



THE SILVER&FIT® EXERCISE & HEALTHY AGING PROGRAM:

SOMETHING FOR EVERYONE™

Learn how to improve your health—and use our tools to do it. This program gives members:

- » No-cost access to fitness centers
- » Group classes made for older adults, where offered
- » The option to work out at home using up to 2 Home Fitness Kits per year (24 kits to choose from)
- » Healthy Aging classes 4 times a year (online or by mail)
- » A newsletter 4 times a year (online, by email, or by mail)
- » The Silver&Fit Connected!™ program, a fun and easy way to track exercise at a fitness center or through a wearable fitness device or app and earn rewards*
- » Other web tools like a fitness center search, challenges, and online classes

*Rewards subject to change; purchase of a wearable fitness device or application may be required and is not reimbursed by the Silver&Fit program.



**YOU CHOOSE HOW YOU
WANT TO GET HEALTHY!**

Your use of the Silver&Fit Connected! program serves as your consent for American Specialty Health Fitness, Inc. (ASH Fitness) to receive information about your tracked activity and to use that data to process and administer available rewards to you under the program. The Silver&Fit program is provided by American Specialty Health Fitness, Inc. (ASH Fitness), a subsidiary of American Specialty Health Incorporated (ASH). All programs and services are not available in all areas. The people in this piece are not Silver&Fit members. Silver&Fit, Something for Everyone, Silver&Fit Connected!, and the Silver&Fit logo are trademarks of ASH. This information is not a complete description of benefits. Contact your health plan for more information.

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 center membership(s) through a broad network of participating locations. If the member is not interested in joining a fitness center, 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 educational 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.

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 with 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 to Silver&Fit fitness centers of their choice to enroll. Members may also log on to the Silver&Fit website at www.SilverandFit.com or call the Silver&Fit toll-free Customer Services hotline at **1.877.427.4788 (TTY/TDD 711)** to find participating fitness centers near them.



PRODUCT Q&A

Q Can members continue to use their existing fitness center?

A Yes. If the fitness center is part of the Silver&Fit network, the members should advise the fitness center to freeze their membership or terminate the membership if it is on a month to month basis. Members 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, 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 is not a part of the Silver&Fit network and the members would like to use their Silver&Fit benefit, members will need to switch to a Silver&Fit fitness center for a no-cost membership. The member should go online to **www.SilverandFit.com** or call the Silver&Fit toll-free Customer Services hotline at **1.877.427.4788 (TTY/TDD 711)** for more options.

Q How does a member nominate a fitness center?

A A member can nominate a fitness center by going online to **www.SilverandFit.com** or by calling the Silver&Fit toll-free Customer Services hotline.

Q Can a member participate at multiple fitness centers at a time?

A Yes, members can be enrolled in one or more participating fitness centers at a time.

Q How can members enroll into multiple fitness centers with the Silver&Fit program?

A Members may enroll in multiple fitness centers by taking their Silver&Fit fitness card to their desired Silver&Fit fitness centers and signing a membership agreement at each location.

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 centers. Once the member visits the fitness center and is enrolled, the member will receive a welcome packet in the mail, which includes the name, location, and first visit date of the fitness center that bills first.

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

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

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

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.





PRODUCT Q&A

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 change their mind, how long must the members wait before they can join a fitness center?

A Members may call the toll-free Customer Services hotline at any time to enroll with a fitness center. The effective date with the fitness center will be the date after they call. The members 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, do the members need to return the fitness kits?

A No. The members may keep the kits.

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

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

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, 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 the newsletter and Healthy Aging information by mail, if preferred.

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 Silver&Fit Connected! program?

A The Silver&Fit Connected! program is a tool that allows members to track their exercise and activity by using their own wearable fitness devices and apps. Members may earn rewards based on their frequency of activity.





PRODUCT Q&A

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 and apps. The members will choose the device/app that they use or plan to use and will be directed to that website to give permission for their data to be released to the Silver&Fit program. The members will then be directed back to **www.SilverandFit.com**. The member will be able to track their progress on the website. Purchase of a fitness device or application may be required and is not reimbursed by the Silver&Fit program.

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

A Rewards are determined by the members' 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 year 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 How does a Silver&Fit member disenroll?

A The member must call the Silver&Fit toll-free Customer Services hotline at **1.877.427.4788 (TTY/TDD 711)** to disenroll.