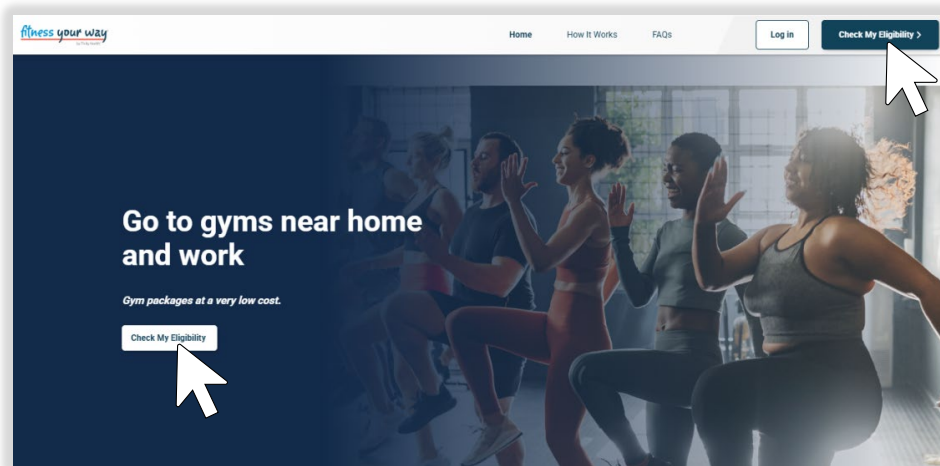


Fitness Your Way® Enrollment Guide

1. Go to [Fitness Your Way](#) (Important must be this link or one found on BSC site).
2. Select **Check My Eligibility** in the upper right-hand corner.



3. On the **Eligibility** page, please enter all the information.

1. Eligibility 2. Package 3. Address 4. Checkout

Check Your Eligibility

Please fill out the information below to see if you're eligible

PERSONAL INFO

We will use the info below to authenticate your account

What is your gender? *

☐ Male ☒ Female

First Name * Last Name *

Enter first name Enter last name

Date of Birth *

Month: MM Day: DD Year: YYYY

ZIP Code *

Enter zip code

Email Address *

Enter email address

☒ If you have a Blue365 account, use the email address associated with that account

HEALTH PLAN INFO

Please enter your health plan info below to confirm eligibility

Are you a member of Blue Shield California? (BSC) *

☒ Yes ☐ No

Subscriber ID * Group # *

Enter subscriber ID Enter group number

☒ By providing your email address and/or any other personal information, as defined under applicable law, you acknowledge that you are agreeing to our use of your information as provided in our [Terms of Use](#) and [Privacy Policy](#)

☒ By checking this box, I acknowledge that I have read and agree to comply with the terms and conditions of the [Fitness Program Agreement](#)

IMPORTANT: In the Health Plan Info, Subscriber ID **MUST** contain the three letter ALPHA PREFIX found on the back of the members' ID card.

HEALTH PLAN INFO

Please enter your health plan info below to confirm eligibility

Are you a member of Blue Shield California? (BSC) *

☒ Yes ☐ No

Subscriber ID * ? Group # * ?

Enter subscriber ID ? Enter group numb ?

☒ * By providing your email address and/or any other personal information, as defined under applicable law, you acknowledge that you are agreeing to our use of your information as provided in our [Terms of Use](#) and [Privacy Policy](#)

☒ * By checking this box, I acknowledge that I have read and agree to comply with the terms and conditions of the [Fitness Program Agreement](#)

4. Once all information has been entered, select **Check My Eligibility**. Once confirmed, select **Proceed to Next Step**.



Eligibility Confirmed!

Congratulations! Your eligibility has been confirmed!
You're one step closer to a longer, healthier life.

Proceed to Next Step



5. On the **Package** page, browse Classic and Luxury gyms and gyms by the map search tool. Payment is not required until the Checkout page. There is no obligation to continue, members can choose to proceed or exit if they do not find a gym or package for them.

1. Eligibility 2. **Package** 3. Address 4. Checkout

What fitness package are you interested in?
Please confirm your selection below.
There is a one time fee of \$19 for gym packages only

Classic Gyms **Luxury Gyms**

What is a Luxury Gym?
Most Popular

BASE

\$19.00
/ month

Select

3,000+ Classic gyms
Unlimited access

Digital Content
Video & Live Streams

CORE

\$29.00
/ month

Select

7,500+ Classic gyms
Unlimited access

Digital Content
Video & Live Streams

POWER

\$39.00
/ month

Selected

11,000+ Classic gyms
Unlimited access

Digital Content
Video & Live Streams

Digital

\$10.00
/ month

Hundreds of on-demand videos and live streams
Workouts, wellness videos, nutrition tutorials, and more!

Select

Phoenix, AZ 85001

Nationwide Access
13247 Gyms
0 Luxury Gyms

Save & Proceed

MAP SEARCH TOOL TIP: Search by zip, state, or city and view what gyms are available in each package by clicking on each package. Members can expand the map and select gym locations to view amenities. All gyms in the selected package and lower are accessible in each package.

fitness your way
by Tivity Health®

My Account Locations FAQs

Search by address, city, zip, or location

CLASSIC GYMS LUXURY GYMS

BASE **CORE** **POWER**

23 Nearby Gyms
Find a classic gym near you
Search by city, state, ZIP code, or address to view nearby classic gyms

Planet Fitness - Memphis, TN (Midtown)
1635 Poplar Ave.
Memphis TN, 38104
1.9 miles

Planet Fitness - Memphis, TN (Summer Ave)
4700 Summer Ave.
Memphis TN, 38122
4.0 miles

ATC Fitness - Spottswood
4682 Spottswood
Memphis TN, 38117
4.2 miles

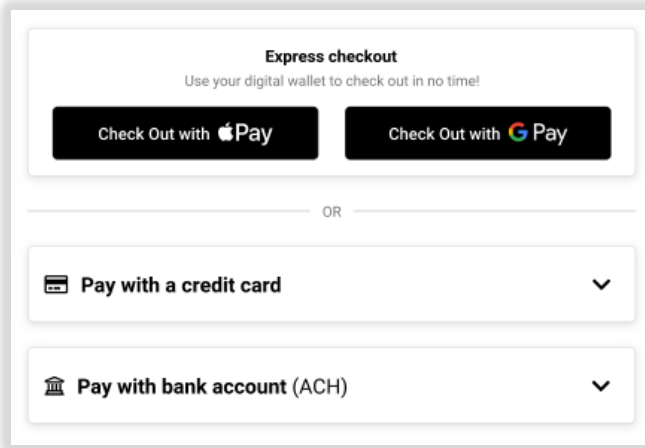
Planet Fitness - Memphis, TN (Village Plaza)
4641 Knoxville Avenue
Memphis TN, 38117
4.2 miles

powered by **tivity**

Filter By Distance Amenities Women Only

Map showing gym locations in Memphis, TN, with a pop-up for the **BASE** package (4089 gyms) and a list of nearby gyms.

6. On the **Checkout** page, payment choices include Express Checkout with Apple and Google Pay, Credit Card and Bank Account.



Express checkout

Use your digital wallet to check out in no time!

Check Out with 

Check Out with 

OR

 Pay with a credit card

 Pay with bank account (ACH)

7. On the **Success** page, download the member card that the member brings to the gym. Members will be sent an email with a link to setup the portal account and access the digital content.



Success!

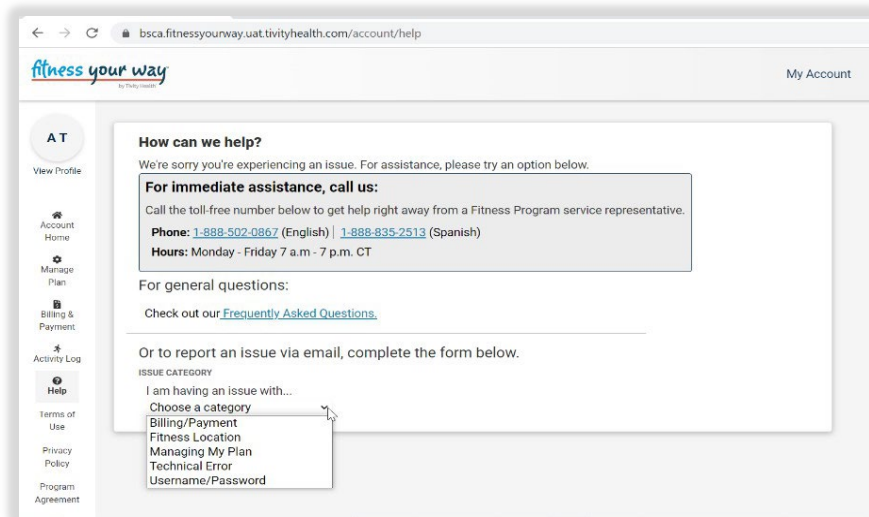
Please check your email

We've sent the instructions for completing your account setup to
user@example.com

Need quick access to your member card?
[View my member card](#)

Help and Common Issues

Members can send an e-mail to the Fitness Your Way Customer Service team or call at [1-888-502-0867](tel:1-888-502-0867) (English) [1-888-835-2513](tel:1-888-835-2513) (Spanish) | Customer Service Hours: Monday – Friday 5 a.m. – 5 p.m. PT.



Cancel Membership

To cancel, go to the **Manage Plan** tab where there is a cancel subscription link or contact Customer Service at [1-888-502-0867](tel:1-888-502-0867) | Customer Service Hours: Monday – Friday 5 a.m. – 5 p.m. PT.

Common Eligibility Check Issues

Issue	Resolution Tip
Member is unable to click the Check My Eligibility button.	All info with a red asterisk (*) is required for eligibility verification. If the fields are not completed, the member will not be able to proceed to the next step.
The member has put in a DOB that is under 18 years old.	Members must be 18 years or older to enroll in the program.
The member is not eligible based on the prefix entered.	The prefix is not valid prefix, or member entered the incorrect prefix. Also, if the member is from a different health plan and tried to check Blue Shield of California eligibility, this will result in an ineligible result.