**24 Hour Fitness FAQ’s**

**Who is eligible to join 24 Hour Fitness?**

All Cleveland Clinic Caregivers, spouses and dependents 16 or older that are on the Employee Health Plan (EHP) may be eligible for the free membership. CCF Caregivers and family membership who do not have EHP can visit their local 24 hour fitness club to inquire membership pricing.

**How do I enroll?**

All applicants must complete an online application prior to registering at 24 Hour Fitness. Applicants between the ages of 16-18 must request a paper application by emailing Michelle Lerch at [lerchm@ccf.org](mailto:lerchm@ccf.org)

**I already have a membership at 24 Hour Fitness am I eligible?**

Yes. Current 24 Hour Fitness members must complete an online application and follow the registration instructions above prior to their membership becoming free.

The only exception is for those 24 Hour Fitness members who have a pre-paid membership. You will need to wait until your pre-paid membership is completed to enroll through CCF.

**What are the requirements to maintain my free membership through EHP?**

1. All members, including spouses and dependents, are required to visit 24 Hour Fitness a minimum of 10 times per month. If you go 3 consecutive months without visiting 10 times, your membership will be terminated.
2. Each year you are required to complete a membership application and have measurements taken to re-enroll.

**Can this facility be used for the EHP Healthy Choice Program?**

Yes it is one of the options available to you for the EHP Healthy Choice Program. It is highly recommended that Caregivers contact EHP directly or log into the Healthy Choice Portal to get more information on what is needed to meet requirements for EHP. Each Caregiver requirements are different based on health status and which program they are enrolled in. Do not rely on co-workers or others to tell you what is needed. 24 Hour Fitness staff is not able to answer any questions regarding the Healthy Choice Program or other EHP wellness programs (Weight Watchers or Disease Management). EHP contact information: 216.448.2247 or [ehpwellness@ccf.org](mailto:ehpwellness@ccf.org). You do not need to inform EHP that you have enrolled in the program. For more about the Healthy Choice Program requirements visit: <http://employeehealthplan.clevelandclinic.org/>

**Are Caregivers who are not on EHP eligible to join the 24 Hour Fitness?**

Yes, all Caregivers and their families are eligible to purchase a membership at a discount. Visit your local 24 hour facility to inquire pricing/discounts.

**How do I record my visits?**

Upon enrollment 24 Hour Fitness will issue you a member number. It is your responsibility to check in with your member number or biometric finger print each time you visit. **If you do not check-in, your visits will not be reported. If the system is down, please notify the staff to check you in manually.** You do not need to submit any visit logs, nor will they be accepted.

**Am I able to track my visits and measurements online?**

24 Hour Fitness has a web portal and app that allows members to view their visits. Usage can be tracked at [www.24hourfitness.com](http://www.24hourfitness.com) or via the 24 Hour Fitness app <http://www.24hourfitness.com/resources/mobile/>

24 hour visits are not viewable on ClevlandClinic.org/FITT

**What if I am ill, injured or go on FMLA and can’t make my visits?**

If you think you will be unable to visit 24 Hour Fitness due to medical reasons, email Michelle Lerch at [lerchm@ccf.org](mailto:lerchm@ccf.org) so your membership can be put on a medical hold. You will need to provide a letter from your physician, at the beginning of the time you are out, stating that you are unable to participate due to medical reasons. Once you are ready to return you will need to provide another letter stating that you are cleared for exercise. Membership will not be reactivated until this letter is received. We cannot place a membership on hold retroactively; medical holds start once letter is received.

**I have a child under the age of 16 who wishes to join, are they eligible for the free membership?**

At this time we are only offering free membership to those dependents over the age of 16. Please check with your 24 Hour Fitness club to determine age restrictions and pricing for those dependents under 16.

**Can I participate in the steps program and 24 Hour Fitness?**

Yes. If you are eligible for both programs you may enroll in both activity device program and 24 Hour Fitness simultaneously. Only one of the programs will count toward Healthy Choice. For more about the Healthy Choice Program requirements visit: http://employeehealthplan.clevelandclinic.org/

**I would like to join a Super Sport or Ultra Sport level club, is my membership still free?**

Yes and No. EHP only covers membership fees up to the active or sport level clubs. For those caregivers who wish to join higher level clubs you will have to pay the difference in membership fees. This should be $20 down and $10/month, however prices can vary per club.

**I do not live in Florida or Las Vegas but would like to join a 24 Hour Fitness, how do I register?**

Contact Michelle Lerch at [lerchm@ccf.org](mailto:lerchm@ccf.org) for registration instructions. Provide your name, employee ID and which 24 Hour Fitness location you are wishing to join.

**Why these memberships are subject to tax and how am I taxed?**

Per IRS rules and regulations, the value of your fitness center membership is generally considered taxable income to you and reported on your Form W-2. Tax for these memberships will come out of one paycheck per month. Employees will be taxed on any membership fees paid for their spouse or dependents.