

SILVERSNEAKERS FREQUENTLY ASKED QUESTIONS

What is SilverSneakers?

SilverSneakers is a fitness and wellness program offered at **no additional cost** to those on eligible Medicare plans that helps you get active, get fit, and connect with others.

Our program is designed for all levels and abilities and provides access to online and in-person classes, with thousands of fitness locations, and health & wellness resources.

What's included with a SilverSneakers membership?

- Specially designed exercise classes for all fitness levels [online](#) and [in-person](#)
- Community classes in your area offered in-person and online. [View classes](#)
- A basic membership to thousands of gym/fitness and community locations nationwide. At no cost to you. You can visit as many as you like!
- Access to everything your fitness location offers as part of their basic membership: Contact each location to see what's available to you
 - Cardio equipment
 - Pools
 - Hot tubs
 - Sauna
 - Tennis courts
 - Walking tracks
 - And much more!
- Online resources with nutrition and fitness tips. [View our blog](#)

Do I need to show my SilverSneakers ID card when I go to a fitness location?

No. SilverSneakers cards are no longer needed. The fitness locations don't need the SilverSneakers physical card they just need the 16-digit ID number and a form of identification to verify eligibility

How do I get my SilverSneakers ID number?

Members can obtain their SilverSneakers member ID number several ways:

- Call our Customer Service Experience Center 1- 866-584-7352
- At the SilverSneakers.com member portal, members can print or email their member ID number.
- With the SilverSneakers GO™ mobile app, members always have their ID on their phone.
- Participating location (gym/fitness center) staff can check member eligibility and activate/enroll a member by looking up the member by name, date of birth and ZIP code

Classes

What classes do you offer?

We offer a wide variety of classes both in-person and online for all levels and abilities.

Can I join a class if I am new to exercise or have limitations?

Yes! SilverSneakers classes are created for adults of all ages, fitness levels and abilities.

Our instructors provide modifications to moves and have chairs available whenever possible.

All SilverSneakers classes are designed by experts in senior fitness and taught by credentialed fitness professionals.

What should I wear and bring when I first go to a fitness location or class?

We recommend wearing comfortable clothing that allows you to move freely and well-fitting athletic shoes.

You may also want to bring a water bottle, a towel, or a yoga/exercise mat, depending on what you're planning on doing.

Do I have to participate a minimum number of times each month?

Nope! You can go to a fitness location and/or attend an online class as little or as often as you want.

What is a Community/FLEX class?

These are classes taught by SilverSneakers instructors and located outside the traditional fitness center. Community classes may be in community centers, parks, retirement communities, houses of worship and other non-traditional locations.

Fitness Locations

Can I go to more than one fitness location?

You can go to as many of locations as you like if they're in our network of over 15,000 fitness locations nationwide.

How do I get access to a Fitness Location that I haven't been to before?

- [Find a fitness location near you](#)
- Get your SilverSneakers membership ID ready. You can download, print, or show it on your mobile phone. [Get your SilverSneakers Membership ID](#)
- Once at the location, tell the front desk staff you want to enroll through SilverSneakers and ask for a tour.

What should I do if I already have a gym or fitness membership?

If you're a SilverSneakers member and you have a membership at a location within our network, speak to the staff at the front desk and request your current membership to be frozen or transferred.

Are all locations accessible to those with disabilities?

Most locations are wheelchair accessible, but we can't guarantee full accessibility.

We recommend calling the location you're interested in prior to your first visit to ensure its accessible for you.

If you're unable make it into a fitness location, we offer an at-home kit for members who want to start working out at home or for those who can't get to a fitness location due to injury, illness or being homebound. Call us at 1- 866-584-7352 for a kit.

SilverSneakers Account

I am having trouble logging in or creating an account on SilverSneakers.com

here are a few reasons why this may happen:

- You created an account and you're forgetting something:
 - You signed up with a different email address. Try a different one or [contact us](#) and we'll look it up for you.
 - You forgot your password. All you need to do is [reset your password](#).
- You signed up with one email address but tried resetting your password with a different email address.
 - Try logging in with a different email address or [contact us](#) and we'll look it up for you.
- You checked your eligibility with info that doesn't match what you provided to your health plan provider.
 - You used a zip code from a new address but didn't update it with your health plan.
 - You used a different version of your name. Common reasons may include:
 - You used a variation of your name i.e., Mike vs Michael.
 - You legally changed your name

Can I use the same e-mail for my spouse/partner?

Sorry, only one email address can be used for each SilverSneakers online account.

Does My SilverSneakers number expire?

Your SilverSneakers 16-digit membership ID number sticks with you! Even if you change health plan providers or lose your membership and then rejoin later, you'll still have the same ID number.