



GOVERNOR'S OFFICE OF CONSUMER PROTECTION

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SilverSneakers Gym Memberships, Part 2

In our previous podcast, we examined the Healthways SilverSneakers program which is designed to help older adults take greater control of their health by engaging in physical activity. We understand that the program offers a very basic gym membership as a benefit to its members and there are no out of pocket costs for gym memberships because a specific health plan provider will pay for the participant's membership in a participating gym.

SilverSneakers memberships are not long term memberships and may be cancelled at the option of the member. However, gyms must be very careful when completing contracts for SilverSneakers participants. At no time should a gym's employee line through or cross out any statutory provision contained in the membership agreement even if that provision is not applicable to the SilverSneakers member. Please be aware that lines that are drawn through any of the mandatory statutory provisions will void the entire contract.

If at any time there is a request for the cancellation of a gym membership by a SilverSneakers member, such a request must be submitted in writing to the participating gym. The SilverSneakers member is also responsible for contacting the health plan provider to inform them of the request for cancellation that was submitted to the gym. We recommend that the SilverSneakers member also provide a copy of the request for cancellation to the health plan provider. Doing so, would provide confirmation to the health plan provider that the member would no longer be using the services of the participating gym. As is the case with all other gym memberships, SilverSneakers members are required to return all access cards and key fobs, upon the termination of their gym membership.

Gym owners should be aware that the SilverSneakers program offers a national reciprocity agreement which allows SilverSneakers members the opportunity to visit any participating fitness center and class site across the nation when they travel. In the event that your facility is visited by a SilverSneakers member through the reciprocity agreement, please ensure that they complete all of the required paperwork before using your facility. If there are any questions, please do not hesitate to contact us.

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