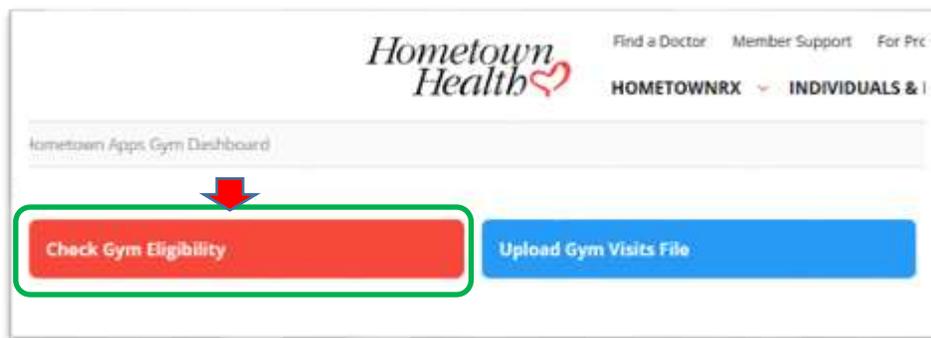




Senior Care Plus Gym Program Portal Instruction

To check a Senior Care Plus member's eligibility, Click on **Check Gym Eligibility** in the Gym Dashboard.



Enter *Member Number* from member's Hometown Health Identification Card (number starts with a "C" and typically is followed by eight (8) digits), and Click **Submit**.



Hometown Apps Gym Dashboard

Check Member's Eligibility - Step 1

Member Number

A red arrow points to the input field for the Member Number.

Enter Member's *Date of Birth* and Click **Submit**.



Hometown Apps Gym Dashboard

Check Member's Eligibility - Step 2

Please, confirm member's Date of Birth

 January 1918

Submit

Message will appear, confirming that your client/member is eligible for the Hometown Fitness Gym Program.



Hometown Apps Gym Dashboard

 This member is eligible for the Geri Gym program. Please add member to your gym.
Member Number: 0040468800
Member Name: RIZZO, PETER S

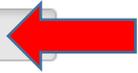
Member's Number and Name will be displayed in this area

Restart?

Restart

Click on **Restart** to check another member's eligibility

Restart?

Restart 

Should you have any problems locating a member's record or eligibility, please contact Customer Service, using the telephone numbers below:

Hometown Health Office Hours:
Monday - Friday, 8:00 am - 5:00 pm

Live Person Telephone Hours:
Monday - Sunday, 7:00 am - 8:00 pm
775-982-3232

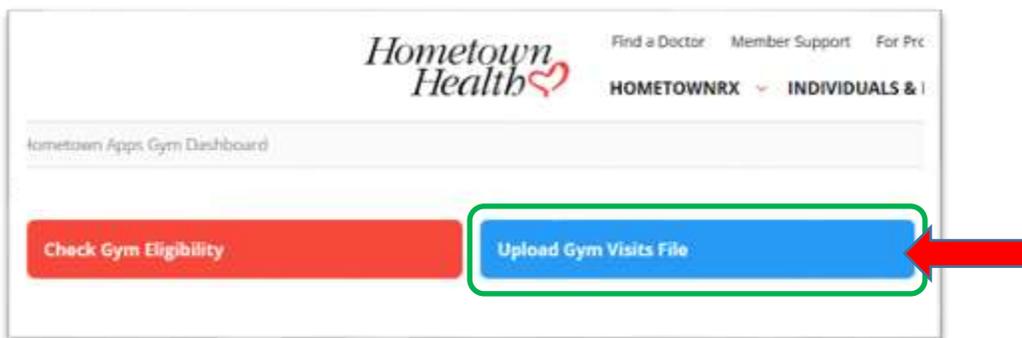
24 Hour Recorded Assistance:
Toll Free 800-336-0123

775-982-3232 | Toll Free 800-336-0123
Información en español 775-982-3242 | TTY Relay Service 711
10315 Professional Circle, Reno, Nevada 89521 | Get Directions

[Hometown Fitness Gym Program](#)

[Uploading Gym Visit Tracking Sheet](#)

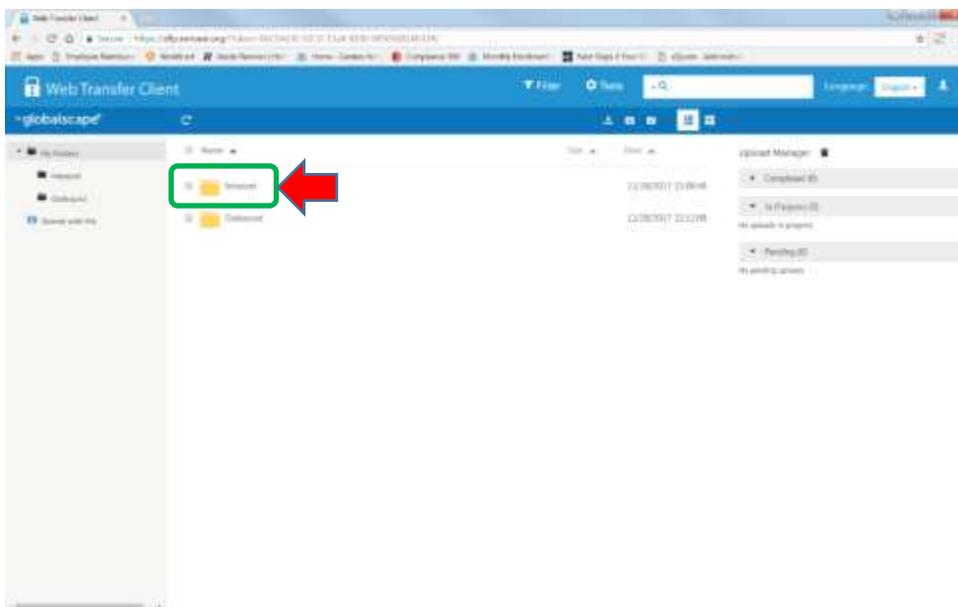
- Click on **Upload Gym Visits File** to upload your completed utilization spreadsheet for program. This must be completed in order for you to receive payment from Hometown Health for your members.



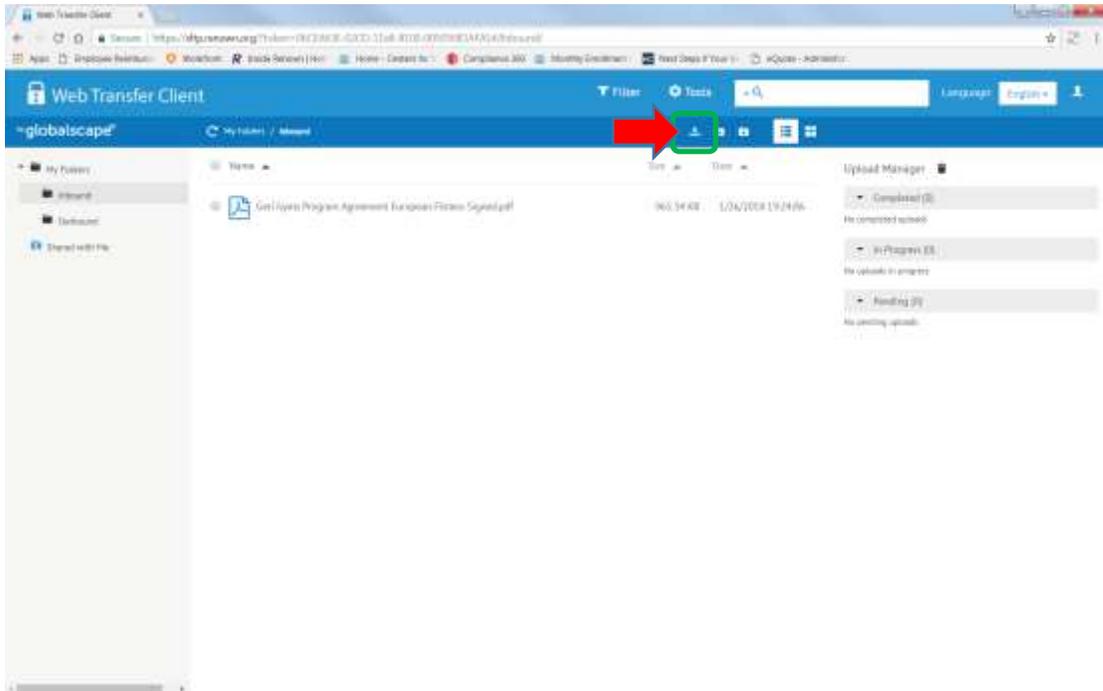
- The Globalscape site will open. You will need your Username and password, which will be supplied to you in a separate email from Hometown Health. Please note that if you have more than one location, you will need to upload a separate file for each, using the login information for the specific location.



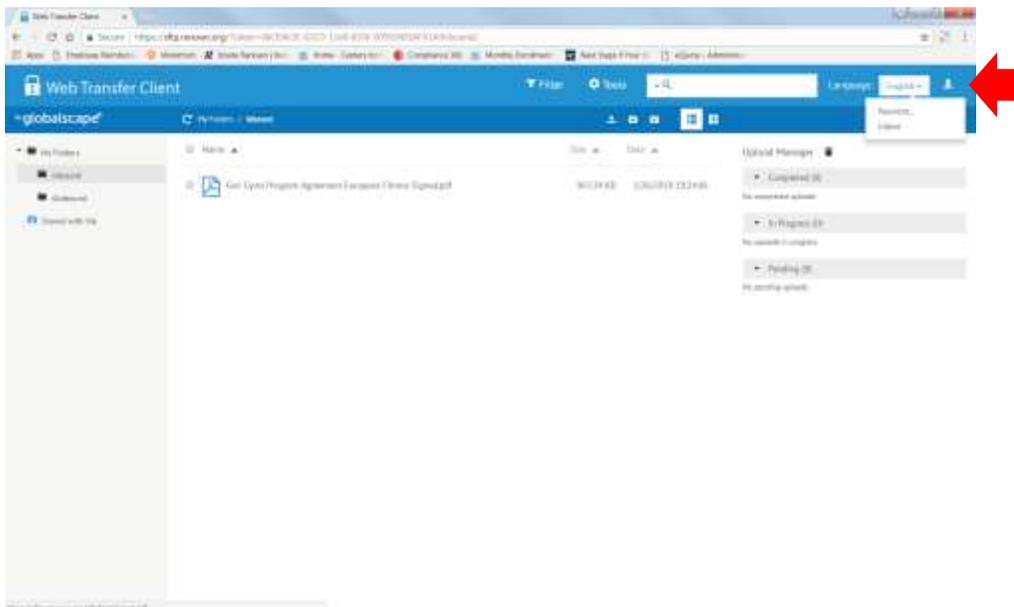
- Double click on the **Inbound** folder



- Upload your completed Excel template here. You may drag and drop the file in the space or you may use the upload button as shown. When the file is uploaded it will be displayed on the screen with a check box next to it.

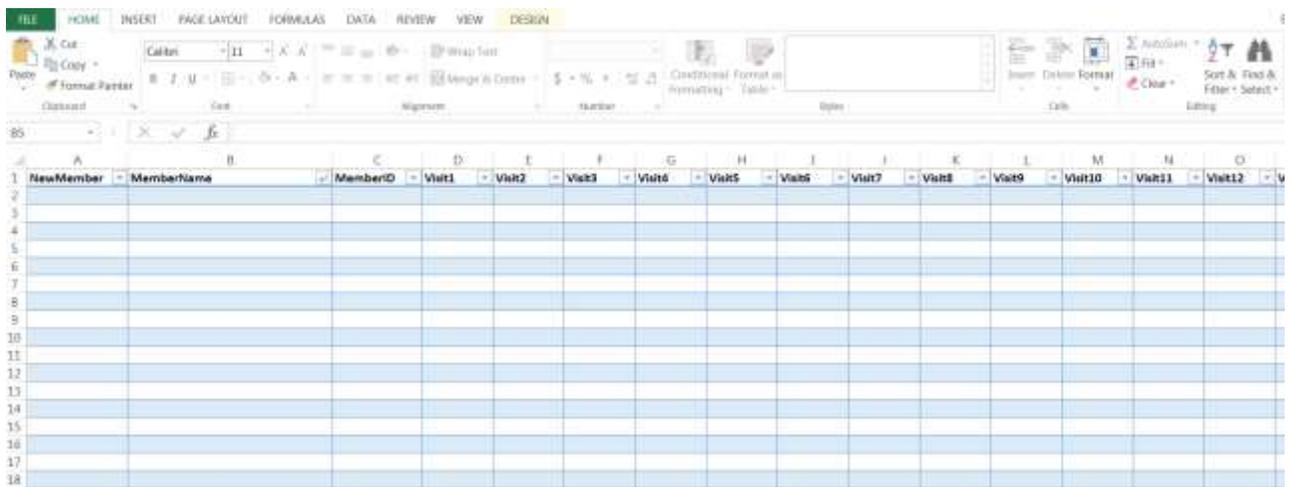


- Click on the icon shown below to log out.



Instructions for completing the Hometown Fitness Gym Program Billing Spreadsheet

1. Please use *only the supplied Electronic Excel file (Downloaded from the website as instructed above)* to bill Hometown Health for the monthly utilization for the Hometown Fitness Gym Program.
2. Please make sure that you complete a SEPARATE spreadsheet for each location you own and upload the spreadsheet to the correct account on our FTP site. *Please see uploading instructions for further information.* ALL locations have a separate login for the FTP site, even if there is common ownership between locations. It is important to get the correct member billing listed under the correct entity or you may encounter problems for the next billing.
3. Please list the Hometown Health or Senior Care Plus member identification number for each member you are submitting a bill for, as well as the date(s) of each visit to your location.
4. Use only the Senior Care Plus member number from the member's identification card. We will not be able to process the billing if the number is not listed or is incorrect. If you have any other questions or concerns please call (775) 982-3093 or email bgrace-smith@hometownhealth.com.



Best Practices and Troubleshooting

- Download Excel file, *Gym Visit Tracking Document*, from the Hometown Health website (see instructions included). This will open as an Excel file for your convenience.
- Spreadsheet has 33 columns, consisting of:
 - Member's Name (Optional) (first column)
 - Member's Identification Number (second column)
 - 31 Date-Ready columns to enter each member's visit date throughout the logged month. Each date must be entered into a separate column. Duplicate dates will be ignored.
- Dates must be entered as MM/DD/YYYY. If this format is not followed, the download may be inaccurate and visits may be missed.
- Blank spaces, commas, or other characters can cause errors during the load process.
- DO NOT ADD OR REMOVE ROWS OR COLUMNS. This can cause the file to error out, which can delay your membership payment from Hometown Health.

Should you need further assistance, please feel free to reach out to me. I have also included our business information below.

Hometown Health Office Hours:

Monday - Friday, 8:00am - 5:00pm

Live Person Telephone Hours:

Monday - Friday, 7:00am - 8:00pm

24 Hour Recorded Assistance:

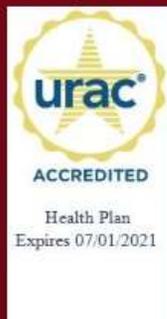
Toll Free 800-336-0123

775-982-3232 | Toll Free 800-336-0123

Información en español 775-982-3242 | TTY Relay Service 711

10315 Professional Circle, Reno, NV 89521 | [Get Directions](#)

8930 W. Sunset Rd. #200, Las Vegas, NV 89148 | [Get Directions](#)



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