

Humana Staffed Fitness Center Closure FAQs

How long will the fitness center be closed?

At this time, we do not have a reopening date. This is a temporary closure, to help prevent the spread of the coronavirus, which we will evaluate daily and reopen as soon as possible.

Will there be unstaffed hours?

No. For the safety of our members and staff, in regards to the coronavirus outbreak, we're practicing social distancing and all Humana owned and operated fitness centers will remain closed at this time.

Will my membership fees be suspended?

All reoccurring membership fees have been suspended while the fitness centers are closed.

Wel at Humana and Wel at Humana Clocktower in Louisville non-Humana associate fitness center members: Effective March 13, 2020, all future payments have been suspended until further notice.

Other (not Wel at Humana sites) non-Humana associate fitness center members: Effective March 17, 2020, all future payments have been suspended until further notice.

Humana associate fitness center members: For associates who get paid on March 20, you will see your regular fitness center deduction on your paycheck for membership through March 15. All future deductions have been suspended until further notice.

Will my membership fees be refunded (Non-Humana associate members only)?

We will be happy to work with you on applying unused membership fees toward future use.

What about personal training, nutrition sessions, locker fees and all other fitness and wellness service fees paid?

All reoccurring fees have been suspended. We will be happy to work with you on applying unused fees toward future use.

What will happen to my personal training, nutrition, massage and all other fitness and wellness services scheduled?

All appointments that were scheduled inside the fitness center are cancelled and will be rescheduled when the fitness center reopens. Your coach and performance dietitian will follow up with further guidance and to reschedule appointments as needed.

How can I continue to keep up with my workouts/well-being journey during while the fitness centers are closed?

Journey

Are you active with Journey yet? If you're not, now is the perfect time to start! Journey offers online resources to help you stay on track with your fitness by evaluating your well-being needs and providing tools like the Meal Builder, an extensive Workout Library, and Guided Paths.

Haven't started your Journey yet?

Step 1: [Click Here](#) to start your Journey today!

WOW Live: WellFIT Webinar

Join us this month for our March webinar “The New Science of Stress.” What if a little stress could be rewarding and good for your health? In this webinar, we’ll rethink the notion of stress. We’ll also provide some fresh strategies to lower your daily dose of stress to a healthier level. So join us, sit back, relax, and forget about all those items on your to-do list. Webinars are available to all Humana associates, and you’ll receive **250 WOW Bucks** for each webinar you attend. Registration is limited to 500 per session, so register now to secure your spot!

What: The New Science of Stress: A Journey Webinar

When: March 26 2:30 p.m. EST and 3 p.m. EST

Where: Offered virtually through the Learning Center. [Register here](#)

For a list of upcoming webinars, visit [go/learningcenter](#) and type in “WellFIT Webinar” in the search bar.

10-Minute Journey Podcasts

Take 10 For Yourself

Take 10 5-Minute Desk Workout

Want a sneak peek of what’s to come this month? Then “Take 10 for Yourself” and follow along with this workout, designed for those of us who can’t quite shake the office. Enjoy!

Featured post: [5 Minute Desk Workout](#)

New to podcasts? [Start here](#) to listen from the beginning or visit [go/take10podcast](#)

Check out more ways to customize your overall Take 10 experience! Enroll in our new enhancements today at [go/take104u](#).

How will the closing of the fitness center affect the utilization refund program?

For any Humana associate fitness center member that met the criteria (28 visits) up through March 12 for the quarter, we will process the refund per our regular process. Utilization refunds are issued the month following the quarter (April).

Questions or concerns?

Please send them via email to your fitness center and a staff member will respond promptly.