



## PROGRAM Q&A

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

A The Silver&Fit Healthy Aging and Exercise program lets Silver&Fit members access a robust network of participating fitness centers and select YMCAs at no cost. If the member does not want to join a fitness center or YMCA, the Silver&Fit program offers a Home Fitness option. The Home Fitness option allows members to choose up to two home fitness kits per benefit year from 35 available options.

Enrolled Silver&Fit members also receive access to Silver&Fit's ASHConnect™ mobile app that includes streaming exercise videos and activity tracking on over 250 wearable fitness devices and mobile apps, including Apple Watch®. Members may also view 48 Healthy Aging classes and *The Silver Slate*® newsletter online at [www.SilverandFit.com](http://www.SilverandFit.com) (materials can be mailed to enrolled members upon request).

### Q What types of fitness centers take part in the Silver&Fit program?

A Members can select from the list below:

- **Full coed fitness centers**, which offer Silver&Fit-endorsed exercise classes along with their standard membership with cardiovascular and resistance training equipment.
- **Basic coed fitness centers**, which offer standard membership access to cardiovascular and resistance training equipment.
- **Gender-specific fitness centers**, so the member can work out with others of the same gender.
- **Exercise centers**, which may include pools or yoga/pilates studios.

### Q How does a member enroll in the Silver&Fit program?

A Members can simply bring their Enrollment Flier to their chosen participating fitness centers or YMCAs. If members prefer to enroll with a Customer Service agent, they may call toll-free

1-888-797-7757 (TTY: 711), Monday through Friday, 5:00 a.m. to 6:00 p.m. Pacific time, except holidays.

**Q Can a member keep using their existing fitness center or YMCA?**

**A** If the fitness center or YMCA is part of the Silver&Fit network, then yes. The member can advise the fitness center or YMCA to end their membership. After the member enrolls on the website, they simply present their Silver&Fit card on their next visit. If the fitness center or YMCA is not a part of the Silver&Fit network, the member will need to switch to a participating fitness center or YMCA. The member should go online to [www.SilverandFit.com](http://www.SilverandFit.com) for more information.

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

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

**Q Can members use more than one fitness center or YMCA at a time?**

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

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

**A** Yes. The Silver&Fit card is included in the member's Welcome Letter, along with the name and location of their chosen fitness center or YMCA. Members who enroll online can download or print their Silver&Fit card right away.\*

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

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

**Q What is the 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 as needed. This could be an inquiry letter, a site visit or a secret shopper call.

**Q If a member chooses the Silver&Fit Home Fitness program when they enroll, how long will it take for their kits to arrive?**

**A** The first fitness kits will be mailed within ten days. If the member picked out a second kit at the same time as the first, both kits will be shipped at the same time.

**Q What happens if a member chooses the Silver&Fit Home Fitness program when they enroll and then changes their mind. How long must they wait before they can join a fitness center or YMCA? Does the member need to return the fitness kit(s)?**

**A** Members may call Silver&Fit Customer Service at any time to enroll with a participating fitness center or YMCA. The member can start using the fitness center or YMCA the day after their call. The member may keep any fitness kit(s) that were sent. After switching to a fitness center or YMCA, the member will not receive any unsent home fitness kits.

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

**A** No. Members must pay any extra fees if they upgrade their fitness center or YMCA membership. Members must also pay fees for using any non-standard services or features that require separate, non-standard fees.

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

**A** The Silver&Fit Connected! tool is available through Silver&Fit's ASHConnect mobile app or at [www.SilverandFit.com](http://www.SilverandFit.com). The Connected! tool allows members to track their exercise and activity from approved wearable fitness devices, including Apple Watch®, mobile apps, and exercise equipment (a full list can be found online). After logging their information on their chosen device, the member needs to pair their device with the Silver&Fit Connected! program so their exercise and activity can be changed into points to earn rewards (where available). 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 through the Silver&Fit Connected! program?**

**A** Rewards, if available, are outlined by the member's health plan. Members get rewards based on the amount of points they earn within a given time frame.

**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 they receive their hat reward, members receive a special pin each time they reach 300,000 points in a quarter.

**Q** **How does a Silver&Fit member cancel the program?**

**A** Members must call Silver&Fit Customer Service at **1-888-797-7757 (TTY: 711)** to cancel.

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\*Once materials are approved by their health plan.

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Buckeye Health Plan – MyCare Ohio (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Ohio Medicaid to provide benefits of both programs to enrollees.

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