

**From:** [Anna Lawyer](#)  
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**Subject:** FW:  
**Date:** Monday, November 16, 2020 11:36:43 AM  
**Attachments:** [SilverSneakers Virtual Schedule 11.9-11.22.pdf](#)  
[SilverSneakers Live and OnDemand flyer.pdf](#)

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Good Morning,

We wanted to share some items of note occurring within the month of November. The Group Medicare Customer Care Call Center will observe holiday hours surrounding the Thanksgiving holiday:

Group Medicare Call Center		
Date	Open/Closed	Hours
Thursday - 11/26/2020	Closed	IVR self service is available 24/7
Friday - 11/27/2020	Open	8 a.m. - 9 p.m. EST

There are also several upcoming events offered through SilverSneakers which are available to members. There will not be communication sent from Humana to members regarding these events.

Attached is the updated SilverSneakers Live event schedule through November 22<sup>nd</sup>. This provides both a schedule of SilverSneakers LIVE classes (available to members only) and Facebook Live classes (open to anyone who has access to Facebook). Members can participate in SilverSneakers LIVE classes via SilverSneakers.com member portal or via the SilverSneakers GO app.

Below are some great resources that can be used to promote these member engagement opportunities:

- SilverSneakers Live class/On-Demand video library flyer (attached)
- Member "how-to" links:

[SilverSneakers Facebook Live How-to](#)  
[SilverSneakers.com Live Class How-to](#)  
[SilverSneakers Member Portal Video](#)

Please let us know if you have any questions, and have a safe and happy holiday.

Thank you,

**Anna Lawyer**

*Consumer Engagement Professional | Group Medicare*

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