



QUICK GUIDE FOR AGENTS & BROKERS



Easy Enrollment Process

1. Locate their SilverSneakers® Member ID

- Visit **SilverSneakers.com** and use the **Check Your Eligibility** button.
- For members who don't have an email address, visit **Check.SilverSneakers.com**
- Download our SilverSneakers GO app
- Call our Member Experience Center and speak with one of our representatives

2. Create a SilverSneakers Account & Enroll

- Create a FREE online account at **SilverSneakers.com** to view personalized SilverSneakers member ID and customized menu of program options.
- Members can enroll at a participating gym or SilverSneakers Community class, by providing SilverSneakers member ID and completing the simple forms to enroll.

SilverSneakers in the Gym

Connecting members using our best-in-class network of fitness locations and signature classes designed for all fitness levels and abilities:^{1,2}

- Thousands of participating locations in all 50 states and Puerto Rico
- Ability to enroll at multiple locations at the same time
- Various classes and amenities available
- Access to pickleball courts at many of our locations (some pickleball courts and other amenities cost extra)



SilverSneakers in the Community

Providing opportunities for members to connect with others in their community and engage with SilverSneakers outside of a traditional fitness center.

- Group activities and events including shared meals, holiday celebrations and class socials
- Multiple class formats including cardio, dance, and yoga
- SilverSneakers classes designed for all levels taught by specially trained instructors
- Search for online community classes on [SilverSneakers.com!](https://www.silversneakers.com)

SilverSneakers in the Home and On the Go

Extending engagement into the home where members can access SilverSneakers digitally whenever they desire.

SILVERSNEAKERS LIVE ONLINE CLASSES

SilverSneakers LIVE online classes and workshops can be accessed through the member portal or the SilverSneakers GO app. There, members can find hundreds of classes for all levels and abilities, taught 7 days a week by specially trained instructors.

SILVERSNEAKERS ON-DEMAND

Members can access an exclusive online library with hundreds of workout videos, wellness videos and exercise programs designed specifically for older adults. The On-Demand library has videos for every fitness level and are available 24/7.

SILVERSNEAKERS GO APP

SilverSneakers GO is the mobile app for everything SilverSneakers. It allows members to access fitness programs on the go, activity tracking, class scheduling, location finder, member ID and more.

Health Plan Event Guidelines

Coordinate with your SilverSneakers contact when planning educational seminars, community health fairs, seasonal festivals, new member orientations and all other events at participating locations.

1. Notify your SilverSneakers contact prior to contacting a location to schedule events.
2. Collaborate with your SilverSneakers contact to obtain all necessary approvals from the location.
3. Promotional materials must be approved by your SilverSneakers contact and the location. Promotions need to be outside the location and facilitated by the health plan.
4. Sales and prospecting is not permitted inside the location or anywhere on the premises.

Quick Links

MEMBER ELIGIBILITY CHECK FOR AGENTS:

CHECK.SILVERSNEAKERS.COM

SPANISH WEBSITE:

SilverSneakers.com/Espanol

CUSTOMER SERVICE NUMBER FOR MEMBERS:

1-888-423-4632

(TTY 711) MONDAY - FRIDAY 8 A.M. - 8 P.M. ET

CUSTOMER SERVICE NUMBER FOR AGENTS:

1-888-338-5034

Additional resources for you



SALES RESOURCE GUIDE

SilverSneakers.com/MarketingResources



NOMINATE A LOCATION

OnlineSubmission.TivityHealth.com

Additional resources for members



FREE 10MIN EXPRESS CLASS

TivityHealth.Wistia.com/medias/sib438d0z3



NEW MEMBER ORIENTATION

SilverSneakers.com/LIVE



/SilverSneakers



/SilverSneakers



/TheSilverSneakers

1. Participating locations ("PL") are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities are limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL.
2. Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location.