



To Our Valued Wellness Center Members,

May 15, 2020

**UPDATED: AUGUST 11, 2020**

**RE: Membership Dues –**

**The following information has been updated.**

**Membership Dues**

When we closed on March 17, all membership accounts were frozen and no payments were drafted or billed. **We did not bill any members for the months of March, April and May.** Additionally, by member request, we froze memberships through July 31. Membership dues were re-instated in August with our new billing cycle. Our new billing cycle occurs on or about the 2<sup>nd</sup> of each month.

**Navicent Health Employee Members**

Aligned with the above, Navicent Health employee members have not been charged for March, April and May. Payroll deduct membership dues resumed with the second pay period of June, unless the employee member froze or terminated membership.

**Billing**

**Our new billing cycle occurs on or about the 2nd of each month – this is a NEW date and is an additional 10 days past our old billing date.** The new draft/billing date will now reflect membership dues for the month billed. (E.g. if we bill on June 2 this reflects dues for the month of June.) We will continue to bill on the 2<sup>nd</sup> of the month going forward.

**Annual Enhancement Fee**

With regards to our annual Enhancement Fee of \$25 that is usually billed to every member in March, that fee will not be charged until August and will be reflected in the August 2<sup>nd</sup> billing cycle **October and will be reflected in the October 2<sup>nd</sup> billing.** The Enhancement Fee will return to its normal month of March in 2021.

**Options Designed for You**

We know that many of you are looking forward to coming back to the Wellness Center, but we also know that some of you are not ready to leave your home yet due to COVID-19 precautions. With this in mind, **you may cancel/terminate your membership** with an email to [wellnessservice@navicenthealth.org](mailto:wellnessservice@navicenthealth.org). When you are ready to come back in 2020 or 2021, you will be able to rejoin with the rate you were paying at cancellation and with no membership registration fee. The only fee due would be the Enhancement fee. Additionally, contact information and a picture would need to be updated.

We wish you well and please know that the health and safety of our members and our staff is our top priority. Should you have any additional questions, please contact us by using any of the below.

Phone: 478.477.2300 \*\*\* Email: [wellnessservice@navicenthealth.org](mailto:wellnessservice@navicenthealth.org) \*\*\* Website: [navicenthealth.org/wellnesscenter](http://navicenthealth.org/wellnesscenter)

**Wellness Center, Navicent Health**