UHC One-Pass Member Guide

Program Information
Visit www.OnePassSelect.com.

View gyms by inputting address or zip code.

Find gyms and classes near you

Distance	Class type / feature	Address or ZIP code	Gym name (optional)	
10 miles	Select multiple			Search

26 gyms

LA Fitness
17364 Southampton Way · 0.2 mi away
Starts at Premium Tier
Details ⌄

Nologo Gym
4000 Chesapeake St · 1.3 mi away
Starts at Classic Tier
Details ⌄

LA Fitness
456 Main Ave · 1.4 mi away
Starts at Elite Tier
Details ⌄

LA Fitness
928SW Roundtree Way · 2.2 mi away
Starts at Standard Tier
Details ⌄

LA Fitness
937 Q St NW · 3.9 mi away
Starts at Elite Tier
Details ⌄

LA Fitness

Orangetheory Fitn
4000 Chesapeake St
Washington, DC 20016
📍 0.2 mi away

Available gyms vary by program.

View FAQs at the bottom of the page and select "See more" to view all program FAQs.

Frequently asked questions

What is One Pass Select? ⌄

Who can use One Pass Select? ⌄

How much does One Pass Select cost? ⌄

How do I get started with One Pass Select? ⌄

See more ›

Registration & Enrollment

Click on the "Get started" button on the homepage.
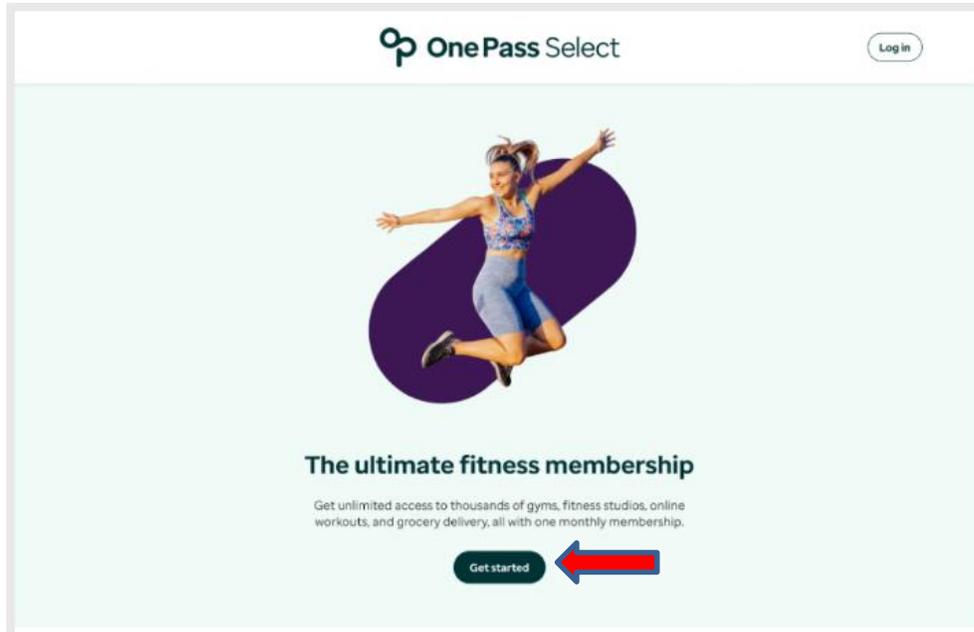
Register for One-Pass by entering your first and last legal name, date of birth and identification type (*social security number and/or health plan ID*). If you already have an account select "Sign In" at the top right corner of the screen and enter your username and password.

Once verified, you will be prompted to set up a username and password and enter your email address. Select the two acknowledge boxes accordingly.

Next, you'll be prompted to set up multi-factor authentication by choosing to receive a code via text message or phone call. Enter their phone number and select "Text me" or "Call me."

You will receive the code via text or a phone call, enter the code into the space provided, and click "Create account."

Your account has now been created. Click "Continue to Account." The system may ask you again for your username, password, and phone number to log into your One-Pass account.
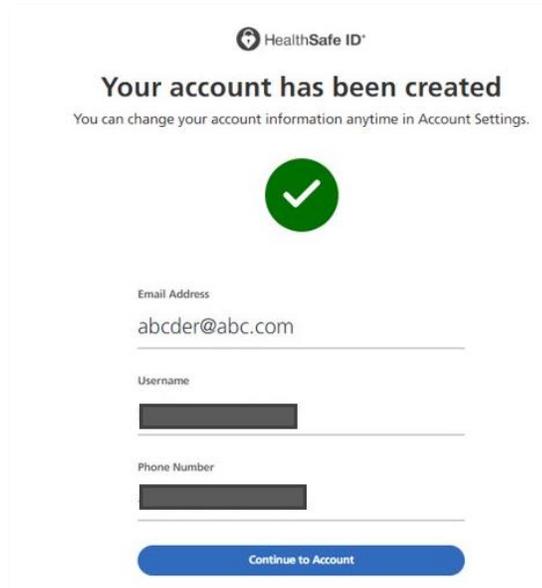
Once your account is set up, click the "Log In" button on the top right corner of the www.OnePassSelect.com site and enter your credentials that you registered with initially.
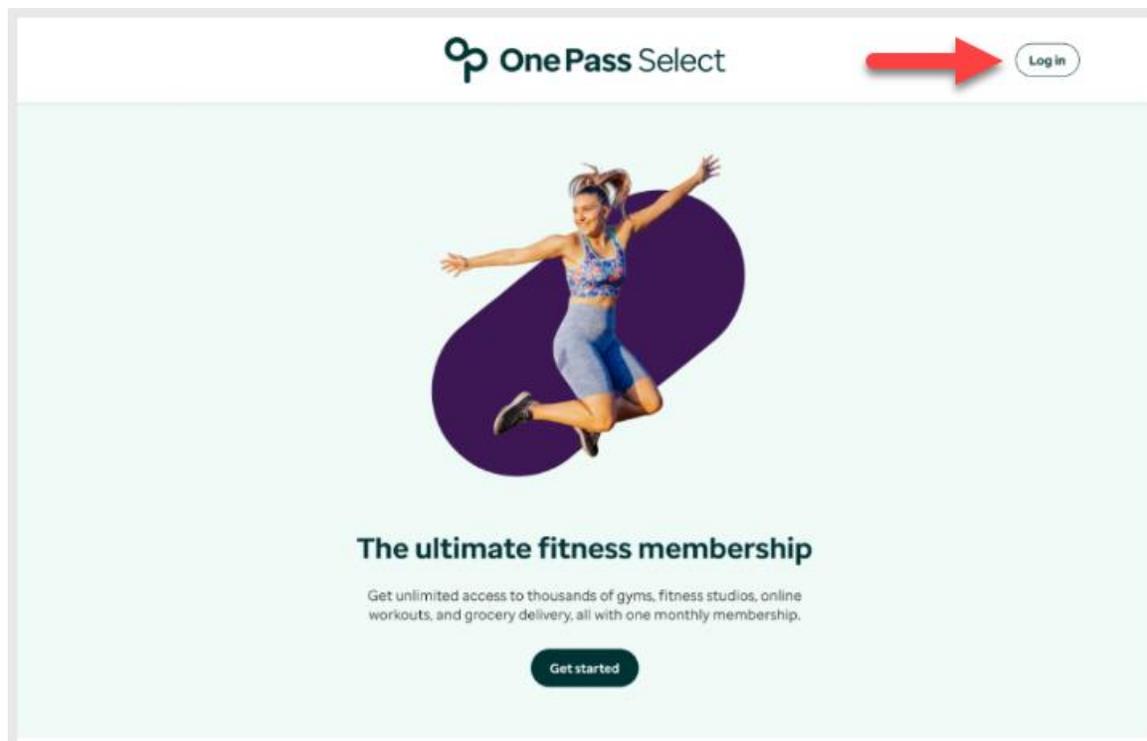
Once you're logged in, you will be able to view the One-Pass dashboard and the tiers available. You are also able to view your local gyms and online fitness partners available through One-Pass.

Once you choose your desired tier, you will review the One-Pass Subscription Terms and set up your credit card payment. Enter your credit card information, billing address, and email address. You will then review the payment details, click the terms, and click "Purchase Membership" to complete enrollment.

Member Dashboard

Once you purchase a membership, you will be able to see your new 9-digit member code under "Unlock it all with your code!" You can click your code to learn next steps and how to use it. All One-Pass partners will need your member code to verify your eligibility and enroll you with a membership. You can print your code to bring with you to a participating facility or copy your code to use with a digital platform or additional benefit. If you are utilizing your mobile device, you can add your code to your Apple or Google Wallet.

At the top of the page, you will see the Dashboard, Gyms and Classes, Online Fitness and Your Perks tabs, if applicable. When you click on the "Gyms and Classes" tab you can browse gym partners that are available in your enrolled tier. Under "Explore Fitness" you can search for gyms in network by entering your zip code, desired radius, class type and feature. Enrolled members can also nominate a facility to join the One-Pass network, by clicking "Don't see your favorite gym? Nominate it here" and completing the form.
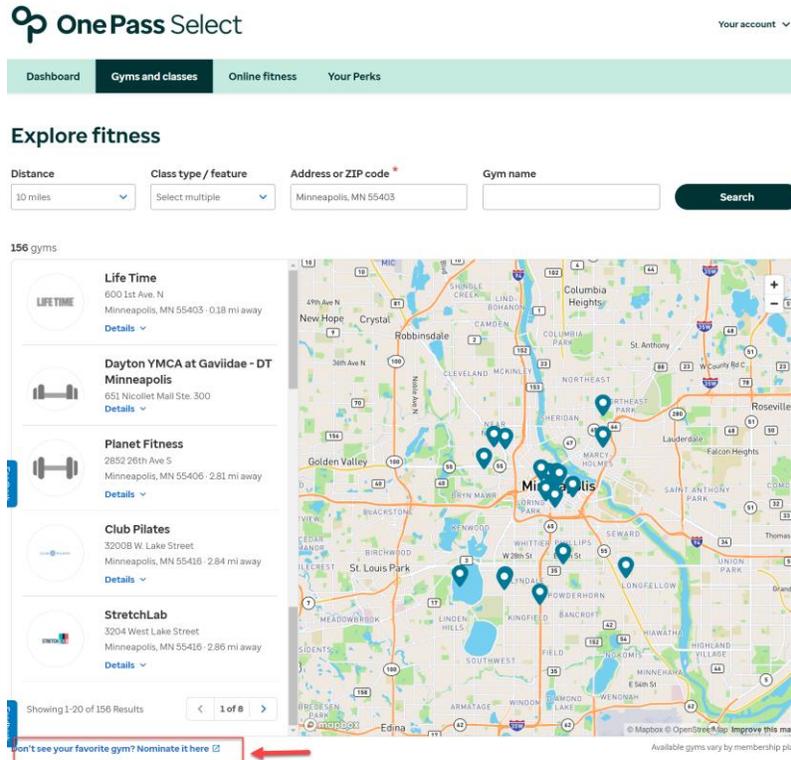
Any facility or membership details will display in the search, you may need to select "Details" to view the entire note. For example, class-based studios (like Orangetheory Fitness) will oftentimes offer One-Pass members a class-based membership and the details would be noted in the search.
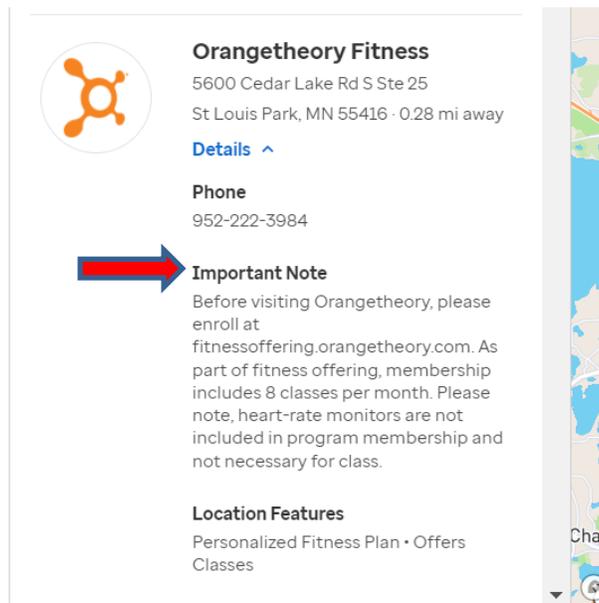
Under "Online Fitness" you can view all the partnered digital platforms. You can enroll with as many online fitness partners as you'd like. You can click to copy your code for easy enrollment. Once you select a platform, you will be prompted for your member code as well as any other additional information required for enrollment. The initial registration process must be completed through the One-Pass member portal to activate the benefit, thereafter you can go directly to the platform's app or website to log in.

If applicable, under "Your Perks" you can view and enroll with our partners Shipt, Walmart+ and AARP. You can click to copy your code for easy enrollment, then select the link to go to the partner's site. You will be prompted for your member code as well as any other additional information required for enrollment. The initial registration process must be completed through the One-Pass member portal to activate the benefit, thereafter you can go directly to the platform's app or website to log in.

You can go to "Manage Membership" located under "Your Account" at the top right of their screen.
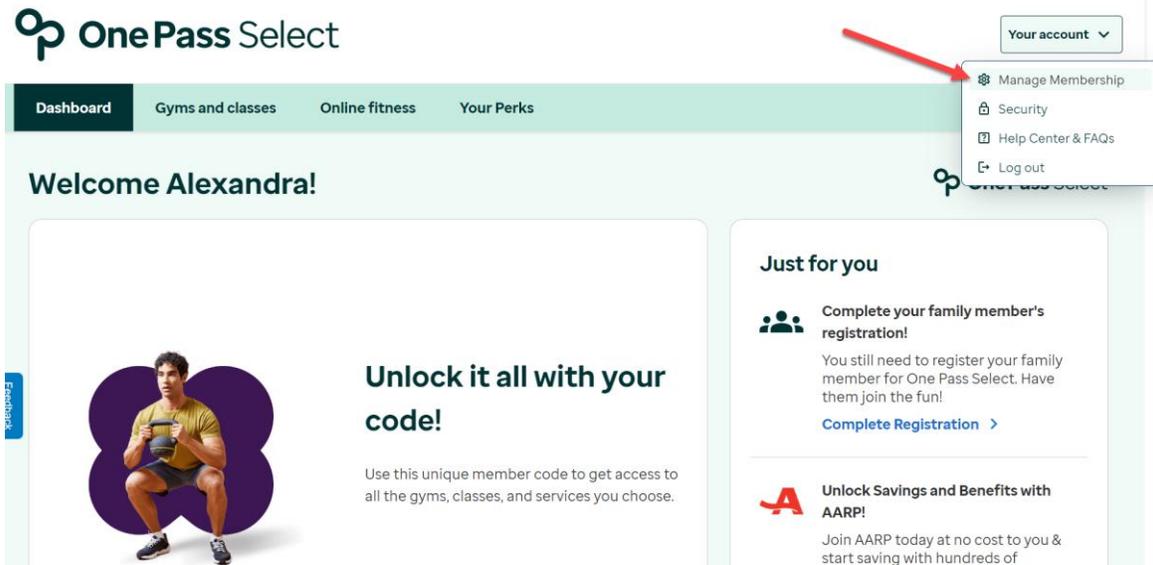
Under "Manage Plan" you can upgrade or downgrade your tier, which will go into effect on the next billing date (1st of the month). Right below is the ability to cancel your membership. You can also click "Edit" to update your credit card information. Right below is the ability to view your invoices.
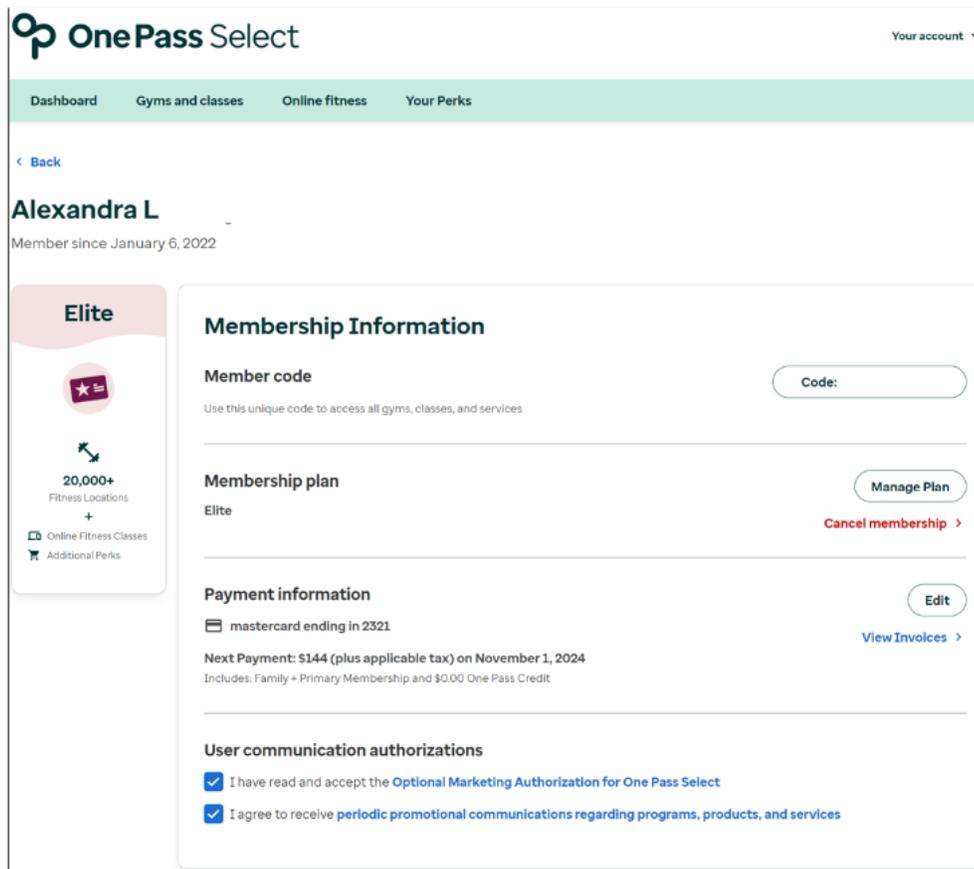
Family Memberships

Within "Manage Membership" you can add family and friends (18 years or older) onto your account. They do not need to be household members or on the primary member's medical plan.

You can also add family members from your Dashboard, a Family Membership tile displays under "Just for you."
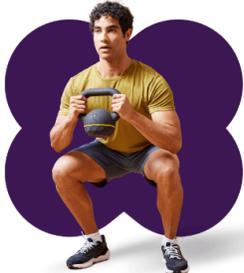
You will enter your family or friend's first and last names, date of birth, relationship, and email address. Click "Continue."

Add family member

First, tell us about them.

First name *

Last name *

Date of birth (Must be 18 years or older) *

MM/DD/YYYY

Relationship *

Select

Email address *

Continue

Cancel

You will be prompted to select the family or friend's tier; it does not have to be the same as your tier. Family memberships receive a 10% discount off tier prices and do not have an enrollment fee to join One-Pass.

Once the you select the tier for the family or friend, they will be able to review and pay. The family membership will bill to the primary member's card on file. You can review the Subscription Terms and then click "Add Family Member."

Once complete, the family membership will display within "Manage Membership" for the primary member. The primary member can edit the family or friend's info, upgrade or downgrade their tier, as well as cancel their membership.

The family member will receive an email with their member code and instructions to get started. The family member will be directed to the login page where they will provide the One-Pass member code that was provided in the email. They will check the terms and conditions box and click "Submit."

The family member will enter the One-Pass family member experience. The experience is the same as the primary member but will not have the ability to view the "Manage Membership" page. All changes to the family membership must be completed by the primary member.

Help Center & FAQs

Members can click on their name in the top right-hand corner of their experience and select "Help Center & FAQs."
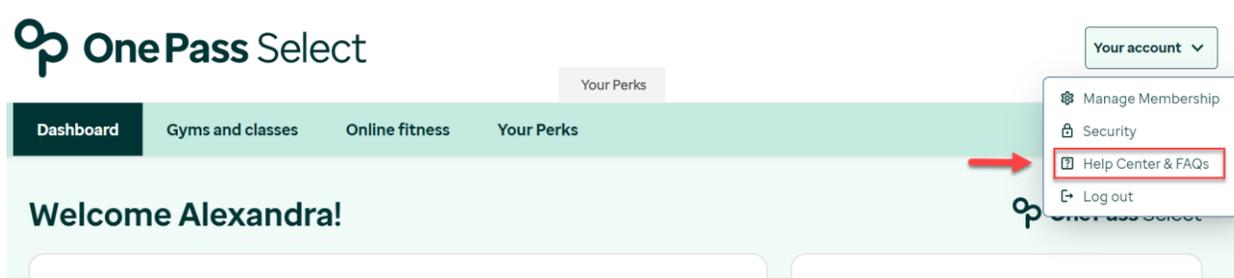
Members can view FAQs and contact customer service. (Holidays observed by customer service: New Years Day, MLK Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Day)

One-Pass FAQs - https://www.OnePassSelect.com/faqs