



## PROGRAM Q&A

### Q What is included in the Silver&Fit® Healthy Aging and Exercise program?

A The Silver&Fit program provides its members with fitness options and healthy aging resources to empower them to get fit. Members receive access to a no-cost fitness membership through a robust network of participating fitness centers and select YMCAs. Members also have the option to buy up into Premium center locations. Members who also like the flexibility of working out at home can choose one Home Fitness Kit per benefit year.

Members can participate in the Get Started program by answering a few online questions to receive their personal exercise plan. In addition, Silver&Fit members can enjoy 8,000+ digital workout videos on the Silver&Fit website and the Silver&Fit ASHConnect mobile app, one-on-one Silver&Fit Healthy Aging Coaching by phone, and activity tracking through the Silver&Fit Connected!™ tool. Members may also view Healthy Aging classes, The Silver Slate® quarterly newsletter, and other exclusive videos and articles in the online library of resources at [SilverandFit.com](https://SilverandFit.com).

### Q What are the different types of fitness centers that participate in the Silver&Fit program?

A Members can select from the following:

- **Full Coed Fitness Centers**, which offer Silver&Fit-endorsed exercise classes in addition to their standard membership with cardiovascular and resistance training equipment
- **Gender-Specific Fitness Centers**, which offer a standard membership and the opportunity to work out with others of the same gender
- **Fitness Studios**, which may include pools, yoga studios, and/or Pilates studios
- **Premium Fitness Network Choices**, a network of additional options, like full-service fitness centers, studios, and unique fitness experiences, such as rock climbing and martial arts. Fees vary, depending on the fitness location members choose.

**Q How do members participate in the Silver&Fit program?**

**A** Members go to the Silver&Fit website at [SilverandFit.com](https://SilverandFit.com) to register, select a participating fitness center or select YMCA and/or choose their Home Fitness Kit. Members who choose a fitness center should print a paper copy of the Silver&Fit card, or download it on their phone, and bring it to the fitness center or YMCA location they selected. If members prefer to speak with a Customer Service agent, they may call toll-free 888-797-7806 (TTY/TTD: 711).

**Q How does the Premium Fitness Network buy-up option work?**

**A** Interested members can select from Premium locations offering additional fitness center choices at a variety of price points. Fees vary, depending on the location selected, and are charged monthly to the member's credit card. Upon joining, members will be charged for the current month, plus the next month's fee.

**Q Can members enroll at more than one Premium Fitness Network location?**

**A** Yes, members can join multiple Premium Fitness Network locations. They will be responsible for paying fees for each location.

**Q Can members change their fitness center or YMCA? If so, how often?**

**A** Yes. Members can visit [SilverandFit.com](https://SilverandFit.com) to change their fitness center or YMCA once per month.

**Q What kinds of Home Fitness Kits are available to members?**

**A** Members can go to the Home Kits page on the Silver&Fit website to explore the selection of available kits. Options include:\*

- Fitbit® Wearable Fitness Tracker Kit
- Garmin® Wearable Fitness Tracker Kit
- Pilates Kit with a Pilates ball and hand towel
- Beginner Strength Kit with 2-pound dumbbells and exercise bands
- Intermediate Strength Kit with 3-pound dumbbells and exercise bands
- Advanced Strength Kit with 5-pound dumbbells and exercise bands
- Beginner Swim Kit with swimming goggles and a kickboard
- Advanced Swim Kit with aquatic resistance gloves and a pull float
- Beginner Yoga Kit with a mat and hand towel
- Intermediate/Advanced Yoga Kit with a yoga strap and 2 yoga blocks

Members will need to follow the instructions on the Silver&Fit website to receive their promotional code. Once they've redeemed the code online through a third-party vendor website, their kit will be mailed directly to them. Kits are shipped within 10 days of code redemption and once selected, **they cannot be exchanged**. Kits are subject to change.

**Q Can members that are new to the Silver&Fit program continue to use their existing fitness center or YMCA?**

**A** If the fitness center or YMCA is part of the Silver&Fit network, then yes. Members can advise the fitness center or YMCA to freeze their membership. After registering on the website, selecting a fitness center, and paying any applicable fee(s), they can print a paper copy of the Silver&Fit

card, or download it on their phone, and bring it with them to their first visit. If the fitness center or YMCA is not a part of the Silver&Fit network and members would like to use their Silver&Fit benefit, they will need to switch to a participating fitness center or YMCA. Members should go online to [SilverandFit.com](https://SilverandFit.com) for more information.

**Q How do members nominate a fitness center or YMCA?**

**A** Members can nominate a fitness center or YMCA by going online to [SilverandFit.com](https://SilverandFit.com), using the Silver&Fit mobile app, or by calling Silver&Fit Customer Service.

**Q Do Silver&Fit members get a Silver&Fit card? If so, how is one obtained?**

**A** The Silver&Fit Welcome Letter includes the Silver&Fit card, along with the name and location of the member's chosen fitness center or YMCA and their fitness ID number. Members who join the program online can print a paper copy of the Silver&Fit card, or download it on their phone, and bring it with them to their first visit.\*\*

**Q If members belong to a fitness center or YMCA that leaves the network, what is the process for notifying them?**

**A** Members will receive a letter notifying them that the fitness center is leaving the network, 30 days in advance (when possible). This letter includes a listing of up to 10 fitness centers or YMCAs closest to the member's address and advises the member to go online or call Silver&Fit Customer Service to choose a new participating fitness center or YMCA.

**Q What is the investigative process for complaints against a fitness center or YMCA?**

**A** American Specialty Health Fitness, Inc., provider of the Silver&Fit program, will assess complaints and follow up accordingly. Some methods of investigation are an inquiry letter, a site visit, or a secret shopper call.

**Q Do members ever have to pay a fitness center or YMCA directly for Silver&Fit benefits?**

**A** No. However, members are responsible for paying any fees associated with upgrading their fitness center or YMCA membership, or for using any non-standard services or amenities that require separate, non-standard fees.

**Q What is the Get Started program?**

**A** By answering a few online questions, members will receive recommendations on digital workout videos and a personal exercise plan.

**Q What digital fitness tools and resources are available to Silver&Fit members?**

**A** Members have access to 8,000+ digital workout videos on the Silver&Fit website and mobile app. Members who would like to track their activity can utilize the Silver&Fit Connected! tool. Additional digital resources, such as Healthy Aging classes and The Silver Slate newsletter, can also be found on the Silver&Fit website in the online library of resources.

**Q What is Silver&Fit Healthy Aging Coaching and how does it work?**

**A** At no additional cost, members can join the Silver&Fit Healthy Aging Coaching program which includes one-on-one telephonic sessions with a coach. These sessions are tailored towards older adults and cover health and wellness areas like being active, healthy eating, lifestyle choices, aging well, managing conditions, and brain health. The initial kick-off session lasts for up to 30 minutes, with subsequent sessions lasting approximately 15 minutes.

**Q What is the Silver&Fit Connected! tool?**

**A** The Silver&Fit Connected! tool is available through **SilverandFit.com**. The Connected! tool allows members to track their activity from approved wearable fitness trackers and mobile apps (a full list is available online). After logging their information on their chosen tracker, members need to pair their tracker with the Silver&Fit Connected! tool so their exercise and activity can be converted into points to earn rewards (if applicable). Purchase of a wearable fitness tracker or app may be required to use the Connected! tool and is not reimbursable by the Silver&Fit program. Members' use of the Connected! tool serves as their consent for American Specialty Health Fitness, Inc. (ASH Fitness) to receive information about their tracked activity and to use that data to process and administer rewards to them under the program.

**Q How do members earn rewards through the Silver&Fit program?**

**A** Rewards, if available, are earned by accumulating points within the reward period. Members must opt in to receive rewards by logging on to the Silver&Fit website and going to the Points page under the Rewards section. Note: Activity completed before members opt in to the Rewards program will not count towards the first reward.

**Q What are the types of rewards members can choose from?**

**A** When members reach 300,000 points in a benefit quarter, they can choose to receive a Silver&Fit-branded visor, baseball cap, or floppy hat. After the initial hat reward, members receive a collectible pin each time they reach 300,000 points in a subsequent quarter.

**Q How do Silver&Fit members leave the program?**

**A** Members must call Silver&Fit Customer Service at 888-797-7806 (TTY/TDD: 711). Fees are nonrefundable.

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\*Home Fitness Kit promotional codes cannot be used in combination with any other promotion on the third-party vendor website.

\*\*Once materials are approved by the health plan.

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