

## Who is eligible for Wellhub?

All benefits-eligible associates are eligible to participate and access Wellhub's offerings.

OhioHealth defines benefit eligible as meeting the following requirements:

- Full-time or part-time (working at least 48 hours per pay period).
- Employed by one of the OhioHealth entities participating in benefits.
- Not subject to bargaining unit restrictions.

## How do I set up my account?

Visit the [OhioHealth associate Wellhub link](#) where you'll be asked to verify eligibility using your date of birth and employee ID.

Wellhub then sends a confirmation email to you with a 4-digit pin to verify eligibility (note: this email will be sent to your work email on file). After receiving your code, go back to the eligibility verification page where you will be prompted to enter your personal email. The email confirmation process will repeat again with your personal email.

The account creation process starts after your email(s) have been verified. You will be asked for your name and to create a password. Be sure to also agree to the Terms of Use and Privacy Policy.

Your account then should be ready! Download the Wellhub app and choose the plan that works best for you.

## I tried setting up my account but received an error (see below). What should I do?

Please try again but note your entry. A common mistake is to omit the "-" that separates the date of birth and employee ID. If the issue persists, please click on Wellhub's Help Center link. (<https://helpcenter.gympass.com/en-us>).

### We couldn't confirm your eligibility

Make sure that:

1. You selected the right company
2. You filled out your information correctly.
3. Your company has already added you to their Wellhub program

If the issue persists, please get in touch with us.

[Visit Help Center](#)

Ok

## Where can I get assistance from Wellhub (aka Gympass)?

Associates can always reach out to Wellhub's customer support via their help center (click here: <https://helpcenter.gympass.com/en-us>). Wellhub offers both chat and form submission. If you would like to talk via phone, the request for a phone call can be made directly in the help center chat.

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**Are the McConnell Heart Health Center, Ontario Health and Fitness Center or any other OhioHealth fitness center included with Wellhub?**

No. Wellhub's partners are all commercial gyms and studios. To become a member of McConnell, please visit their eSource site at [Become a Member | OhioHealth McConnell Heart Health Center](#) or call (614) 566-5356. To become a member of Ontario Health and Fitness, please visit their eSource site at [OhioHealth Ontario Health and Fitness Center](#) or call (419) 526-8900.