

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 fitness facility membership(s) through a broad network of participating fitness facilities and instructor-led classes for a low cost of \$50 per year. If a member is not interested in joining a facility or class, the Silver&Fit program offers a Home Fitness Program, for \$10 per year, with the member's choice of up to 2 fitness kits. In addition, all enrolled Silver&Fit members will receive Healthy Aging educational materials available online or, if requested, by mail. Members can also track their exercise through more than 50 wearable fitness devices using the Silver&Fit Connected! program and sign up for *The Silver Slate*® newsletter, which provides useful information about health and fitness.

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

A Members have the option to select from the following:

- Full Coed Fitness Facilities, which offer Silver&Fit-endorsed exercise classes in addition to their standard membership with cardiovascular and resistance training equipment
- Basic Coed Fitness Facilities, which offer a standard membership with access to cardiovascular and resistance training equipment
- Gender-Specific Fitness Facilities, 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
- ActiveOptions™ network, which includes instructor-led classes in nontraditional settings such as parks, community centers, and recreation centers

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

A As of May 1, 2015, members may log on the Silver&Fit website at www.SilverandFit.com or call the Silver&Fit toll-free Member Services hotline at **1-877-764-2746 (TTY/TDD 1-877-710-2476)** to pay their \$50 annual fee and enroll into a Silver&Fit fitness facility or instructor-led class of their choice, or to select the Home Fitness Program for \$10 per year.





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Q Can members continue to use their existing fitness facility?

A If the fitness facility is part of the Silver&Fit network, members can pay their \$50 annual fee directly to American Specialty Health Fitness, Inc. (ASH Fitness), provider of the Silver&Fit program, and take their welcome letter to the fitness facility to identify themselves as Silver&Fit members. If the fitness facility is not part of the Silver&Fit network, members will need to switch to a Silver&Fit fitness facility for a low-cost membership.

If the fitness facility is not a part of the Silver&Fit network, members should call the Silver&Fit toll-free Member Services hotline at **1-877-764-2746 (TTY/TDD 1-877-710-2746)** for more options.

Q How do members nominate a fitness facility?

A Members can nominate a fitness facility by calling the Silver&Fit toll-free Member Services hotline at **1-877-764-2746 (TTY/TDD 1-877-710-2746)**.

Q Can members change their fitness facility? If so, how often?

A Yes. Members can call the Silver&Fit toll-free Member Services hotline at **1-877-764-2746 (TTY/TDD 1-877-710-2746)** to change their fitness facility. Members may change fitness facilities once per month.

Q When members change fitness facilities, do they pay their annual fee again?

A No. Members do not need to pay their annual fee again unless it's a new benefit year.

Q Once members change to a new fitness facility, when can they begin attending the new one?

A When members switch their facilities, their effective date with the new facility will be the first of the following month.

Q When members choose to leave the facility to which they belong, can members choose any facility in the network (service area) to join?

A Yes. When members switch facilities, their effective date with the new facility will be the first of the following month.

Q Do Silver&Fit members get a letter to identify themselves as Silver&Fit members? If so, how is one obtained?

A Yes. After members pay their annual fee to enroll into a fitness facility, members will receive a welcome letter in their welcome packet. If members enroll by phone, the welcome letter, which includes the name and location of the chosen fitness facility, will be mailed within 5 days.





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Q If members belong to a facility that leaves the network, what is the process for notifying them?

A Members will receive a fitness facility resignation/termination letter, providing a 30-day advance notice (when possible) of the facility's resignation or termination. The resignation/termination letter includes a listing of the 10 closest facilities.

Q What is the investigative process for complaints against a facility?

A ASH Fitness will assess complaints and follow up accordingly. Some methods of investigation are an inquiry letter, a site visit, or a secret shopper call.

Q Is there an annual fee for the Home Fitness Program?

A Yes, the non-refundable annual fee for the Home Fitness Program is \$10.

Q If members choose 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 members choose the Silver&Fit Home Fitness Program during the enrollment process and then change their mind, how long must members wait before they can join a facility? Do the members pay an annual fee?

A Members may call the toll-free Member Services hotline at any time to enroll with a fitness facility. The \$50 non-refundable annual fee for fitness facility enrollment must be paid. Their effective date will be the first of the following month. The members will no longer receive the Silver&Fit fitness kits.

Q If members are participating in the Silver&Fit Home Fitness Program and then change their mind and join a facility, do members need to return the fitness kits?

A No. The members may keep the Silver&Fit Home Fitness kits.

Q If members are participating in a fitness facility and decide to change to the Home Fitness Program, do the members pay a fee?

A No, members do not pay another annual fee if they have already paid the fitness facility annual fee.

Q Do members ever have to pay a fitness facility directly for Silver&Fit benefits?

A No. However, members are responsible for paying any fees associated with upgrading their fitness facility membership.*

*Effective 1/1/2016, members will pay the annual fee directly to their fitness facility of choice.





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

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

Q What is Silver&Fit Connected!™?

A Silver&Fit Connected! 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.*

Q How do members earn rewards by tracking their activity through Silver&Fit Connected!?

A Rewards are outlined by the members' health plan. Members are rewarded based on the amount of points they accumulate.*

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

A The first reward is a collectible hat. When the 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 will receive a collectible pin each time they reach 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 What is the accountabilities tool used for on the website?

A Members can designate an eligible friend, spouse, or partner to keep each other on track with fitness goals. Members will have access to personal accountability boards to pin goals, motivational pictures, and affirmations.*

Q How do Silver&Fit members disenroll?

A Members must call the Silver&Fit toll-free Member Services hotline at **1-877-764-2746** (TTY/TDD **1-877-710-2746**) to disenroll. The \$50 annual fee is non-refundable.

*Pending establishment of member access to website via Single Sign On (SSO).