

State of Colorado – Kaiser Permanente ClassPass FAQs

How do I sign up if I'm a **NEW** member of ClassPass?

Go to: classpass.com/corporate/kaiser

- “Select” your plan of choice
- Follow the steps as prompted, create a login and input your State of Colorado – Kaiser Permanente access code at checkout
 - You will need to create an account by providing your name and email address.
 - You will also need to provide a cell phone number and receive a code to verify your identity.
- Here's how to find your access code/company code:
 - Open the KP mobile app and sign in. (If you haven't downloaded it, do that first.) Click on your digital ID card icon at the bottom of the menu and look for the ClassPass info on the back of your card.
 - Watch for your member ID card in the mail and look for the code on the insert.
- To begin using your ClassPass membership:
 - On your phone, download the ClassPass app (android and iOS) and enter your credentials to log-in
 - Online, go to classpass.com and click “log-in” to enter your credentials
- Your membership will begin effective immediately after purchase and will renew monthly
 - You can locate all membership information regarding cycle date, credit total, etc in your Account Settings upon login.

How do I switch my membership over to a corporate plan if I'm a **CURRENT** or **PREVIOUS** member of ClassPass?

Go to classpass.com/contact OR select “Update your existing account” on classpass.com/corporate/kaiser

- Click “What can we help you with?” and select “My plan or account”
- If logged out of your account, enter the email address associated with your account or where we should contact you.
- Click “What are you specifically reaching out about?” and select “I want to switch to a different membership plan next cycle”
- Click “Which plan are you currently on?” and select “My question is for a Corporate Wellness account”
- For “Your corporate email address:” type in your preferred email address
- For “Eligibility code,” leave blank.
- Fill out your phone number, last four digits of your credit card (the credit card on file for your ClassPass membership), and your billing zip code
- For “Subject:” type in “**Activate onto a Kaiser Permanente State of Colorado plan**”
- For “Description:” type in your desired plan, as well as any other questions about your ClassPass account

Current Members: The change to the State of Colorado – Kaiser Permanente ClassPass plan will take place on your upcoming cycle renewal – one of the ClassPass Customer Experience agents will respond to confirm all membership details. Please note that current members are not eligible for the 30 day free trial period.

Previous Members: Please note that previous members are not eligible for the 30 day free trial period.



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What are my ClassPass membership options as a State of Colorado Kaiser Permanente member?

Through Kaiser Permanente, you can choose between two exclusive ClassPass monthly membership offerings:

ClassPass Digital Only Plan: \$0/month (free)

- Access ClassPass’s vast on-demand audio and video workout library, which includes a wide variety of workouts, stretching, and mindfulness recordings ranging from 5 - 75 minutes. Available workouts include but are not limited to cardio (indoor and outdoor), strength training / weights, HIIT routines, and yoga. They require little to no equipment, so you can do them in the gym or at home. Additionally, you have the option to purchase credits if you’d like to take an in-person class.

ClassPass Complete Plan: Free 30-day trial, then \$16/month *

- Start membership with a 30-day, 21 credit free trial. Current and previous ClassPass members are not eligible for the free 30 day trial. Free trial credits will expire at the end of the 30 days and any remaining credits will not rollover onto the paid membership plan.
- ClassPass complete plan will give you access to ClassPass’s vast on-demand audio and video library for 0 credits plus 21 credits to book in-person classes and gym time. Everything from high-intensity activities like boxing, rowing, and running, to low impact activities like yoga, cycling, and barre. Visit classpass.com/search to see what venues are around you to book!

I created a login/account, but didn’t sign up for one of the plans. How do I finish the process to get the State of Colorado – Kaiser Permanente member discount?

If you created an account to gain access to the free ClassPass Digital plan and decide you’d like to upgrade to the ClassPass Complete plan, just reach out to the Customer Service team at classpass.com/contact, and they will make sure you are set to have access to your 21 credits. You can also finish your check out by going to classpass.com/corporate/kaiser/pricing and selecting the free 30 day trial that rolls into the ClassPass Complete plan. To complete your sign-up on the ClassPass complete plan you will need to enter the Kaiser Company Code and your credit card.

Do I need to provide my credit card/billing information to enroll in the ClassPass Digital Only plan?

No, you are not required to provide credit card information to enroll in the Digital Only plan. On the registration screen for this plan, click on the “Click here to access on-demand workouts (no credit card required)” link at the top of the page to access the Digital Library of classes.

You also can provide your credit card information and click the “Redeem now” button to access the Digital Library. You will never be billed as a member of the Digital Only plan, but providing this information upfront will allow you to more easily transfer over to the ClassPass Complete plan if you choose to do so at a later date. If you do not provide this information initially, but decide to transfer to the ClassPass Complete plan in the future, you will be asked to provide this information at the time of your transfer.



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Can I change or cancel my plan after I sign up?

Yes! ClassPass is a monthly membership that renews each month on the same day – so if you sign up on the 5th of the month, you renew and are charged every month on the 5th. If you start on one plan and decide you'd like to switch plans or cancel, reach out to the Customer Service team at classpass.com/contact or visit your 'Account Settings' before your next cycle starts to make any changes to your membership. Any credits remaining in your account at the end of your cancellation cycle will be forfeited.

What if I signed up for the Kaiser Permanente National Affinity plan, can I switch to the Kaiser Permanente State of Colorado plan?

If you have already signed up for the KP National Affinity plan, please reach out to the ClassPass Customer Experience team at classpass.com/contact and they will assist you in switching your plan. Please note that you are not eligible for the State of Colorado free 30 day trial if you have already taken advantage of the National plan trial period.

Where can I find my access code/company code to redeem the ClassPass offer?

You can find your unique code on your digital membership card.

The ClassPass Customer Service team will ask you to verify your employment by stating the you are a Kaiser Permanente State of Colorado Government Employee and provide the unique code on your digital membership card.

Kaiser Permanente
Kaiser Foundation Health Plan of Colorado
Deductible/Coinsurance HMO Plan

TFIVESDSSASA TESTMEMBER
Health Record Number
Date of Birth: [REDACTED]
Group #: [REDACTED]
Plan #: 225-015
Region: EM1A Colorado

Rx BIN:
Rx PCN:
KP PRIMARY
SPECIALTY
URGENT CARE*
EMER
HOSP
DED

Emergency 911
Appointments, Medical Advice and Urgent Care*
Claims Information
Claims Information
Member Services
Mail Order Pharmacy
Away From Home Travel Line
TTY 711

ClassPass: Fitness Membership Discount

As a State of Colorado member, you have access to on-demand fitness classes at no extra cost, plus discounts on livestream and in-person classes, through ClassPass. To learn more or enroll, visit classpass.com/corporate/Kaiser and use discount code [REDACTED]

Contact Address

Submit Claims to:

Kaiser Permanente Claims Department
P.O. Box 373150
Denver, CO 80237-3150
Electronic Payer ID #: 91617

Notify Member Services at (800) 632-9700 if you receive emergency hospital services in a non-plan facility.

This card is for identification only. Possession of this card confers no right to services or other benefits unless the holder is a member complying with all provisions of an applicable agreement. *See Evidence of Coverage for benefit details.

Card Issued: 07-07-2021

CO-DOI



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What types of in-person activities can I book through my ClassPass membership?

ClassPass has fitness venues all across the globe where you are able to use your membership. Workout classes include everything from high-intensity activities like boxing, rowing, and running, to low impact activities like yoga, cycling, and barre. You can also book nontraditional activities like martial arts, dance, and aerial. If you're not interested in group classes, you can book time slots at local gyms on ClassPass as well.

See what venues are near your work or home by searching your city or zip code at classpass.com/search.

Can I cancel an activity after I book it? Is there a cancellation fee?

Late Cancel: In-person reservations can be cancelled up to 12 hours prior to start time with no charge, and the credits you used to book the reservation will be automatically returned to your account. If a cancellation takes place within 12 hours of start time, a late cancellation fee will be charged for select reservations. [See the fees chart here.](#)

Missed Reservation: If you miss an in-person reservation without cancelling, the credits used to book will be automatically returned to your account. A missed reservation fee will be charged for select reservations if a cancellation is not made prior to start time. [See the fees chart here.](#)

Can I use my credits and my account to book classes for my dependents?

Your credits can only be used to book classes for you. However, your adult dependents are also eligible for the exclusive State of Colorado – Kaiser Permanente member rate – if your dependent would like to create an account, please have them follow the steps on the previous page. If your dependent has any trouble, please direct them to classpass.com/contact and select “Corporate Wellness Membership.” A ClassPass Customer Experience agent will get back to you within 24 – 48 hours. You can also use the chat feature on classpass.com.

What if I do not use all of my credits during my cycle?

No problem. You are able to roll over unused credits up to the total number of credits in your upcoming plan – every month. For example, if you're set to renew a 21 credit plan, up to 21 unused credits will roll over.



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How do I add more credits if I want to do more activities?

You can purchase more credits and they will be added immediately to your account – please allow a few minutes for processing and refresh the app or the page online if you do not see them appear.

- To add credits via the ClassPass app:
 - Click on “Add credits” at the bottom of the screen
 - Select the number of credits you would like to purchase and click “Buy”
 - Confirm your purchase by clicking the blue “Confirm purchase” button when presented
 - The credit card on file for monthly routine billing will be charged as a separate expense
- To add credits online:
 - Go to classpass.com and log in
 - Click on your profile icon, which is located in the top right corner – this will take you to your membership details
 - Select “Membership” and select “Add credits”
 - Select the number of credits you would like to purchase and click “Buy X-credit pack”
 - Confirm your purchase by clicking the blue “Confirm purchase” button when presented

How do I access ClassPass’ digital library? Do I need to use credits to play any of the digital audio or video workouts?

You do not need to use credits to access the ClassPass audio and video library – they are included in your ClassPass membership.

- To find them via the ClassPass app:
 - Click on “Search” at the bottom of the screen
 - Scroll to the bottom section where you’ll see “On-Demand”
 - Click “Explore Workouts” button
 - Browse the categories to find the workout you want and press play
- To find them online:
 - Go to classpass.com
 - Click on “Videos” in the top right corner of the screen next to “Gifts”
 - Browse the categories to find the workout you want and press play

What if I have questions about my Kaiser Permanente health plan benefits?

For questions about your Kaiser Permanente health plan, please call KP COpilot – your specialized concierge team at 1-888-413-0591 (TTY 711). Your KP COpilots are available weekdays, from 8 a.m. to 6 p.m.

State of Colorado – Kaiser Permanente members can access answers to most of their questions, including the common questions below, in our robust Help Center at help.classpass.com

