

# Frequently Asked Questions

## **Who is the Senior Advisor, and what does he or she do?**

Each participating SilverSneakers location has a trained Senior Advisor to answer all of your questions, assist you when you join the program, and make sure you feel comfortable and welcome. A Senior Advisor is an employee of the participating location and is available to answer your questions. Your Senior Advisor is excited to meet you!

## **What is the SilverSneakers® Fitness Program?**

The SilverSneakers Fitness Program is offered in partnership with select health plans at no additional cost to Medicare-eligible members. Each member is entitled to a basic membership at a SilverSneakers participating location. The basic membership includes the SilverSneakers classes, other classes on your location's schedule, guidance from qualified instructors and Senior Advisors, social activities, and the use of amenities such as swimming pools, saunas, and whirlpools, if available.

The SilverSneakers Classes offer multi-level equipment based strength and conditioning exercises designed for Medicare-eligible individuals. The classes are easy on your joints and appropriate for individuals who exercise regularly as well as those new to exercise or who may not have exercised in years. The exercises are designed to improve your strength, flexibility and the ability to perform functional activities such as getting out of your car or lifting your grandchildren! The classes are offered at least two times per week and taught by caring, accredited instructors. It is never too late to start exercising. You can do this!

## **Is the membership in the program really available at no additional cost?**

**YES!** There is no initiation or monthly fees for membership in this program. Your health care provider offers this service to you at no additional cost. However, if you request any services that are not included in a basic membership there may be an additional charge. For example, massages and tanning are almost always an extra cost and available only if you want to pay the additional fee.

## **What do I need to know about starting an exercise program?**

Wear comfortable clothing and rubber-soled shoes (not black –soled). Check with your location for specific dress code information.

Have a water bottle with you during exercise and drink often.

Remember to listen to your body. It is okay if you need to slow down and rest.

Communicate to your instructor any questions or concerns you have about the class.

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## What do I need to know before using the equipment?

Schedule your orientation with a staff member prior to operating or exercising on any equipment.

Review all directions and guidelines during the orientation and use caution at all times before, during, and following your workouts.

Treadmill safety example:

- Review the control panel. Locate the START button and the emergency STOP or OFF button.
- Stay alert. Keep your hands free for holding on and operating the controls.
- Be sure you are wearing proper fitness shoes and the laces are tied.
- Always exercise in the center of the belt within reach of the controls.
- Walk at a comfortable pace.
- Wait until the treadmill comes to a complete stop before you exit.

## May I visit more than one SilverSneakers participating location?

YES! Once you join, you may attend classes or participate in any of the SilverSneakers Fitness Program contracted locations in the country. Your primary membership will be at the location where you originally joined. When you visit a different participating location you will need to present your health care provider member card and complete a SilverSneakers Guest Enrollment form. When you travel, simply visit our web site to locate a participating SilverSneakers location so you may continue to enjoy the program.

## What if I already have a membership to a participating location?

If the location you currently belong to is part of the SilverSneakers Fitness Program network, your membership will be put on hold as long as you are enrolled in the SilverSneakers Fitness Program. If your site is NOT a member of the SilverSneakers Fitness Program network, you can switch to a participating location within the network but your membership will NOT be put on hold. In other words, you will be responsible for all previous arrangement between you and that location.

## Do you have additional questions?

Don't wait . . . Ask your Senior Advisor, visit our web site at [www.SilverSneakers.com](http://www.SilverSneakers.com), or call your healthcare provider's Member Services number.

# Get Fit, Have Fun, and Make Friends!