



# FREQUENTLY ASKED QUESTIONS

PLEASE REFER TO [WWW.SILVERSNEAKERS.COM](http://WWW.SILVERSNEAKERS.COM) FOR MORE INFORMATION



## WELCOME NEW SILVERSNEAKERS MEMBERS

**Q: When did SilverSneakers come to the Natatorium?**

**A:** SilverSneakers began June 2013!

**Q: What is SilverSneakers?**

**A:** SilverSneakers is the nation's leading exercise program for older adults (those Medicare eligible - usually 65+). Eligibility is based on participating insurance companies. It is a basic membership at no cost for those enrolled; including all the benefits an annual member would receive.

**Q: Does my insurance plan offer SilverSneakers? How do I enroll?**

**A:** You may call SilverSneakers customer service **at 1-888-423-4632 8:00 am- 8:00 pm Monday – Friday** for verification or check the SilverSneakers website at [www.SilverSneakers.com](http://www.SilverSneakers.com) for participating insurance companies. You may also stop by the Natatorium front desk and we'll check for you! If you are eligible, we'll enroll you and issue you a CFOne card.

**Q: I am already enrolled at another facility for the SilverSneakers program. Can I use your facilities too?**

**A:** Yes! You may use the Natatorium for free as a SilverSneakers member. Please stop by the front desk with your SilverSneakers Member ID card and/or photo ID to be enrolled and issued a CFOne card. The CFOne card will act as your active pass to swipe in at both our facilities.

**Q: Will someone be able to provide me a tour of the facility and/or an orientation of the equipment.**

**A:** Yes! You may participate in a group tour and fitness orientation (no charge) at the Natatorium.

*Schedule located at front desk*

**Q: Are there any restrictions with my use of the facility?**

**A:** Your membership is a standard annual membership. SilverSneakers members may use all parts of the building. We encourage you to participate in our “Silver Friendly” land and aquatics fitness classes at no cost. Any programs that have additional fees associated with them (for example personal training), would also come at an additional cost to a SilverSneakers member.

**Q: Where do I swipe my card for admittance?**

**A:** Once you have been issued a CFOne card, you will swipe for each visit at the Natatorium podium station (located just past the subway corridor).

**Q: What types of fitness classes can I attend?**

**A:** All group fitness classes are available for you! The Natatorium offers a wide variety of “Silver Friendly” classes, called our Silver Series. We have a Silver version of all of our most popular class styles. The Natatorium will also offer “Classic” the SilverSneakers certified Range of Motion class. Check out the Silver Series class schedule for both land and aquatics and feel free to watch a class first!