

SilverSneakers Producer FAQ

SUMMARY AND FAQ

Overview

SilverSneakers® is the member fitness vendor for Premera Medicare Supplement Washington individual plans, effective August 1, 2025.

ABOUT SILVERSNEAKERS

What is SilverSneakers?	<p>SilverSneakers is the fitness program administrator for our Medicare Supplement individual plans.</p> <p>It helps members get active and connect with others. It includes live online fitness classes, on-demand videos, and access to thousands of gyms across the country.</p> <p>The SilverSneakers fitness program is available to at no additional cost to members on our Medicare Supplement Washington individual plans.</p>
When did SilverSneakers become the fitness program administrator for our Medicare Supplement plans?	<p>Starting August 1, 2025, SilverSneakers became the new fitness program administrator for Medicare Supplement plans.</p> <p>FitOn Health stopped services for Premera on July 31, 2025. Members cannot access FitOn Health after this date.</p>
What does SilverSneakers offer to members?	<p>SilverSneakers gives members the following fitness options:</p> <ul style="list-style-type: none">• A nationwide network of participating locations, with group fitness classes at select locations.• SilverSneakers LIVE online classes and workshops taught 7 days a week by instructors trained in senior fitness.• Fitness classes designed for all levels led by instructors who specialize in senior fitness.• SilverSneakers On-Demand library with 200+ online workout videos.

	<ul style="list-style-type: none"> • SilverSneakers GO mobile app with digital workout programs. • SilverSneakers Community classes offered in neighborhood locations outside of the gym.
How do members get started with SilverSneakers?	<p>As long as a member belongs to a Premier Medicare Supplement individual plan, they're a member of SilverSneakers. To get started, members should do the following:</p> <ol style="list-style-type: none"> 1. Get their ID number. Members can find their ID number at SilverSneakers.com/StartHere, through the SilverSneakers GO mobile app, or by calling 1-888-338-0347. 2. Find a location. Members can visit SilverSneakers.com for an interactive map showing participating locations. 3. Get active from home. Members can log in with their ID number at SilverSneakers.com/StartHere. Here, they can access SilverSneakers LIVE virtual classes, 200+ On-Demand videos and other exclusive member resources. 4. Set a date. Members can take their ID number to the location of their choice or choose a day to start their virtual workouts.
Is there assistance for members without web access?	Members can call 888-338-0347, Monday - Friday, 8 a.m. - 8 p.m. ET.
What gym locations are included?	Members can see all the participating gyms on the SilverSneakers website.
How long does it take to enroll at a SilverSneakers location?	New SilverSneakers members should allow about 30 minutes for their first visit. We encourage members to call in advance and allow for more time if they're interested in taking a tour of the facility. Fitness staff can show

	members how to use equipment and give them a tour of the location with available amenities.
What if the member already has a gym membership?	<ul style="list-style-type: none"> • If they're already enrolled at a SilverSneakers location, the member should request the gym membership to be placed on hold or transferred. • If their gym membership is not a participating SilverSneakers location, the member can switch to a SilverSneakers location but would be responsible for arrangements with the gym. <p>Members can also participate in SilverSneakers classes online by logging in on the member portal at SilverSneakers.com.</p>
Can a member go to more than one fitness location?	<p>Members can go to as many locations as they like if they're in the SilverSneakers network of over 15,000 fitness locations. They can use their membership at multiple locations, including when traveling, without restrictions on how often they visit.</p> <p>SilverSneakers suggests members call the location before visiting to see if they need an appointment to set up a no-cost membership with them.</p>