

SILVERSNEAKERS FAQ

What is SilverSneakers?

SilverSneakers® is a benefit for seniors that comes FREE with certain qualifying Medicare health plans, giving members unlimited access¹ to thousands of fitness locations across the country. From weights and machines to group classes led by instructors trained in senior fitness, we have something for everyone at all levels of ability.

SilverSneakers gives members:

- the power to take control of their health
- trained instructors for support
- classes for all fitness levels
- access to 15,000+ participating locations
- use of all basic amenities*
- group fitness outside traditional gyms
- SilverSneakers On-Demand™ plus health and nutrition tips
- adjustable workout programs tailored to individual fitness levels, schedule reminders for favorite activities, find convenient locations and more with the SilverSneakers Go™ app
- participating location visits that can add up to college savings for designated students, thanks to our partnership with CollegeSave²

Benefit details

› How long does my SilverSneakers benefit last?

As long as the member belongs to a participating health plan, they will be a SilverSneakers member.

› Are there additional charges from a participating location?

SilverSneakers offers a basic membership, but services such as personal training may cost extra.

› What if the member already has a fitness membership?

1. If at a SilverSneakers location: The member should request the membership to be placed on hold.

2. If not at a SilverSneakers location: The member can switch to a SilverSneakers location but would still be responsible for all previous arrangements with the original site.

Enrollment and getting started

› How do members enroll in SilverSneakers?

Eligible health plan members will receive a welcome letter that includes an ID card. Members can also find their ID number at [SilverSneakers.com/Card](https://www.silversneakers.com/Card).

- Visit [SilverSneakers.com/Locations](https://www.silversneakers.com/Locations) to find participating locations.
- Set a date to take your ID number to the location.
- Ask for a tour and get started.

› How long does it take to enroll at a SilverSneakers location?

New SilverSneakers members should allow about 30 minutes for their first visit. Members who want a tour of the location should call in advance and allow for additional time.

› Will staff be available to show members around and demonstrate how to use the equipment?

Yes. Fitness staff can show members how to use equipment and give them a tour of the location with available amenities.

Still have questions? Go online:

[Go.SilverSneakers.com/PreferredAgents](https://www.silversneakers.com/PreferredAgents)

Or call 1-877-871-6968 (TTY: 711)
Monday - Friday, 8 a.m. - 8 p.m. ET.

SilverSneakers®

*Classes and amenities vary by location.

1. Access unlimited as to: (a) the number of times you may visit a participating fitness location ("PL"), (b) the time of day you may visit a PL during normal business hours, (c) the number of different PL's you may visit, (d) your use of the facilities and amenities available for use by PL members holding a basic membership, and (e) the number of times you can attend a group fitness class at a PL led by a trained SilverSneakers fitness instructor.

2. Students must be admitted to one of the participating colleges on standard admission criteria. Students use the rewards for discounts off full tuition in four equal installments from freshman to senior year of college. The tuition savings benefit is provided as a discount off tuition by each college; schools sign contracts with the program's college network administrator to honor the tuition discount (it is never paid in cash to a participating student or family). All students in the member's extended family are eligible, from birth to the beginning of the junior year of high school; members can name their child, stepchild, niece, nephew, cousin, godchild or grandchild as a beneficiary of the tuition discounts. There is no requirement for students to select a college they will attend in advance. The Tuition Discount points represent a guaranteed minimum scholarship that can be combined with other aid offered by the participating college. Additional requirements, including deadlines for registering students in the program and procedures for redemption of tuition discounts are provided in the CollegeSave Membership Terms and Conditions on the program membership portal.

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