

NIHCarewards Instructions for the ALREADY ENROLLED Member Portal

~ Please use Google Chrome or Firefox ~

The following are a set of instructions for the new member portal, called *Already Enrolled*. These are instructions for members that have already signed up and enrolled in the fitness reimbursement program(s). **IF** a member chooses not to access the online member portal, it will not affect their reimbursement; the member portal is an alternative option to view, make changes and edit their member information online.

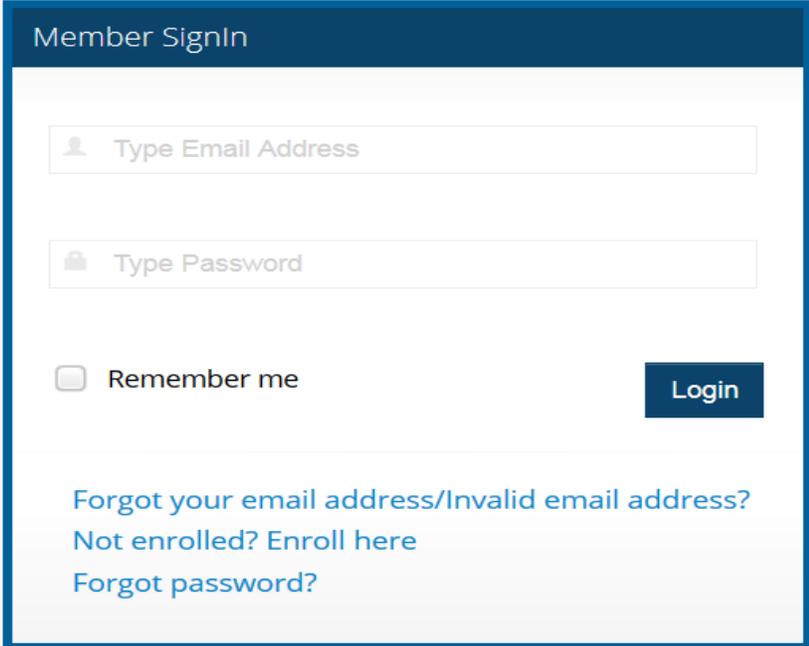
Member Login instructions ...

To access the online member portal, first navigate to NIHCarewards.org and click on “THE NEW MEMBER PORTAL – ALREADY ENROLLED” option.

NIHCarewards is the headquarters for insurance and employer -sponsored fitness incentive programs. NIHCarewards links workout data from the fitness center level to provide a monthly reimbursement back to the member. By managing these programs at the fitness center level, we are able to collect the most accurate data to complete the ultimate online solution for wellness reimbursement programs nationwide.

MEMBERS Options	CLUBS Options	CLUB FINDER
FIRST TIME ENROLLMENT	PROCESSING AGREEMENT	CLUB FINDER
THE NEW MEMBER PORTAL – ALREADY ENROLLED		
MEMBER PORTAL INSTRUCTIONS	CLIENT PROCEDURES	
FAQ		

The next screen is the **Member Sign In** screen. The member must have an email address on their record and a corresponding password in order to log on to the system. If not, the options are 1) "Forgot your email address/Invalid email address" which will redirect the member to verify member information. 2) "Not enrolled? Enroll here" which will redirect to First Time Enrollment and 3) "Forgot Password" which will allow the member to reset their password.



Member SignIn

Type Email Address

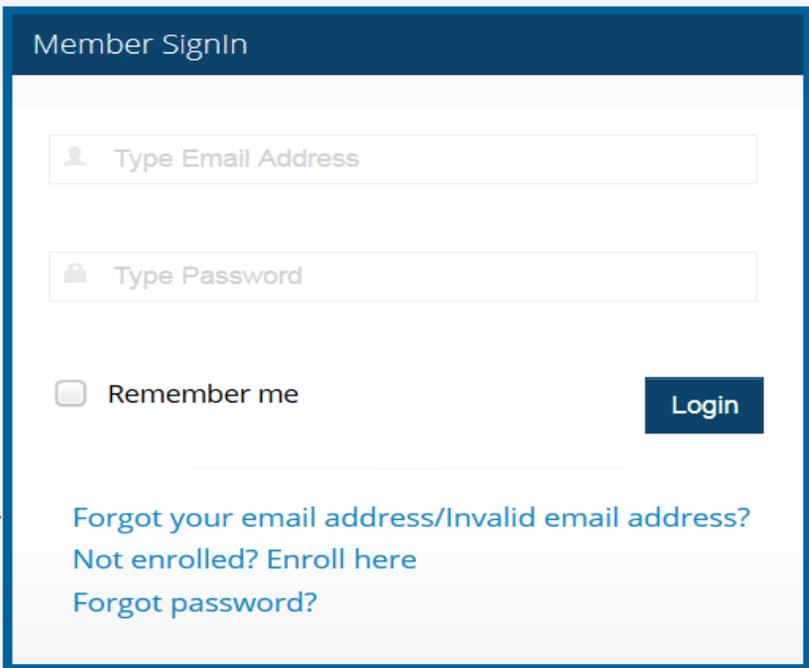
Type Password

Remember me

[Forgot your email address/Invalid email address?](#)
[Not enrolled? Enroll here](#)
[Forgot password?](#)

Option 1: "Forgot your email address / Invalid email address?"

This is a verification process that involves a series of screen shots below. **NOTE: If a member had previously entered a duplicate email in the system upon enrollment, they will now need to follow the below process in order to re-enter a unique email.**



Member SignIn

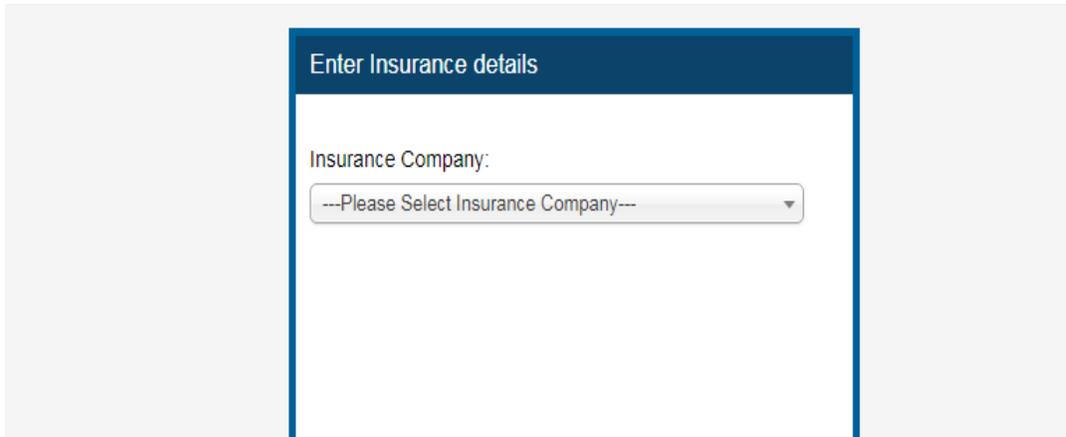
Type Email Address

Type Password

Remember me

[Forgot your email address/Invalid email address?](#)
[Not enrolled? Enroll here](#)
[Forgot password?](#)

First, enter the name of Insurance Company.



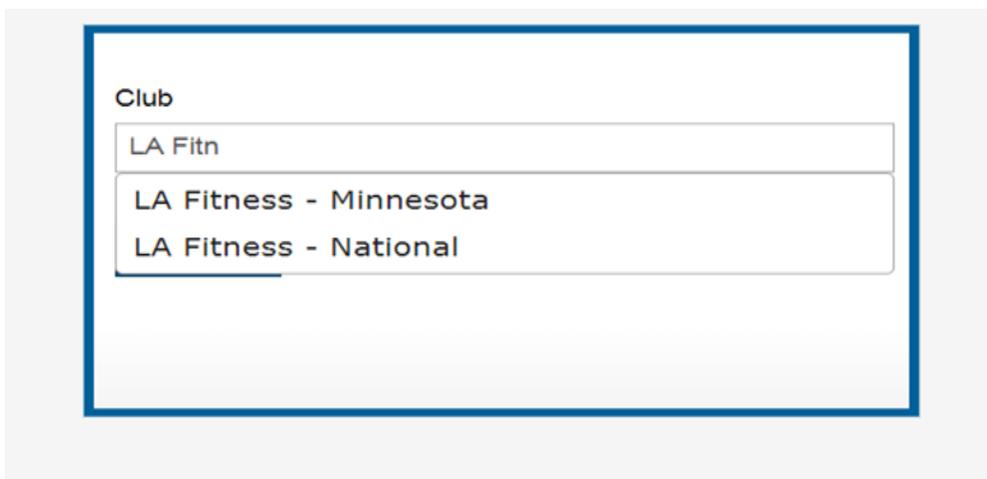
The screenshot shows a form titled "Enter Insurance details". Below the title, there is a label "Insurance Company:" followed by a dropdown menu. The dropdown menu currently displays the text "--Please Select Insurance Company--".

Second, enter the name of the **Club** the member belongs to.



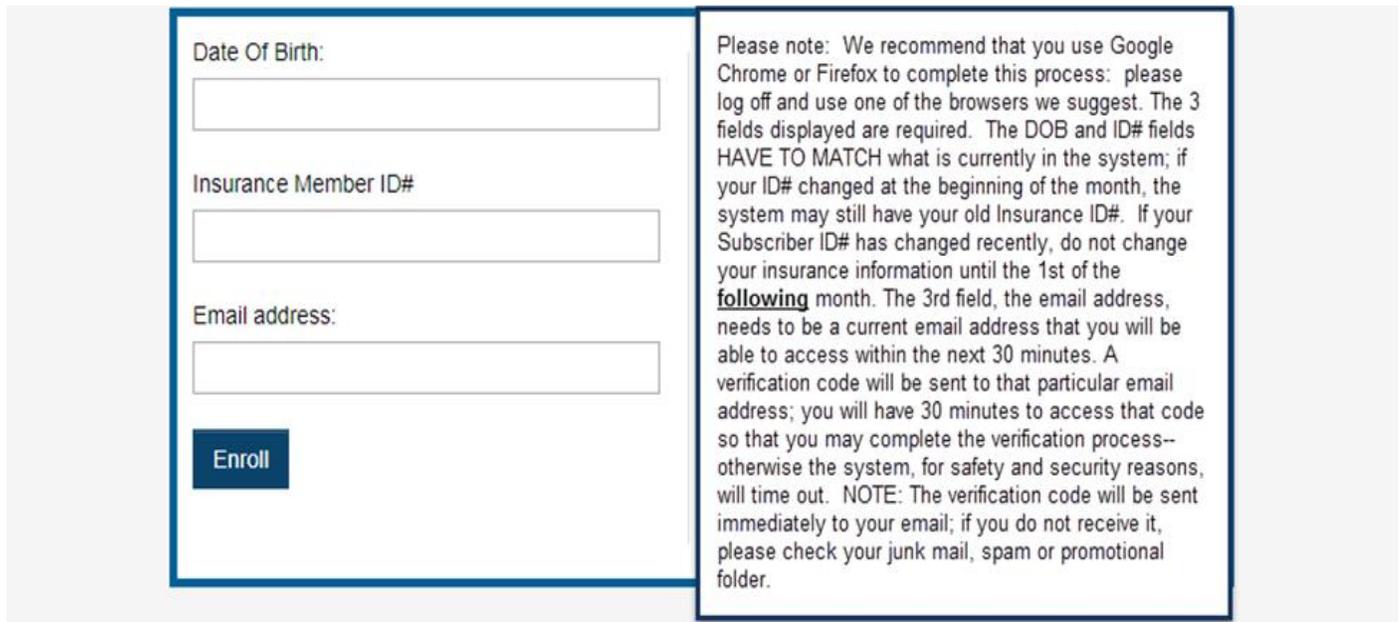
The screenshot shows a form titled "Club". Below the title, there is a text input field. Below the input field, there is a blue button labeled "Continue".

Attention ONLY LA Fitness members: As an LA Fitness member, they will type LA Fitness into the Club screen below. At this point, a picklist will drop down with two options: LA Fitness – Minnesota and LA Fitness – National. If the member enrolled at a Minnesota-based LA Fitness, they choose LA Fitness – Minnesota; If they signed up at a facility OUTside of Minnesota, they choose LA Fitness – National.



The screenshot shows the "Club" form with the dropdown menu open. The input field contains the text "LA Fitn". The dropdown menu lists three options: "LA Fitn", "LA Fitness - Minnesota", and "LA Fitness - National".

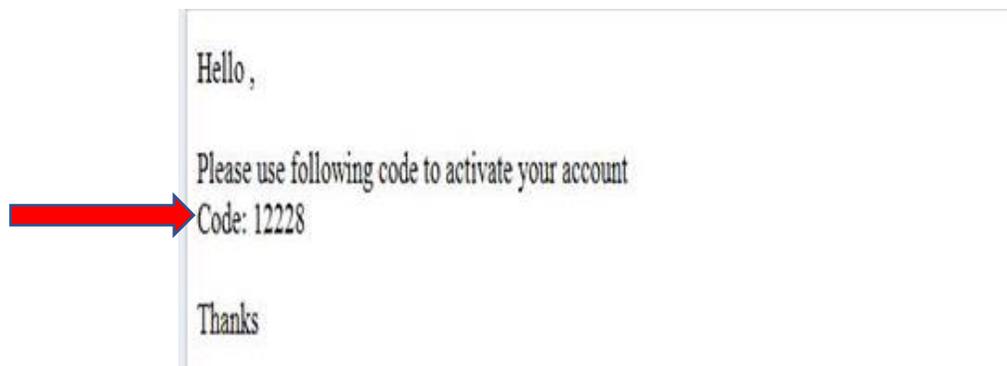
Third, this screen asks for the DOB, Subscriber ID # and an email address that the member can access within 30 minutes.



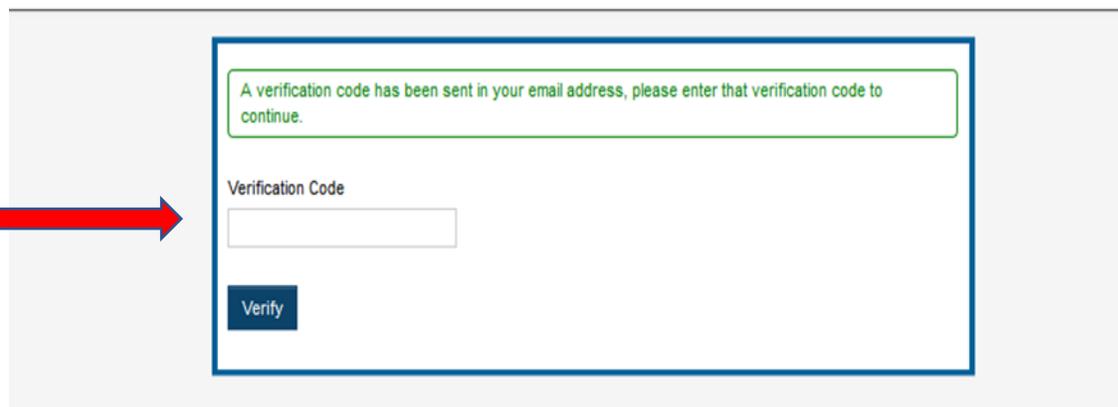
The screenshot shows an enrollment form with three input fields: "Date Of Birth:", "Insurance Member ID#", and "Email address:". Below the fields is a blue "Enroll" button. To the right of the form is a white box with a blue border containing a note. A red arrow points from the "Enroll" button towards the note box.

Please note: We recommend that you use Google Chrome or Firefox to complete this process: please log off and use one of the browsers we suggest. The 3 fields displayed are required. The DOB and ID# fields HAVE TO MATCH what is currently in the system; if your ID# changed at the beginning of the month, the system may still have your old Insurance ID#. If your Subscriber ID# has changed recently, do not change your insurance information until the 1st of the **following** month. The 3rd field, the email address, needs to be a current email address that you will be able to access within the next 30 minutes. A verification code will be sent to that particular email address; you will have 30 minutes to access that code so that you may complete the verification process-- otherwise the system, for safety and security reasons, will time out. NOTE: The verification code will be sent immediately to your email; if you do not receive it, please check your junk mail, spam or promotional folder.

Fourth, a verification code will be sent immediately to the email that was entered. (Check your spam or junk email if you do not receive it. If you have gmail, also check your "promotions" folder.)

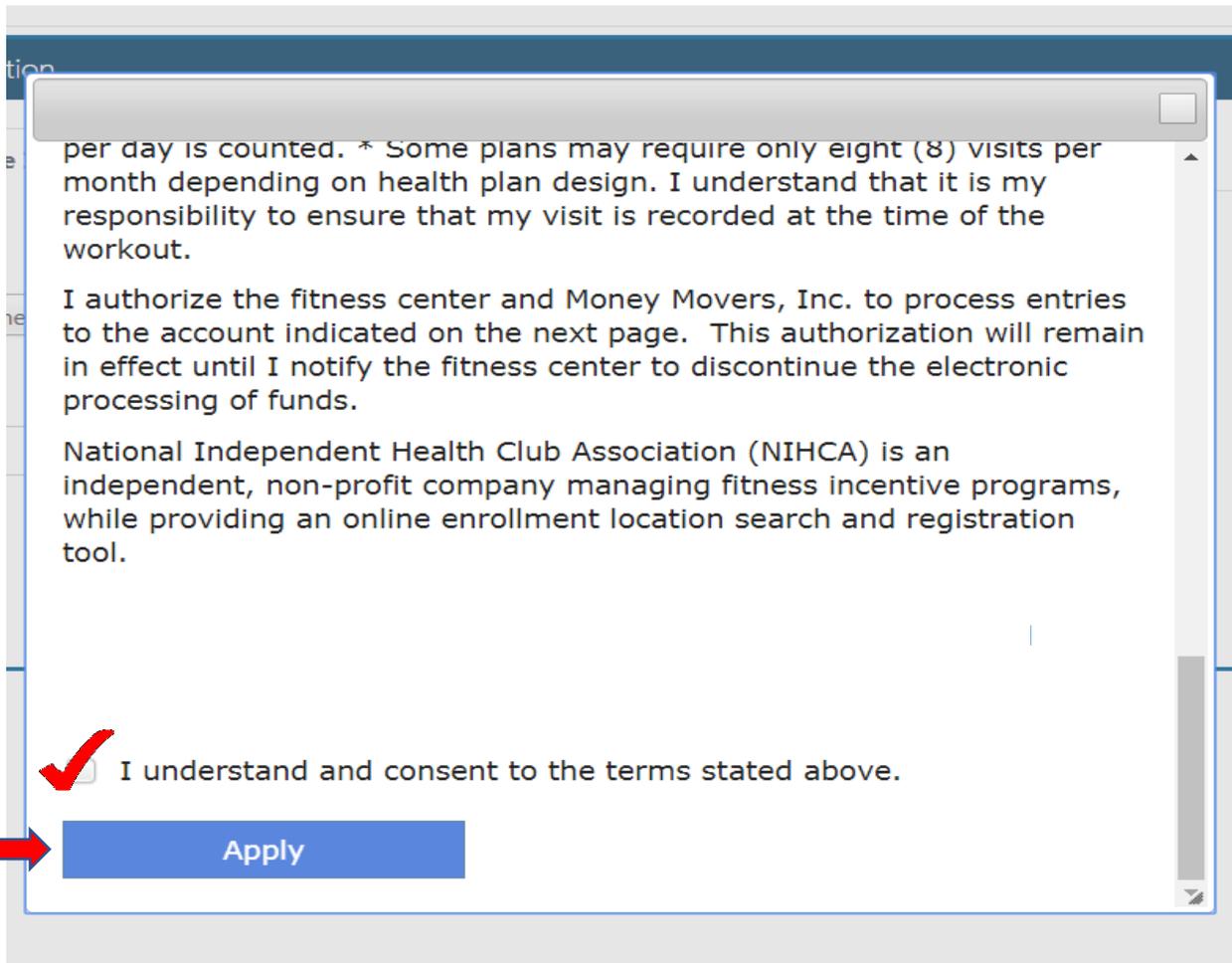


Fifth, take the verification code from the email and enter it into the Verification Code field and click **Verify**.



The screenshot shows a verification screen with a green message box at the top that says "A verification code has been sent in your email address, please enter that verification code to continue." Below the message box is a "Verification Code" label and an input field. A red arrow points from the left towards the input field. At the bottom of the form is a blue "Verify" button.

Sixth, The member will complete a disclaimer. The member will need to click the empty box to agree and then click **Apply**.



per day is counted. * Some plans may require only eight (8) visits per month depending on health plan design. I understand that it is my responsibility to ensure that my visit is recorded at the time of the workout.

I authorize the fitness center and Money Movers, Inc. to process entries to the account indicated on the next page. This authorization will remain in effect until I notify the fitness center to discontinue the electronic processing of funds.

National Independent Health Club Association (NIHCA) is an independent, non-profit company managing fitness incentive programs, while providing an online enrollment location search and registration tool.

I understand and consent to the terms stated above.

Apply

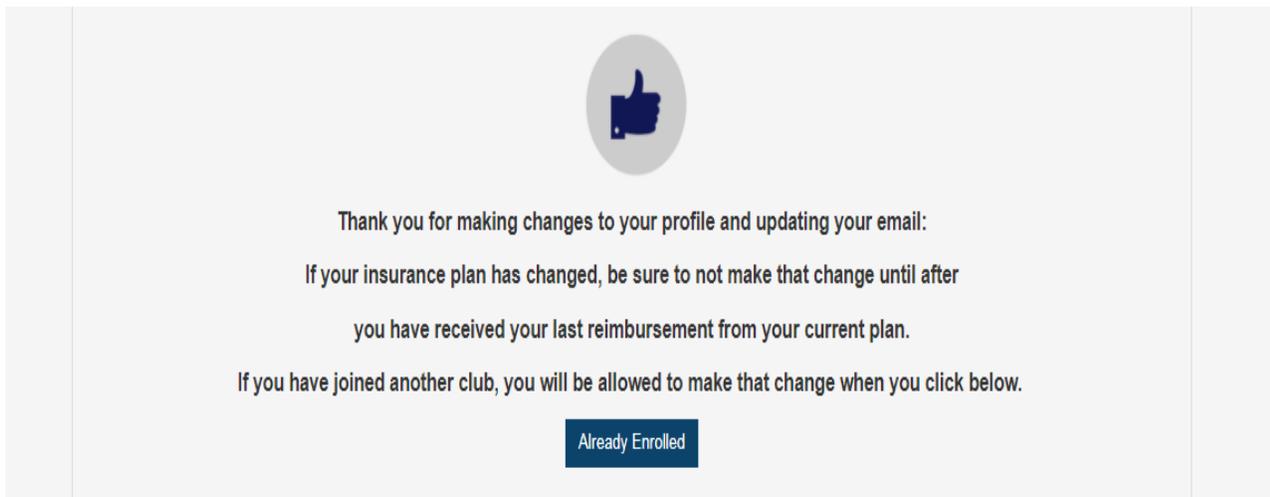
Seventh, Member will see a screen with current profile information that exists in the NIHCarewards system currently; confirming all information is up to date. Please remember the email address and password, at this point, for log-in purposes. To continue, click **ALREADY ENROLLED**.

First Name	Middle Name	Last Name
<input type="text" value="courtney"/>	<input type="text"/>	<input type="text" value="test"/>
Gym Barcode		
<input type="text" value="TESTN"/>		
Email Address *	Password *	
<input type="text" value="test@test.com"/>	<input type="password" value="*****"/>	
Address		
<input type="text" value="TEST"/>		
<input type="text"/>		
City	State	Zip Code
<input type="text" value="Hazel Run"/>	<input type="text" value="Alabama"/>	<input type="text" value="56241"/>
Member Dues Amount	Account Type	
<input type="text" value="\$ 0.01"/>	<input type="text" value="Checking"/>	
Routing Number	Bank Account Number	Insurance Subscriber ID#
<input type="text" value="000000000 - INSURANCE"/>	<input type="text" value="XXXXX8888"/>	<input type="text" value="TESTN"/>
Group Number	Dependent ID	
<input type="text" value="000000"/>	<input type="text" value="00"/>	

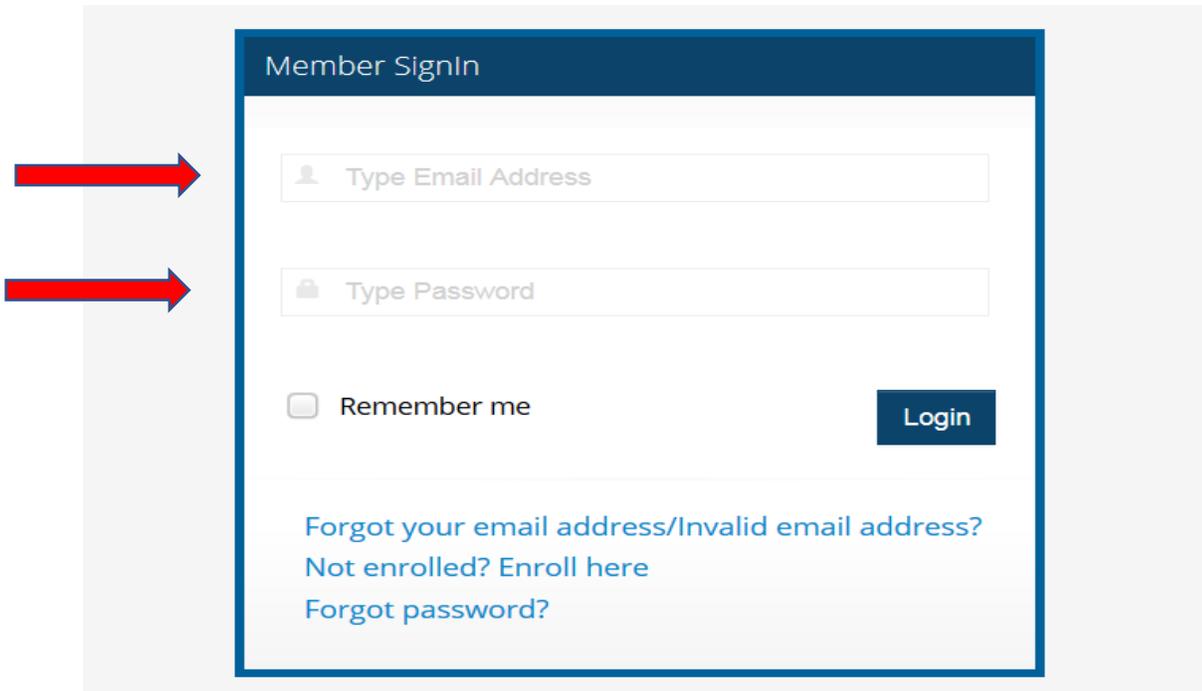
***Please note**
Remember your email address and password in order to advance to the member portal; click Already Enrolled below:

[ALREADY ENROLLED](#)

Eighth, a “Thank you” page will appear. Click **ALREADY ENROLLED** to continue.



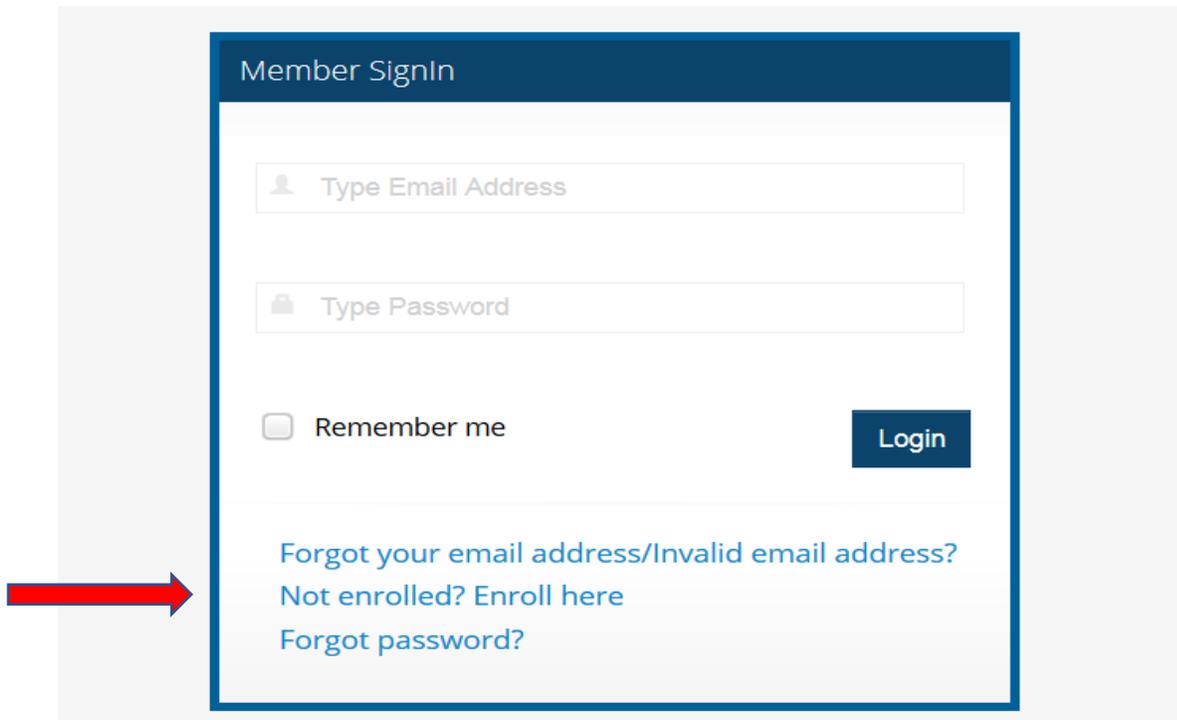
Lastly, the member will be redirected back to the **Member Signin** page to complete the email address and password. At this point, the member should gain access to the member portal. Double check any misspellings to the email address and/or the password before clicking **Login**.



The screenshot shows the 'Member Signin' page. It features a dark blue header with the text 'Member Signin'. Below the header are two input fields: 'Type Email Address' and 'Type Password'. A checkbox labeled 'Remember me' is positioned to the left of a dark blue 'Login' button. At the bottom of the form, there are three links: 'Forgot your email address/Invalid email address?', 'Not enrolled? Enroll here', and 'Forgot password?'. Two red arrows on the left side of the page point to the 'Type Email Address' and 'Type Password' fields respectively.

Option 2: ***“Not enrolled? Enroll here”***

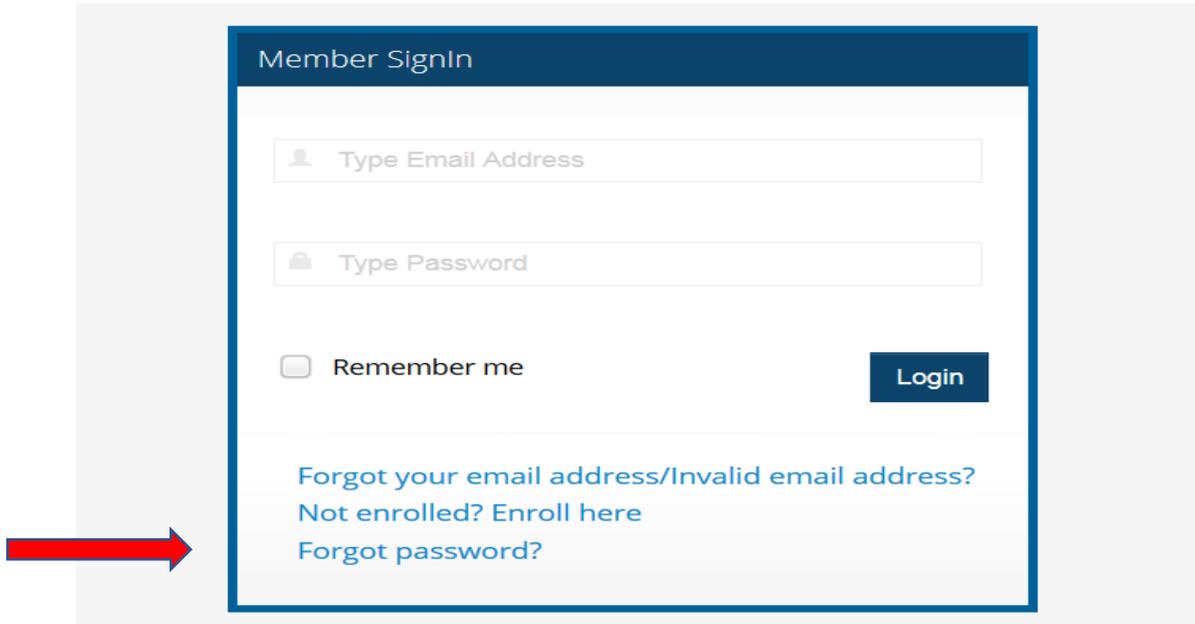
If the member has never enrolled at the fitness center nor online, then this path will direct them to First Time Enrollment. (The member would be directed through a series of screen shots to enable the member to sign up for the first time in NIHCarewards.)



This screenshot is identical to the one above, showing the 'Member Signin' page. However, a red arrow on the left side points to the 'Not enrolled? Enroll here' link at the bottom of the page.

Option 3: “Forgot Password?”

Forgot Password will allow the member to reset their password.



Member SignIn

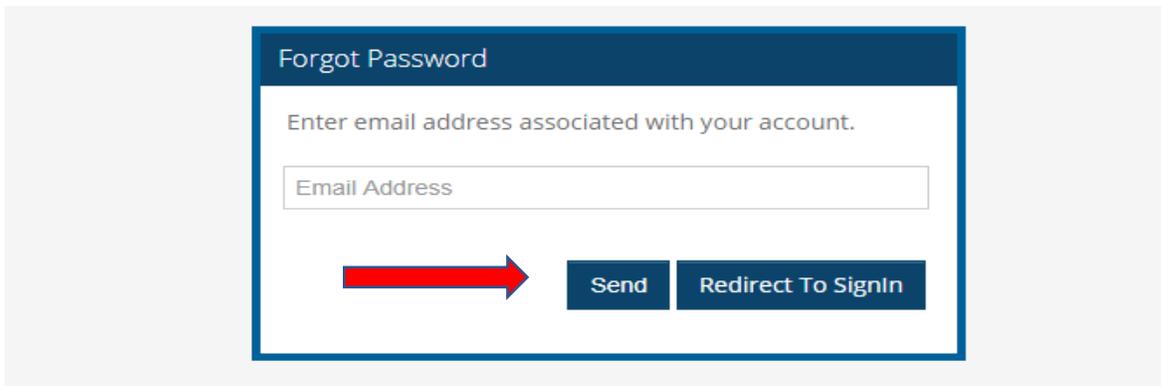
Type Email Address

Type Password

Remember me Login

[Forgot your email address/Invalid email address?](#)
[Not enrolled? Enroll here](#)
[Forgot password?](#)

Type in an email address and click **Send**.



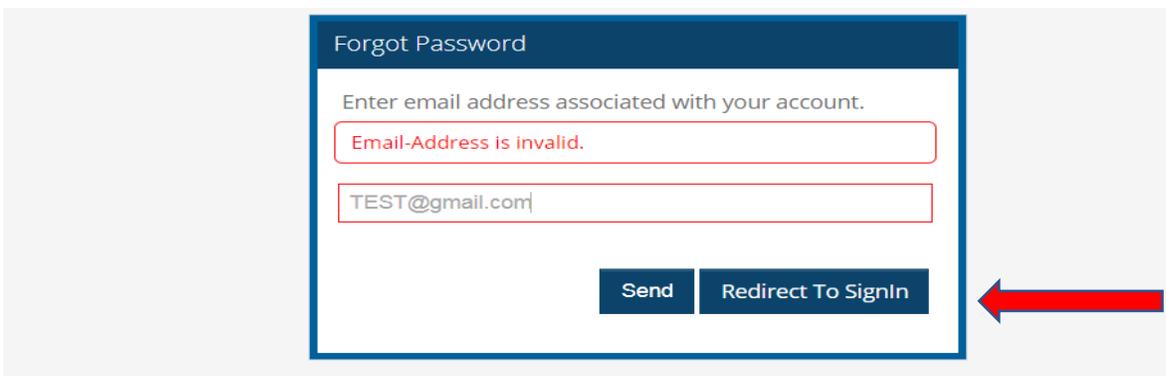
Forgot Password

Enter email address associated with your account.

Email Address

Send Redirect To SignIn

If that email address is not in NIHCarewards, an error screen will appear (see screenshot below). Click on **Redirect to SignIn** and choose “**Forgot Email Address**”. (Follow Option 1 on page 2 of this document, to continue.)



Forgot Password

Enter email address associated with your account.

Email-Address is invalid.

TEST@gmail.com

Send Redirect To SignIn

Once Logged In ...

My Profile

When the email address and password have been correctly entered, the member portal screen will display. The first screen will display the member's **My Profile** information. The member's personal information including address, DOB, email address and phone number can be viewed or updated on this screen. IF changes have been made, the **Update** button must be clicked to save the changes.

My Profile

First Name: Holly Middle Name: Last Name: Holly

Address: 333

City: Hazel Run State: Minnesota Zip Code: 56241

Date Of Birth: 12/02/1966 Phone#: 320-564-0000

Email Address: Holly@gofar.com

Monthly Membership Dues: \$ 50.00 Rewards Enrollment Date: 03/21/2018

Member Status: Cancelled **Update**

Account Information

Under **Account Information**, the member may update their bank account information by clicking the blue **Change** button to change the account number. The routing number can be changed by typing part of the routing number and waiting for the system to display options. The account type can be updated by utilizing the pull-down options under "account type". Once changes have been made, the **Update** button must be clicked to save the changes.

Change Account Information

Bank Information Insurance Information Club Information

Routing Number: 02121 Bank Account Number: New account number here

021213313 - GRAND BANK, NA.
031207885 - GRAND BANK, NA.
042103350 - GRANT COUNTY DEPOSIT BANK
053207957 - GRANDSOUTH BANK
067014466 - GRAND BANK & TRUST OF FLORIDA
072414378 - GRAND RIVER BANK
074909218 - GRANT COUNTY STATE BANK
075908616 - GRAND MARSH STATE BANK

Account Type: Checking

Change

Update

Insurance Information

A member may also view or update their insurance information by clicking on the **Insurance Information** tab. If a member chooses to change their insurance company, a pop-up will display and the member will be required to agree to the terms of the new insurance company by clicking the “I agree” box before they can proceed (see second screen shot below). If the member chooses an insurance company that is not compatible with their current club (meaning if the club is not signed up or not yet approved in that insurance company’s network), an error message indicating **“the insurance is not approved for the club”** will display.

Please note: If there is a change in insurance, the insurance information should not be changed until the **1st of the following** month that the plan became effective. If the change is made too soon, a reimbursement may result in forfeiture.

The screenshot shows a web form titled "Change Account Information" with three tabs: "Bank Information", "Insurance Information", and "Club Information". The "Insurance Information" tab is active. It contains the following fields and buttons:

- Insurance Company:** A dropdown menu with "Insurance Company Name" selected.
- Insurance Member ID#:** A text input field containing "XXX2345" and a magnifying glass icon.
- Change:** A blue button next to the Insurance Member ID# field.
- Group Number:** An empty text input field.
- Update:** A blue button at the bottom left.

The member will complete a disclaimer if changes were made. The member will need to click the empty box to agree and then click **Apply**. If the member changes their mind and does not wish to proceed, clicking the box in the upper right corner of the pop-up will cancel the process.

The screenshot shows a disclaimer pop-up window with the following content:

per day is counted. * Some plans may require only eight (8) visits per month depending on health plan design. I understand that it is my responsibility to ensure that my visit is recorded at the time of the workout.

I authorize the fitness center and Money Movers, Inc. to process entries to the account indicated on the next page. This authorization will remain in effect until I notify the fitness center to discontinue the electronic processing of funds.

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I understand and consent to the terms stated above.

Apply (blue button)

Cancel (button in the upper right corner of the pop-up)

Red arrows point to the "Apply" button and the "Cancel" button.

Club Information

A member may view or change their club by clicking on the **Club Information** tab. If a member needs to update their Barcode, they may change that information here as well. (See *Update Barcode Area* on Page 12.)

The screenshot shows the 'Change Account Information' page. On the left is a navigation menu with 'Account Information', 'Reimbursement History', 'My Profile', and 'FAQ'. The main content area has three tabs: 'Bank Information', 'Insurance Information', and 'Club Information'. The 'Club Information' tab is selected and highlighted with a red arrow. Below the tabs is a table with columns: Club#, Clubs, Barcode, Club enrollment date, and Action. The table contains one row with Club# 317, Clubs 'ES16715- Regional Wellness Center - Esterville', Barcode 'Bobsthebest', and Club enrollment date '03/21/2018'. An 'Edit' button is in the Action column. Below the table is an 'Update' button. A red arrow points to the 'Update' button.

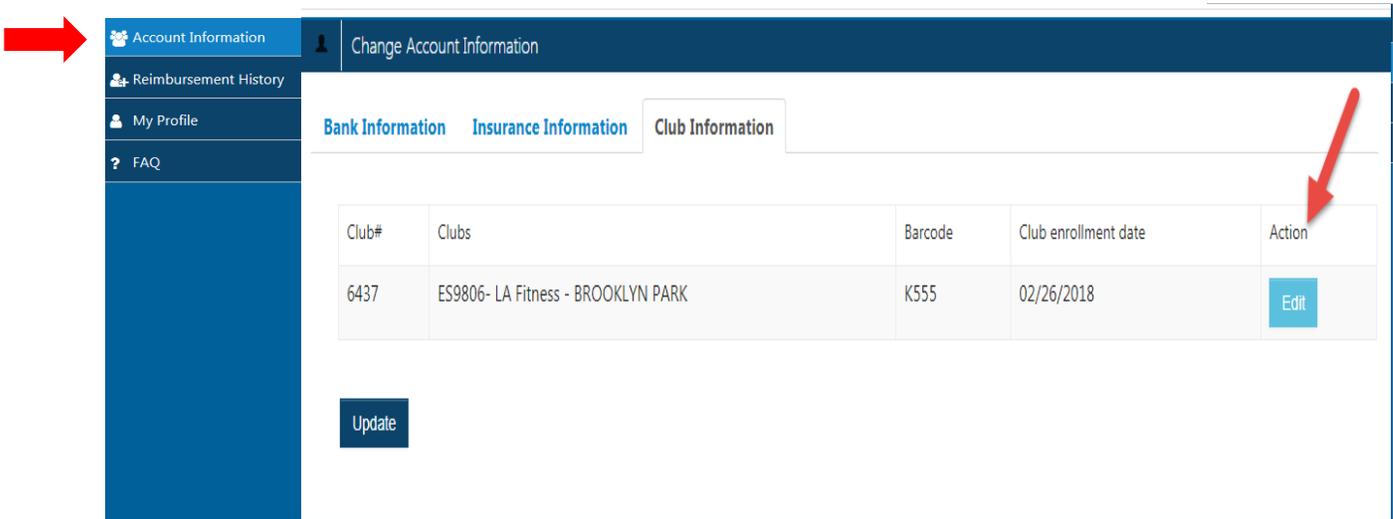
Club#	Clubs	Barcode	Club enrollment date	Action
317	ES16715- Regional Wellness Center - Esterville	Bobsthebest	03/21/2018	Edit

The member has the ability to change clubs. In order to change clubs, the member must follow a 3 step process:

First, the member must click on **My Profile** and edit their Monthly Membership Dues to what they pay per month at their **new** club they are switching to; the member needs to click **Update** to save.

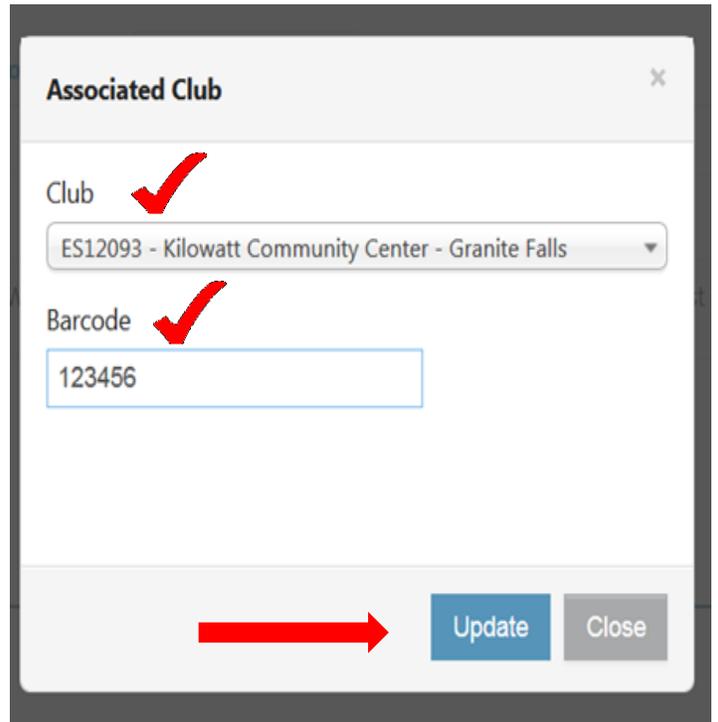
The screenshot shows the 'My Profile' page. The left navigation menu has 'My Profile' selected. The main content area contains several form fields: First Name (Holly), Middle Name, Last Name (Holly), Address (333), City (Hazel Run), State (Minnesota), Zip Code (56241), Date Of Birth (12/02/1966), Phone# (320-564-0000), Email Address (Holly@gofar.com), Monthly Membership Dues (\$ 50.00), and Rewards Enrollment Date (03/21/2018). The 'Monthly Membership Dues' field is circled in red. Below the form is an 'Update' button, which is also highlighted with a red arrow. The Member Status is 'Cancelled'.

Second, go back to **Account Information** and click the third tab over that says **Club Information**. By clicking on the **Edit** button, it will display a pop-up box below.



Third, a pop- up box appears (see to the right). The member will start typing the club’s name into the **Club** field. A pick-list will drop down and the member can choose the new club name that they now have a paid membership at. Members will also need to know their new fitness center **Barcode** at their new club. (If the member doesn’t know their Barcode, they should call their new club and get the barcode that the club has assigned to them.) Please note: Only clubs compatible with the member’s insurance provider will be displayed as an option. Some clubs don’t participate in every program.

Update Barcode area: This area can also be used to update the member’s barcode (a correct barcode is a requirement; if the member doesn’t know it, they must ask the club before completing this step). To change the **Barcode** field, click the **Edit** button and simply update the barcode when the pop-up displays. Once all changes are made, the dark blue **Update** button must be clicked to make the final save of all updated changes.



Reimbursement Detail

This next section is the **Reimbursement Detail**. This section displays the history of reimbursements for the member. Approved and denied reimbursements are listed on this screen.

The **“Month/year”** column lists the month when the file was sent to the insurance companies for approval. The **“Processed for Month/Year”** column lists the calendar month from which the workouts were completed. If reimbursements are approved, the reimbursement date will appear in the **“Amount Credited Date”** column. If reimbursements are denied, the reason will be noted in the **“Result”** column. **Please note:** The “Amount Credited Date” reflects the date that the processor posted the ACH; the member would expect to see the ACH into their bank account in 3-5 business days AFTER the Amount Credited Date.

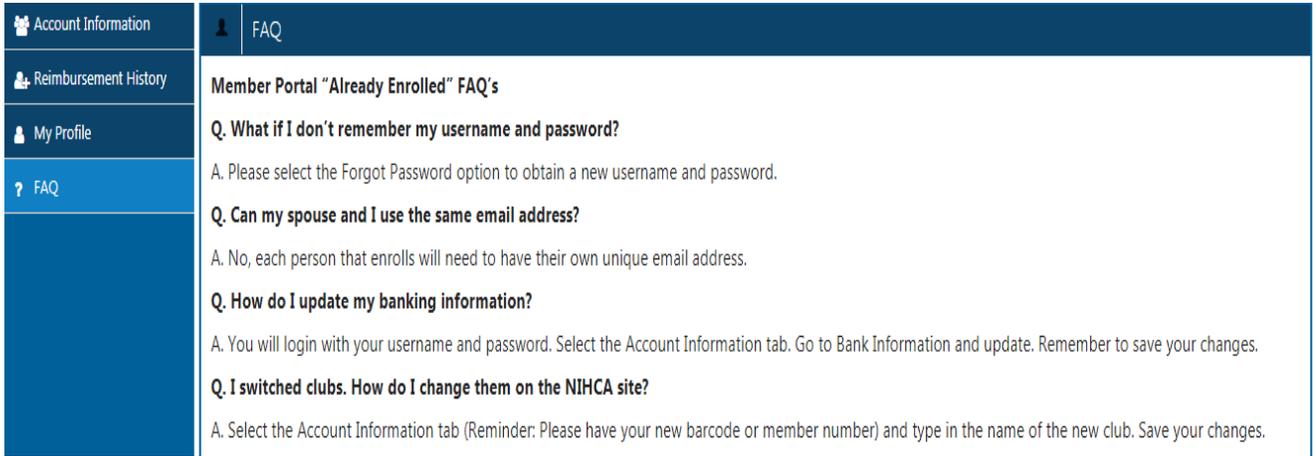
Month/year	Processed for Month/Year	Insurance Company	Club Location	Utilization No	Amount	Submitted Date	Response Date	Amount Credited Date	Result
February/2018	February/2018	Example		12	\$0.00	03/09/2018			
January/2018	January/2018		16	\$20.00	02/12/2018	02/21/2018	02/23/2018	Member fully reimbursed.	
December/2017	December/2017		12	\$20.00	01/10/2018	01/25/2018	01/29/2018	Member fully reimbursed.	
November/2017	November/2017		17	\$20.00	12/11/2017	12/19/2017	12/22/2017	Member fully reimbursed.	

There are instances where funds are returned to the insurance partner when either 1) the member has failed to update their banking information **and** 3 months or more have passed or 2) a paid reimbursement for a member has “returned” (account closed, account cancelled, etc.) **and** the member did not correct their banking information within 3 months or more.

Month/year	Processed for Month/Year	Insurance Company	Club Location	Utilization No	Amount	Submitted Date	Response Date	Amount Credited Date	Result
March/2017	March/2017			12	\$-20.00			03/20/2018	Funds returned to insurance partner
March/2017	March/2017			12	\$20.00	04/10/2017	04/19/2017		Member Reimbursed
March/2017	February/2017			12	\$0.00	04/11/2017	04/19/2017		Reimbursement Already Distributed
February/2017	February/2017			12	\$-20.00			03/20/2018	Funds returned to insurance partner
February/2017	February/2017			12	\$20.00	03/16/2017	03/23/2017		Member Reimbursed

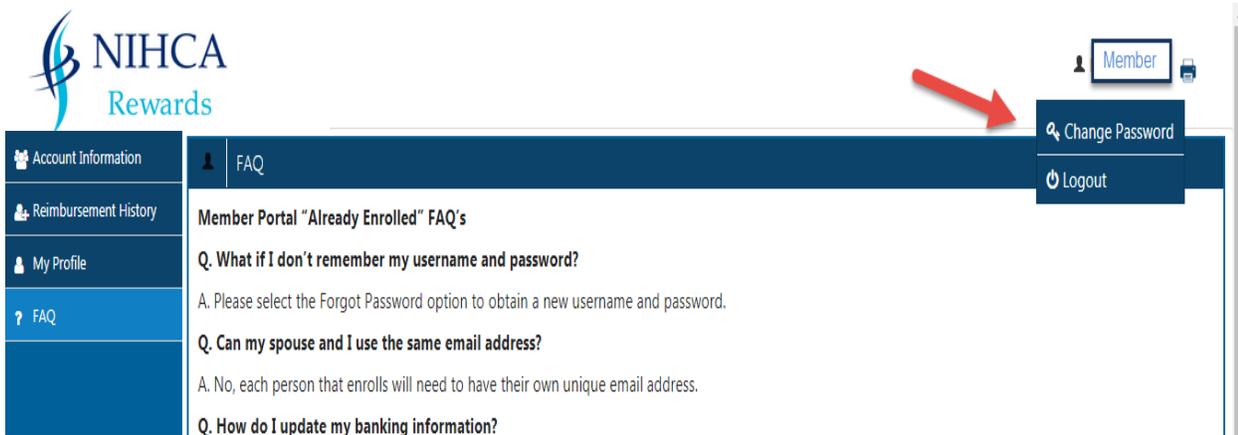
FAQ

The last tab is the **FAQ** section. This section addresses many of the most common questions a member may have when participating in the Member Portal within the NIHCArewards system.



Changing the member's password within the Member Portal & Logging Out

Members may change their passwords by choosing the pulldown next to their name in the upper right corner. This is also how the member logs out of the portal. The printer icon in this same corner can be used to print any of the screens as they are displayed.



Assistance

If the member has questions about NIHCArewards, they can reach out to their health club or they may call their Customer Service number on the back of their insurance card. NIHCArewards will take calls and questions from the Insurance company(s)/providers and each health club on the member's behalf. ***Please be advised, NIHCArewards is only able to field calls regarding members from health clubs and insurance companies.***