



PRODUCT Q&A



Q What is included in the Silver&Fit® Exercise & Healthy Aging Program?

A The Silver&Fit Exercise & Healthy Aging Program provides Silver&Fit members access to a broad network of participating fitness centers and select YMCAs. If the member is not interested in joining a fitness center or YMCA, the Silver&Fit program offers a Home Fitness program, with the member's choice of up to 2 home fitness kits per benefit year. In addition, all enrolled Silver&Fit members may view Healthy Aging materials online, or request that they be mailed. Members can also access www.SilverandFit.com to track their exercise through many wearable fitness devices using the Silver&Fit Connected!™ program, and view or choose to receive *The Silver Slate*® newsletter, by mail or email, which provides useful information about health and fitness.

Not all YMCAs participate in the network. Please check the searchable directory on the Silver&Fit website to see if your location participates in the program.

Q What are the different types of fitness centers participating with the Silver&Fit program?

A Members have the option to 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
- Basic Coed Fitness Centers, which offer a standard membership access to cardiovascular and resistance training equipment
- Gender-Specific Fitness Centers, which offer a standard membership but members have the opportunity to work out with others of the same gender
- Exercise Centers, which include community pools, yoga, and Pilates studios

Q What are the methods in which members may enroll in the Silver&Fit program?

A Members may take their Silver&Fit fitness card directly to the Silver&Fit fitness center or YMCA of their choice, or they may log on to the Silver&Fit website at www.SilverandFit.com or call Silver&Fit customer service toll-free at 1.877.427.4788(TTY/TDD: 711) to enroll.





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Q Can a member continue to use their existing fitness center or YMCA?

A Yes. If the fitness center or YMCA is part of the Silver&Fit network, the member can advise the fitness center or YMCA to freeze their membership or terminate the membership if it is on a month to month basis. The member can then advise that they are eligible for the Silver&Fit program and present their Silver&Fit fitness card. Once we receive billing from the fitness center or YMCA, the member will be automatically enrolled in the Silver&Fit program and will receive a welcome packet in the mail, if available.

If the fitness center or YMCA is not a part of the Silver&Fit network and the member would like to use their Silver&Fit benefit, the member will need to switch to a Silver&Fit fitness center or YMCA for a low-cost membership. The members should go online to www.SilverandFit.com or call Silver&Fit customer service at 1.877.427.4788 (TTY/TDD: 711) for more options.

Q How does a member nominate a fitness center or YMCA?

A A member can nominate a fitness center or YMCA by going online to www.SilverandFit.com or by calling Silver&Fit customer service.

Q Can a member change their fitness center or YMCA? If so, how often?

A Yes. A member can go online to the Silver&Fit website at www.SilverandFit.com or call Silver&Fit customer service to change their fitness center. A member may change fitness centers or YMCAs once per month.

Q Once a member changes to a new fitness center or YMCA, when can they begin attending the new one?

A When a member switches their fitness center or YMCA, their effective date with the new location will be the first of the following month.

Q Does a Silver&Fit member get a Silver&Fit fitness card? If so, how is one obtained?

A Yes. The Fitness Card is included in the Silver&Fit enrollment flier that the health plan provides to the member and can be taken straight to the fitness center or YMCA. Once the member visits the fitness center or YMCA and is enrolled, the member will receive a welcome packet in the mail. If the member enrolls by phone, the welcome letter, which includes the name and location of the chosen fitness center or YMCA, will be mailed within 5 days, if available. A member who enrolls online can download and print their welcome letter immediately.*

**Once materials are approved by their health plan.*





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Q If a member belongs to a fitness center or YMCA that leaves the network, what is the process for notifying the member?

A The member will receive a termination letter, providing a 30-day advance notice (when possible) of the fitness center's or YMCA's termination. The letter includes a listing of up to 10 of the closest fitness centers or YMCAs to the member's address and advises the member to call Silver&Fit customer service or go online to choose a new fitness center or YMCA participating with the Silver&Fit program.

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 If a member chooses the Silver&Fit Home Fitness program during the enrollment process, how long will it take for the kits to arrive?

A The first fitness kit is mailed within 10 days of enrollment. The second fitness kit (if applicable) is mailed 90 days after the first kit is shipped.

Q If a member chooses the Silver&Fit Home Fitness program during the enrollment process and then changes their mind, how long must the member wait before they can join a fitness center or YMCA?

A A member may call Silver&Fit customer service at any time to enroll with a fitness center or YMCA. The effective date with the fitness center will be the date after they call. The member will no longer receive any unsent kits.

Q If a member is participating in the Silver&Fit Home Fitness program and then changes their mind and joins a fitness center or YMCA, does the member need to return the fitness kits?

A No. The member may keep the kits.

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 non-program fees such as those associated with upgrading their standard fitness center or YMCA membership.

Q What are the features available on the Silver&Fit website?

A Silver&Fit-eligible members can register to use the website and access all of the features, including challenges, the Silver&Fit Connected! program, rewards information, and online classes. They will also have access to *The Silver Slate*[®] newsletter and Healthy Aging information online. Once enrolled, members may choose to receive Healthy Aging information by mail and the newsletter by mail or email, if preferred.

Q What is the Silver&Fit Connected! program?

A The Silver&Fit Connected! program is a tool that allows members to track their exercise and activity from wearable fitness devices and apps. Members may convert their exercise and activity into points to earn rewards, if applicable.





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Q If a member registers for the Silver&Fit website, what must the member do to use the Silver&Fit Connected! program?

A Once the member has registered for the site, the member is provided with a custom marketplace that displays all of the approved wearable fitness devices/apps. The member will choose a wearable fitness device/app. Once the member logs their information with the wearable fitness device/app, the member will be directed back to www.SilverandFit.com. The member will be able to track their progress on the website. Purchase of a wearable fitness device or application may be required and is not reimbursed by the Silver&Fit program.

Q How does a member earn rewards by tracking their activity through the Silver&Fit Connected! program?

A Rewards, if available, are outlined by the member's health plan. The member is rewarded based on the amount of points the member accumulates.

Q What are the types of rewards a member will be able to choose from?

A The first reward is a collectible hat. When the member reaches 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, the member will receive a collectible pin each time the member reaches 300,000 points in a subsequent quarter.

Q What are challenges on the website?

A Challenges are a fun way to interact with other members and stay motivated. Interactive graphics will show members their progress toward a goal. Members may challenge themselves, other members, or other teams.

Q How does a Silver&Fit member dis-enroll?

A A member must call Silver&Fit customer service at 1.877.427.4788 (TTY/TDD: 711) to dis-enroll.

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