permanente Fit Rewards?

Kaiser Permanente Fit Rewards powered by One Pass Select® is an exclusive value-added fitness program offering Kaiser Permanente Hawaii members the opportunity to earn a reward of up to \$200 – equivalent to a free gym membership at applicable locations.<sup>1</sup> Your reward will be equal to the annual program fee you pay each calendar year.

### Who is eligible for Kaiser Permanente Fit Rewards?

All Kaiser Permanente Hawaii members 16 years and older, except Medicare and QUEST (Medicaid) members, are eligible. If you're under 18 years of age, ask your fitness center if you need consent from your parent/guardian to become a member.

### How does Kaiser Permanente Fit Rewards work?

- **Starting January 1, 2026**, enroll in Kaiser Permanente Fit Rewards (see **Enrollment and payment** information).
- Fit Rewards is a calendar year program and resets beginning January 1 each year. You must pay your annual program fee(s) and enroll again on or after January 1 each year to participate.

- Work out at a participating fitness center or qualified nonparticipating gym at least 45 days for a minimum of 30 minutes per session by December 31, 2026.<sup>1</sup>
- Get a reward of up to \$200 (equivalent to a free membership at applicable locations).<sup>1</sup>

### Enrollment and payment

#### How do I enroll in Kaiser Permanente Fit Rewards if I did not participate in Kaiser Permanente Fit Rewards in 2025?

1. **Starting January 1, 2026**, go to **OnePassSelect.com** and register to use the website.<sup>2</sup>
2. During the registration process, select **Health Plan Member ID** and enter your medical record number, which you can find on your Kaiser Permanente member ID card.
3. Follow the prompts to set up your HealthSafe ID®.
4. Choose a membership tier: Classic, Standard, Premium, or Elite and pay your annual program fee of up to \$200. All One Pass Select memberships offer flexibility. Join as many gyms as you like within a given tier at no additional cost. Network partners and number of fitness locations in each tier subject to change.



5. Bring your One Pass Select member code with you to any participating fitness center location and the staff will set up your membership for future visits.
6. Track your progress towards earning your reward by downloading the Optum Engage app. Create an account using the same HealthSafe ID and password you use to access your OnePass Select account.

### What is not included in the Kaiser Permanente Fit Rewards annual program fee?

Monthly member fees for Standard, Premium, or Elite Network Tiers, and additional fees you pay your fitness center for classes, services, or amenities are not included in your Kaiser Permanente Fit Rewards annual program fee and are not eligible for a reward.

### How can I earn a reward if my fitness center is not a participating fitness center in the Classic, Standard, Premium, or Elite Fitness Networks?

Choose your preferred qualified nonparticipating fitness center and track visits in the Optum Engage app. Qualified fitness centers must offer regular cardiovascular, flexibility, and/or resistance training exercise programs; established physical facility must offer a membership agreement; and must be overseen by staff. Fitness centers outside of the 50 U.S. states and the District of Columbia do not qualify.

You must be enrolled in that fitness center with a 2026 membership agreement, pay your fitness center dues, and track your visits through the Optum Engage app to earn your reward.

## Enrollment for dependents ages 16 and 17

### How can I enroll my dependent who is 16 or 17 years old in Kaiser Permanente Fit Rewards?

1. If you haven't enrolled already, you must register at **OnePassSelect.com**. Please note that the Digital tier is the only plan without a yearly enrollment and monthly subscription fee.
2. Once enrolled, log in to your One Pass Select account.
3. Navigate to **Manage Membership > Add Family Member**. Enter your dependent's details and select a tier (including the \$0 digital tier, if eligible). Review and confirm the enrollment then follow the prompt for payment (if applicable).

### What happens after I enroll my 16- or 17-year-old dependent?

Your dependent's One Pass Select subscription becomes effective immediately upon enrollment. They will receive an email from One Pass Select that includes a family link and member code to access One Pass Select. You can also view your dependent's member code by navigating to **Manage membership** on **OnePassSelect.com**. Bring the One Pass Select member code to any participating fitness center location and the staff will set up your dependent's membership for all future visits. See **Activity requirement and reward** section for details on tracking and earning reward.



## What happens when the dependent turns 18?

They should remain on your Fit Rewards account for the rest of the calendar year (December 31, 2026) to avoid paying the enrollment fee again. The following year, they can enroll independently as an adult member.

## Participating fitness centers

### Where can I find a list of participating fitness centers?

You can search for locations on **OnePassSelect.com**.

### How can I suggest adding a fitness center to the network?

You can request the addition of fitness centers online at **OnePassSelect.com**.

### Can I attend multiple fitness centers in one month?

Yes, you can visit any of the One Pass Select fitness centers within the same tier, or any fitness center at a lower tier (if applicable). To set this up, you'll just need to register with your member code to each fitness center.

### What if I want to enroll in a new membership tier?

The Classic tier is included in your membership. If you want to upgrade to a Standard, Premium, or Elite tier, you will need to pay the additional monthly fee. If you are in the Standard, Premium, or Elite tier and would like to downgrade to Classic, you can do so at any time by giving a 30-day notice on **OnePassSelect.com**.

### If I switch membership tiers, do I have to pay my annual program fee again?

No, you will not need to pay the annual program fee twice if you switch tiers. You may be subject to a monthly fee if you are upgrading to the Standard, Premium, or Elite tier.

### What if I want to cancel my membership?

If you are enrolled into the Classic tier, there is no need to cancel your membership. If you enroll into the Standard, Premium, or Elite tier and want to cancel, please downgrade your membership to the Classic tier instead of canceling as you will not be billed for the Classic tier. If you cancel your membership and want to enroll again, you will have to pay your \$200 annual membership fee again.

### What happens to my membership/subscription at the end of the year?

Your One Pass Select membership - and the associated perks like Shipt and Walmart+ expire at the end of the calendar year. To continue enjoying these benefits, you'll need to renew your One Pass Select membership at the start of the new year.

Once renewed, log into your One Pass Select account and go to the **Your Perks** tab. From there, use the provided links to access Shipt or Walmart+, and enter your One Pass Select member code to reenroll with a \$0 membership.

### How do I track my activity?

You can track your activity by using the Optum Engage app and by checking in at your gym. To get started, download the Optum Engage app and sign in using the same HealthSafe ID and password you use to access your One Pass Select account (16-17 year old dependents must complete the registration process by creating a HealthSafe ID and password).





in the Optum Engage app). When you check in through the app, your visit is recorded instantly. If you only check in at the gym, it could take up to 90 days to receive credit for your visit(s), depending on when the gym reports your visits for reimbursement. For the fastest tracking, always use the Optum Engage app in addition to your regular fitness center check-in.

## Activity requirement and reward

### When will I receive my reward?

If you successfully meet the 45-day, 30 minutes per session activity requirement before December 31, 2026, you may receive your reward within 30 days after you redeem your reward on [kpfitrewards.optumengage.com](https://kpfitrewards.optumengage.com) or the Optum Engage app (It could take up to 90 days for you to receive your reward notification depending on when the fitness center submits your visits for reimbursement). Only 1 visit per calendar day will count toward your reward requirement. Any 2026 reward not redeemed by March 31, 2027 will be ineligible for redemption.

### If I change fitness centers during the year and meet the 45-day, 30 minutes per session activity requirement, will I receive a reward?

Yes. Your total number of visits count toward the 45-day, 30 minutes per session activity requirement, as long as you have Kaiser Permanente Hawaii coverage and are using a participating fitness center and/or you are using a qualified nonparticipating fitness center and tracking your visits in the Optum Engage app.

### If I work out two times in one day, does it count as two visits toward the 45-day, 30 minutes per session activity requirement?

No. You get credit for a maximum of one workout each calendar day, whether you work out once, twice, or more times in a day.

### When do my fitness center visits start counting toward my reward?

Once your non-refundable annual program fee for a location in the Classic network, and (if applicable) additional monthly fees for a Standard, Premium, or Elite network location are paid, your visits will count toward your reward. Fit Rewards is a calendar year program available January 1 through December 31 each year. 2025 visits are not applied toward your 2026 activity requirement.

### What if I am 64 years old and will turn 65 during the calendar year?

If you are enrolled in Fit Rewards and will turn 65 years old before the end of 2026, please make sure that you meet your 45 visit activity requirement before you transition to the One Pass program, which is included as part of Kaiser Permanente's Senior Advantage plan benefits. Completion of your Fit Rewards activity requirement by the time you transition to the One Pass Program is required to receive your reward.



## Job changes or coverage lapse

### I recently changed jobs/employers. Is my Kaiser Permanente Fit Rewards benefit transferable?

No. Kaiser Permanente Fit Rewards is not transferable between jobs or employers. Fit Rewards does not transfer to another Kaiser Permanente plan if you change employers and/or Kaiser Permanente plan coverage during the year.

### If I change jobs/employers, do I have to pay my annual program fee again?

Yes. If you change employers and/or Kaiser Permanente plan coverage during the calendar year, you will be asked to pay your Kaiser Permanente Fit Rewards annual program fee(s) again.

### Do I maintain Fit Rewards eligibility if I transition to COBRA?

Yes, Fit Rewards remains available as a plan benefit when you elect COBRA coverage and stay current on your premium payments. You have 60 days to elect COBRA after your qualifying event, and 45 days after that to make your first payment. Your access to Fit Rewards and eligibility for reimbursements begins once your payment is received and your coverage is updated.

If Kaiser Permanente is not your COBRA administrator, please contact your employer or their designated COBRA administrator for any COBRA-related questions.

## Home fitness resources

### What if I am physically unable or prefer not to go to a fitness center?

Stay active no matter where you live or where you like to work out. Home fitness kits are available at no cost and mailed directly to you – limit one kit per calendar year. Call **877-265-2906** Monday through Friday, 8 a.m. to 9 p.m. Central Time to order your complimentary kit.

**Strength kit:** Smash your health goals with our strength kit. Includes resistance and tubing bands, door anchor, and exercise cards focused on balance and coordination.

**Yoga kit:** Includes everything you need for your yoga practice. This kit includes a yoga mat, yoga block, and yoga strap.

**Dance kit:** Your health, your way with our dance kit. The dance kit includes a quick start guide, guided dance video, fresh and simple nutrition book, and everyday weight-loss plan.

### If I order a home fitness kit, can I also participate in the Fit Rewards program?

Yes. You can go online to enroll in the Fit Rewards program and pay applicable, non-refundable membership fees.

### Will a member participating in the fitness center program need to pay an additional fee if they wish to choose a home fitness kit?

The home fitness kit is complimentary as part of the Fit Rewards program. Call **877-265-2906** Monday through Friday, 8 a.m. to 9 p.m. Central time to order your kit.



## What other resources are available for me to work out from home?

Join live, online fitness classes and explore on-demand workouts from home. Once you select your tier and purchase your membership, you'll receive your member code. Access the online fitness classes by going to the One Pass Select website, selecting the online fitness partner of your choice and entering your member code when prompted. To receive access to the online fitness partners at no cost, you must register through the One Pass Select website with your member code. You'll then be able to access the online fitness partner's classes through their website or app.

## What additional perks are included with Fit Rewards?

When you enroll in the Classic, Standard, Premium, or Elite tier you have access to additional perks including annual subscriptions to Walmart+ and Shipt at no additional cost.<sup>3</sup> That makes it easier to get groceries and household essentials delivered

to your door. Walmart+ includes same-day delivery from your local Walmart store, a Paramount+ or Peacock subscription<sup>4</sup>, fuel discounts, and more. Shipt offers same-day delivery from beloved local grocers and national favorites like Target, Safeway, Times Supermarket, Petco, Lowe's, plus access to exclusive deals. To learn more, visit **OnePassSelect.com/faqs**.

## How do I activate my Walmart+ and Shipt subscription?

Log into your One Pass Select account. Under the **Your Perks** tab, use the links to access Shipt or Walmart+. Then enter your One Pass Select member code to enroll with a \$0 membership.

<sup>1</sup>Rewards are limited to your annual program fee each calendar year. Taxes and additional fees you pay your fitness center for classes, services, or amenities are not included in the program and are not eligible for reimbursement. Please consult with your tax advisor about the taxability of the rewards. Except for earning your annual program fee back by exercising 45 days a year for at least 30 minutes per session at a fitness center, your annual program fee is not refundable and will not be prorated. Any 2026 reward not redeemed by March 31, 2027 will be ineligible for redemption.

<sup>2</sup>The program website is available for members who are 16 years and older.

<sup>3</sup>Terms apply. For more information, visit [onepassselect.com/faqs](https://onepassselect.com/faqs).

<sup>4</sup>Choose one ad-supported service every 90 days: Peacock Premium or Paramount+ Essential. Additional registration required. Terms and conditions apply.

Kaiser Permanente Fit Rewards is a value-added service available exclusively to Kaiser Permanente Hawaii members (16 years and older) and not part of your medical benefits. Medicare and QUEST (Medicaid) members excluded. Your annual program fee does not count toward your health plan's annual out-of-pocket maximum. For conditions, limitations, and exclusions, please see your *Evidence of Coverage* or [kp.org/fitrewards](https://kp.org/fitrewards).

Kaiser Permanente Fit Rewards is administered by One Pass Solutions, through One Pass Select®. One Pass Select is a voluntary program. The information provided under these programs is for general informational purposes only and is not intended to be nor should be construed as medical advice. Talk to your doctor before increasing your level of activity, particularly if you have a medical condition or have been inactive. One Pass Select varies by plan/area. The programs are not responsible for the services or information provided by third parties. The programs may have tax implications. Employers and individuals should consult a tax professional to determine if they have any tax obligations. Your health information is kept confidential in accordance with the law. These services are not insurance programs and may be discontinued at any time. This service should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. All trademarks are the property of their respective owners.