



QUICK GUIDE FOR AGENTS & BROKERS

SilverSneakers in the **Home**

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

Exclusive Member Portal

Members can access articles, videos, blogs and other digital media on fitness, motivation, nutrition and overall well-being. The portal provide easy access to their member ID, the SilverSneakers store, and fresh content to enrich their lives.

SilverSneakers On-Demand

Members can access hundreds of on-demand videos when they want, and as often as they want, from the comfort of their own home. Daily and weekly challenges and exercises help keep them engaged and on track. On-demand videos also support mental and physical health and fall prevention.

Live Interactive 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 & abilities, taught 7 days a week by specially trained instructors.

SilverSneakers GO App

The mobile app provides members an on-the-go companion, providing access to 90+ workouts, meditation programs, SilverSneakers ID, and participating location and class finder. Through the app, on-demand classes can be broadcast to any smart television or device.

SilverSneakers in the **Gym**

Connecting members using our best-in-class network of fitness locations¹ and signature classes² designed for all fitness levels:

- Thousands of participating locations¹ in all 50 states
- Ability to enroll at multiple locations at the same time
- Various classes and amenities available
- Access to Pickleball courts at many of our locations

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
- Various venues such as medical centers, parks, and community centers
- Search virtual classes on SilverSneakers.com!

Burnalong™

Members are now connected to a diverse, virtual community featuring curated wellness classes for all interests and abilities. Members can monitor their habits, track health progress and engage in chronic conditions content.

Tuition Rewards® Partnership

FREE access to College Tuition Discounts at more than 400 private colleges and universities!

- Participating location visits = Tuition Rewards Points¹
1,000 points at registration, 250 points each month with 7+ visits
- Discounts spread over 4 years, good up to 1 full year

Note: *SilverSneakers LIVE, Community classes, and in-gym visits count towards Tuition Rewards Points! On-Demand video visits do not qualify for Tuition Rewards Points.*

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.
- Enroll at a participating gym or SilverSneakers Community class, by providing SilverSneakers member ID and completing the simple forms to enroll.

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:
888.423.4632

Customer Service number for agents:
888.338.5034



Sales Resource Guide
SilverSneakers.com/MarketingResources



Provider Resource Portal
go.silversneakers.com/preferredagents



SilverSneakers GO App
SilverSneakers.com/GO



Free 10min Express Class
tivityhealth.wistia.com/medias/sib438d0z3



Tuition Rewards®
SilverSneakers.TuitionRewards.com
support@sagescholars.com



Nominate a Location
onlinesubmission.tivityhealth.com



facebook.com/silversneakers



instagram.com/silversneakers



twitter.com/silversneakers



youtube.com/user/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.