



Group Medicare Advantage Specialty Benefits

Valero



United
Healthcare



Fitness Program

Fitness Program

Renew Active



Staying Fit

- A free gym membership
- Access to the largest national Medicare fitness network of gyms and fitness locations, with over 25,000 locations
- Access to thousands of on-demand workout videos and livestreaming fitness classes



A Personalized Plan

- Access to a wide variety of fitness classes including classes outside of a gym setting
- Work with a personal trainer to create an annual personalized fitness plan, set goals and make progress
- Allows members who need help to bring a workout assistant to the gym, at no additional cost



Stay Connected

- Social connection via exercise classes
- Connect and engage with others at health and wellness events, activities and clubs both in-person in your local community and online

How to Access:

- Confirmation code is key! Newly eligible members will get their code in their Welcome Letter by early February. Additionally, members can get their code online via their health plan website under the health & wellness section, using the mobile app or by calling the customer service number of the back of their UnitedHealthcare member ID card
- Take the code to a participating fitness location or class, use code to register for the cognitive feature AARP® Staying Sharp®, use to join the Fitbit® Community or take to a local class in their community



Fitness Program

Renew Active – Digital Fitness Network

Members have the option to access the comprehensive digital fitness library only or complement their workouts at the gyms and boutique studios by also accessing the on-demand and live streaming fitness classes at days they are unable to workout at the gym or studio.

- Over 32,000 pieces of digital content to include on-demand workout videos and live streaming fitness classes
- Unlimited member access – members can participate in as many classes as they want
- Use multiple platforms at one-time – no limit on what brands members or how many classes members have access to
- Access to gyms/ virtual class offerings (where available) – members can enjoy the virtual class offerings through our gym partners

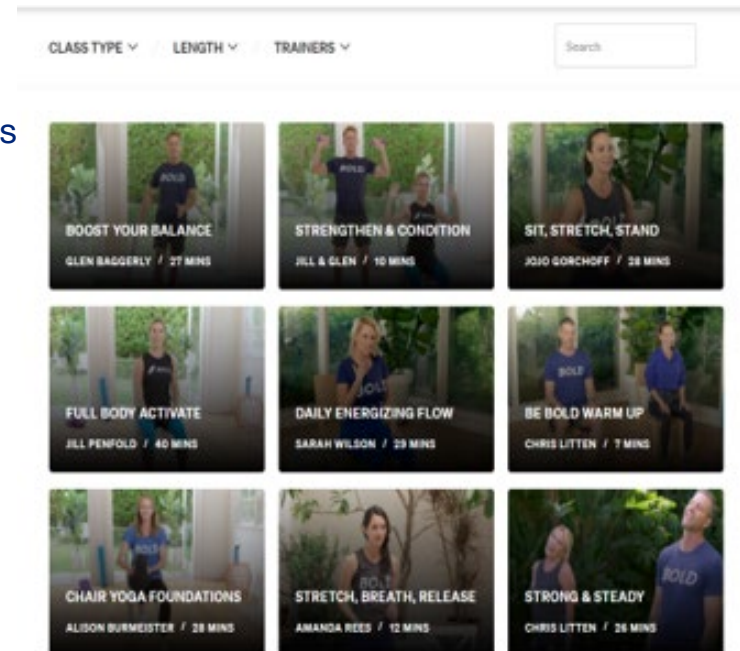


Fitness Program

Renew Active – Digital Fitness Network - Age Bold

Exercise for better aging. Improving balance strength and mobility from home.

- 300+ on-demand class
- Small offering of weekly live classes and events
- 11 question assessment determines the personalized fitness plan the member is placed on.
- 12-week fitness programs
- Track progress anytime by taking 3 Bold Tests measuring strength, mobility and balance
- Chari/Mat yoga
- Chair/Standing Tai Chi
- Strength Training
- Balance training
- Cardio and Pilates



Fitness Program

Renew Active – Streamlined Digital Experience

Welcome Shelley!

My healthcare recommendations [View all recommendations >](#)

Great job!
Your healthcare activities are up to date and there are no recommendations at this time.

My claims [View all claims >](#)

Provider	Date of Service	Claim Type	Claim Status	Your Share	Action
PUBLIX PHARMACY #1243 1243	12/08/22	Pharmacy	Processed - 12/08/22	\$22.50	View details >
PUBLIX PHARMACY #1243 1243	12/08/22	Pharmacy	Processed - 12/08/22	\$15.00	View details >

My plan resources [Show all benefits >](#)

- Renew Active**
Exercise at the gym or from home. [Learn more >](#)
- HouseCalls**
Schedule an in-home HouseCalls visit today. [Schedule now >](#)
- Optum Home Delivery**
Save time and money with convenient and free home delivery for your medications. [Learn more >](#)
- Member Discount Program**
You have access to discounts on a variety of products and services. [View discounts >](#)
- Individual Health Record**
Use your health record to manage your care. [View health record >](#)
- Virtual Behavioral Health**
See a behavioral health specialist without leaving home. [Get started >](#)

My coverage [View details >](#)

Member ID: [REDACTED]
Plan status: Medical Drug
Covered date: 01/01/2021 - 12/31/2022

[View ID card](#) [Access gym code](#)

My spending [View summary details >](#)

Medicare Advantage Plan

- Combined Out-of-Pocket Maximum
\$280 spent / \$2,500 total
- Prescription Drug Plan
- Out-of-Pocket Costs
\$1,806 spent / \$7,050 total

My care providers

- Virtual Care
[Schedule a virtual visit >](#)

UnitedHealthcare Member Website

Explore Fitness

[Renew Active FAQ >](#)

Renew Active
UnitedHealthcare

Explore Fitness

[Find Gyms](#) [Online Fitness](#)

Working out at home has never been easier

With your Renew Active® confirmation code, you have access to thousands of on-demand workout videos and live streaming fitness classes.

CONFIRMATION CODE: A484615547 [Copy Code](#)

By using this code, you accept the [Terms and Conditions](#).

- Age Bold**
Over 300+ videos
BOLD provides online exercise classes designed to help you age better.
✓ On-Demand Workouts
✓ Livestreaming Classes
[Go to Age Bold >](#)
- BurnAlong**
Over 13,000+ videos
Access thousands of classes and work out live with friends and family.
✓ On-Demand Workouts
[Go to BurnAlong >](#)
- Daily Burn**
Over 2,500+ videos
Get fit from home or anywhere, with workout styles for all fitness levels.
✓ On-Demand Workouts
[Go to Daily Burn >](#)
- Fitbit Premium**
Over 500+ videos
Get personalized health and wellbeing guidance just for you.
✓ On-Demand Workouts
[Go to Fitbit Premium >](#)

Renew Active Dashboard





UnitedHealthcare **Healthy at Home**

Post-Discharge Support Program

UnitedHealthcare Healthy at Home

1

Who is eligible?

- All members following all inpatient hospital or skilled nursing facility discharges
 - Meal and transportation benefits require a referral from a UnitedHealthcare Engagement Specialist
-

2

What does the benefit include?

Following all inpatient and skilled nursing facility discharges:

- 28 meals when referred by a UnitedHealthcare Engagement Specialist
 - 12 one-way rides to and from medically related appointments when referred by a UnitedHealthcare Engagement Specialist
 - 6 hours of in-home personal care to assist with Activities of Daily Living such as meal preparation, medication reminders, bathing, respite care, and more
 - No referral required
 - Benefit must be scheduled in 2-hour increments
 - Caregiver matching takes ~5 business days
-

3

Who is administering the program?

- **Mom's Meals:** providing high-quality, wellness-focused meals nationally
- **URide:** UHC call centers managing reservations, ride recover, trip confirmations, and more by utilizing the technology and nationwide non-emergency transportation network through the vendor Saferide.
- **CareLinx:** national in-home personal care provider exclusive to UnitedHealthcare Group Retiree plans



Transportation

Benefit details



Benefit details

- Rides are available to and from medically related appointments and pharmacy trips
- Each one-way ride must not exceed 50 miles
- Benefit cannot be used for emergency services



Scheduling

- Scheduling allowed up to 30 days in advance
- Requires 2 business days advanced notice
- Benefit allows for one companion 18 years of age or older

Covered services

- Pharmacy trips
- PCP
- Specialty
- Mental Health
- Dialysis
- Chemotherapy
- Therapies
- Rehab
- Radiology
- Optic care
- Chiropractors
- Hearing Aids/Exams
- ...and more



UnitedHealthcare Healthy at Home

Post-discharge in-home personal care benefit

Assisting with Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs)



Homemaking services

- Meal prep
- Housekeeping
- Laundry
- Shopping



Personal care

- Bathing
- Dressing and grooming
- Toileting
- Transferring and mobility



Other

- Transportation
- Medication reminders
- Respite / companionship



UnitedHealthcare Healthy at Home

In-home personal care

Caregivers support care through an in-home, member-centered delivery model

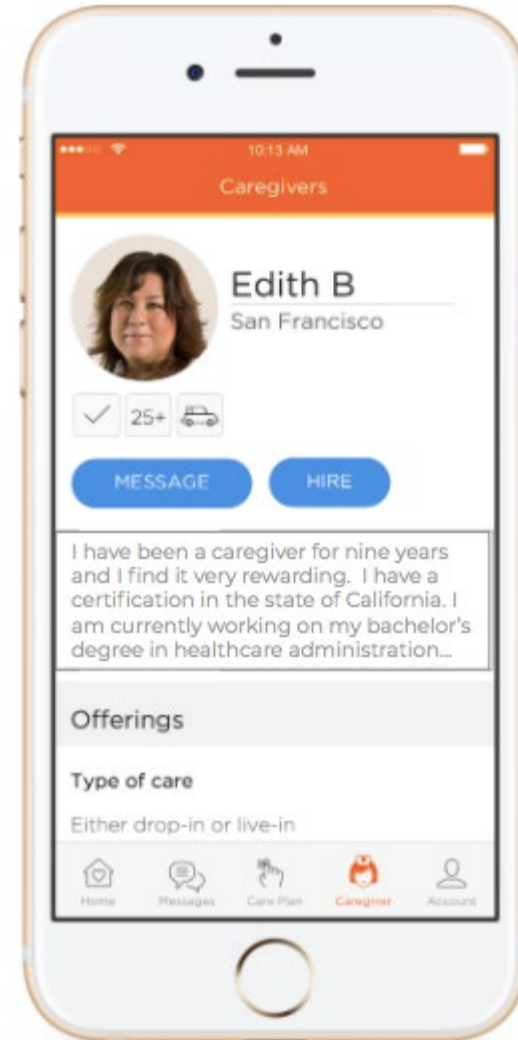
- Caregivers are trained to assist members in scheduling important health screenings and tests
 - Annual Wellness Visit
 - HouseCalls Visit
 - Post-discharge follow up care
 - Condition specific appointments (ex. diabetic eye exam)
 - In-home preventative screenings
- Caregivers assist members in managing their chronic conditions
 - Medication reminders
 - Transportation to medical appointments
 - Scheduling appointments with PCP/specialist



UnitedHealthcare Healthy at Home

Caregiving matching

- Members are matched with caregivers based on their needs and preferences
- CareLinx Advocates can complete the matching process on behalf of the member using the information obtained during enrollment
- Members and/or family can also choose to interview the caregivers prior to matching



UnitedHealthcare Healthy at Home

Member journey

Members are connected to multiple programs through one touchpoint



- UHC Engagement Specialist makes outbound calls to eligible medium and high-risk members with a qualifying discharge to engage them in all three programs
- Members can also call customer service to be referred into the program



- Advocates make referral to transportation and meal providers and warm transfer members to CareLinx to begin using their benefit



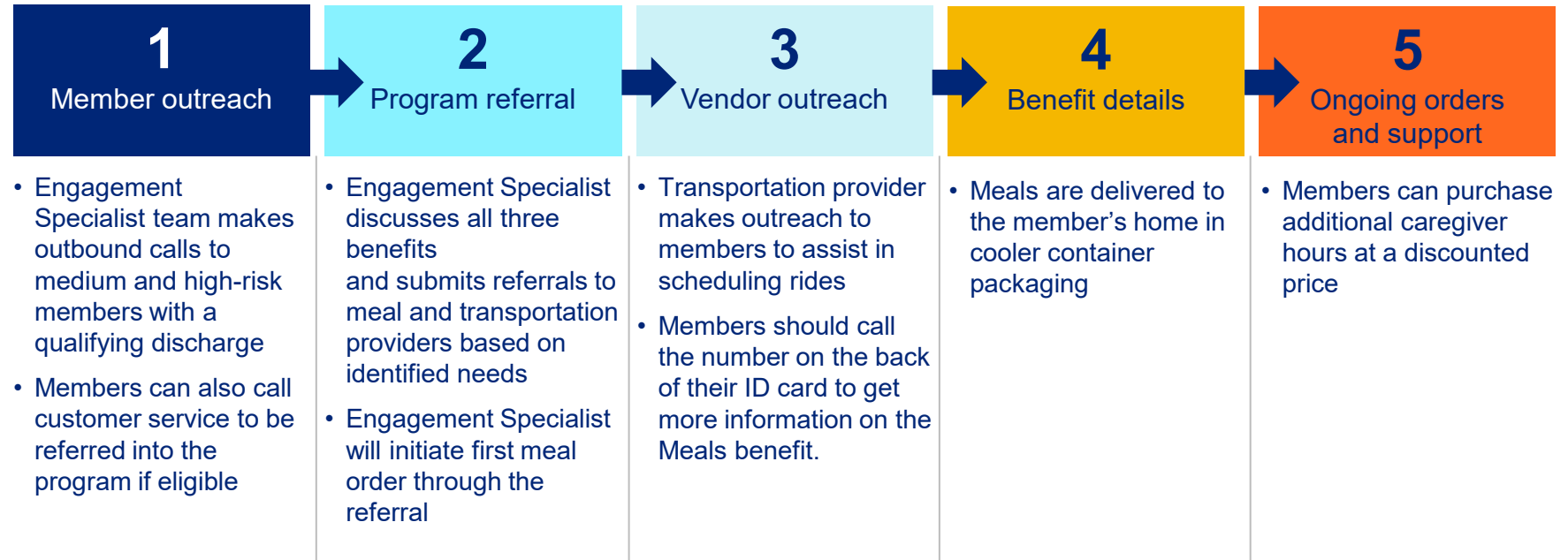
- Members work directly with the vendors to begin using their benefits



UnitedHealthcare Healthy at Home

Member journey

REFERRAL PROCESS*



*Process flow may be subject to change.

**Advocates must initiate contact with meal vendor and are responsible for documenting meal referral.





Personal Emergency Response System (PERS)

Personal Emergency Response System

The Personal Emergency Response System (PERS) is a monitoring device that provides fast and simple access to help 24 hours per day, 365 days per year with the simple push of a button.

1

Who is eligible?

- All plan members are eligible for the benefit at no additional cost
 - No medical requirements
-

2

What does the benefit include?

- All members are eligible for one of the Lifeline medical alert device products of their choice
-

3

Who is administering the program?

- Lifeline is our national vendor serving more than 7.5 million subscribers over the past 41 years



Personal Emergency Response System

Gives peace of mind to family members, caregivers and circles of friends

Key Features

- Provides quick access to a response center 24 hours a day
- Devices are wireless or landline compatible and works anywhere in the US, where there is cellular network or personal landline
- AutoAlert fall detection feature can automatically provide access to help when a fall is detected — even when disoriented, immobilized or unconscious and unable to push a button for help button
- On the Go Mobile GPS pendant allows for monitoring in and out of the home
- Lightweight, waterproof help button can be worn on the wrist or as a pendant



Personal Emergency Response System

Device options

Members choose the product that best fits their lifestyle:

- Select medical alert communicator: Landline, Wireless, or Mobile GPS
- Select help button device: Push Help or AutoAlert (AA) Fall Detection



Landline

- Requires member has landline in the home
- Member selects either watch or pendant with push help button
- Member presses the button to engage with Lifeline.
- Lifeline will first make contact through the communicator, landline/cell, family/caregiver, then EMS in non-critical situations*



Landline AutoAlert (fall detection)

- Requires member has a landline in the home
- Member selects AA pendant
- Member can either push for help or pendant will automatically detect falls
- Lifeline will first make contact through the communicator, landline/cell, family/caregiver, then EMS in non-critical situations*



Wireless Push help or AutoAlert

- Requires member live in cellular service area
- Does not require AT&T as cell phone carrier or internet coverage
- Member selects either Push Help or AA pendant
- Lifeline will first make contact through the communicator, landline/cell, family/caregiver, then EMS in non-critical situations*



Mobile GPS AutoAlert

- Pendant works in/outside the home/ anywhere within continental US/PR/HI
- No communicator required
- Member can either push for help or pendant will automatically detect fall
- AA pendant acts as two-way communicator
- Lifeline will first make contact through the pendant, landline/cell, family/caregiver, then EMS in non-critical situations*

* Indications of acute distress Lifeline will immediately triage to EMS



Personal Emergency Response System

AutoAlert fall detection



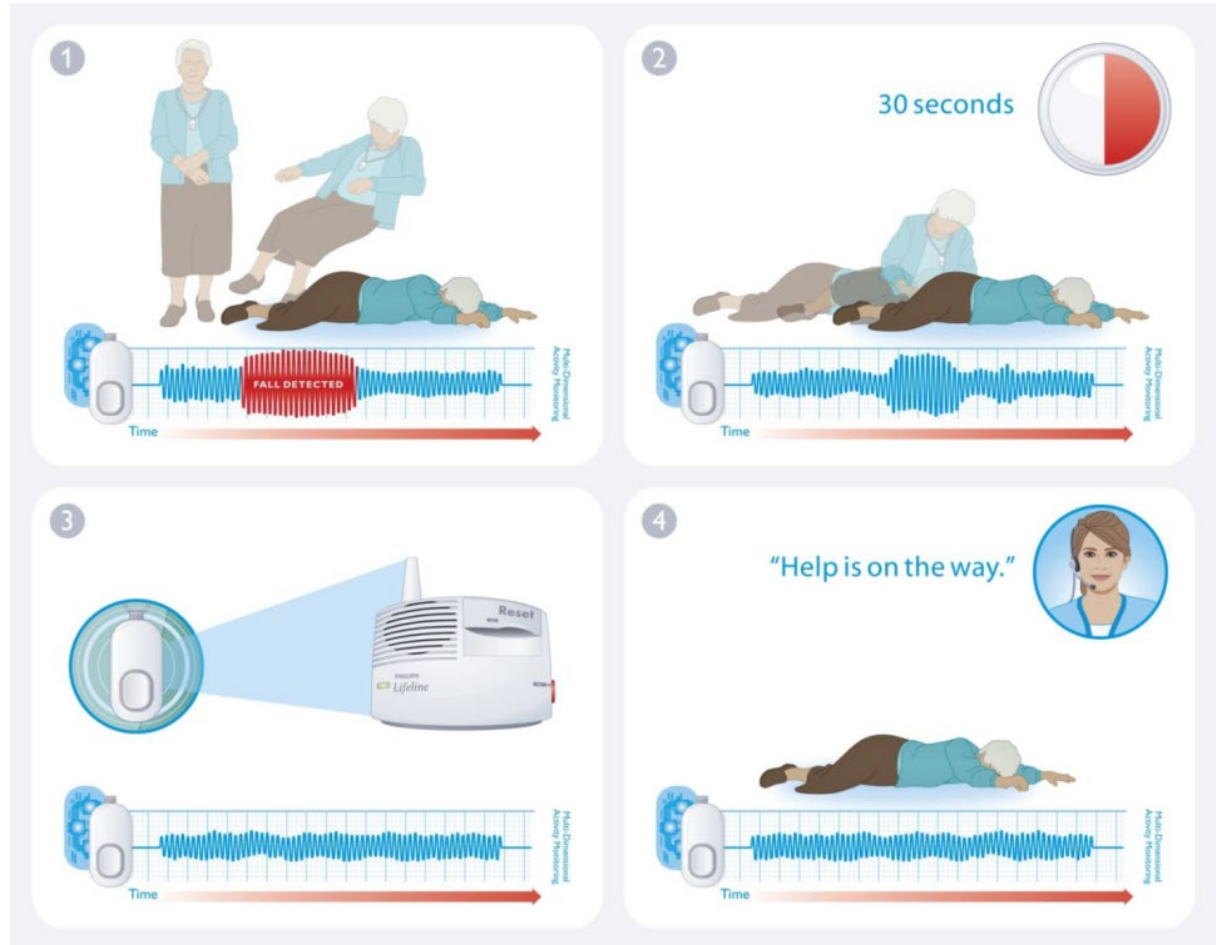
Designed to call for help automatically when a fall is detected



Automatically detects greater than 95% of falls

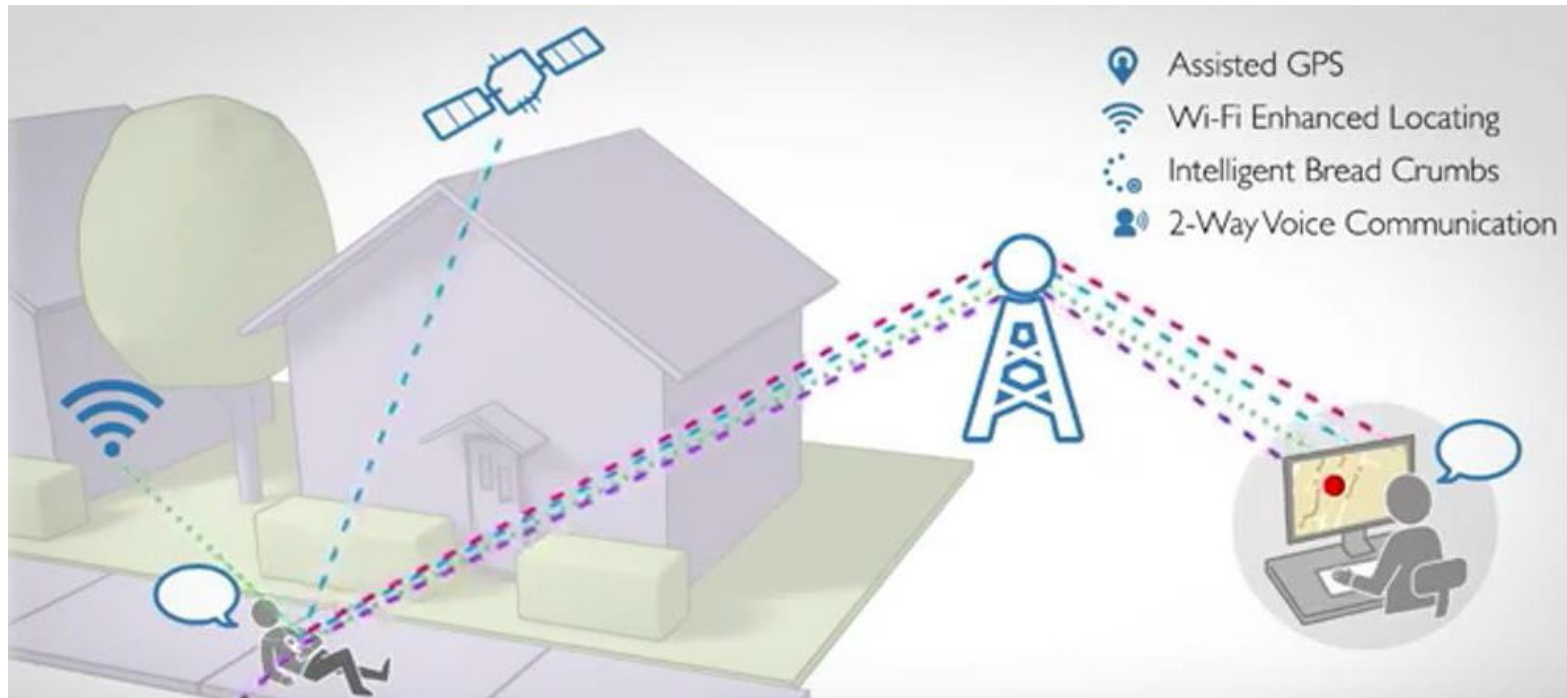


Most widely adopted fall detection technology in the US market today



Personal Emergency Response System

On the Go Mobile GPS



On the Go Mobile

Pendant battery life is 2-5 days depending on usage and access points to Wi-Fi. Takes 45 minutes to charge

On the Go Mobile

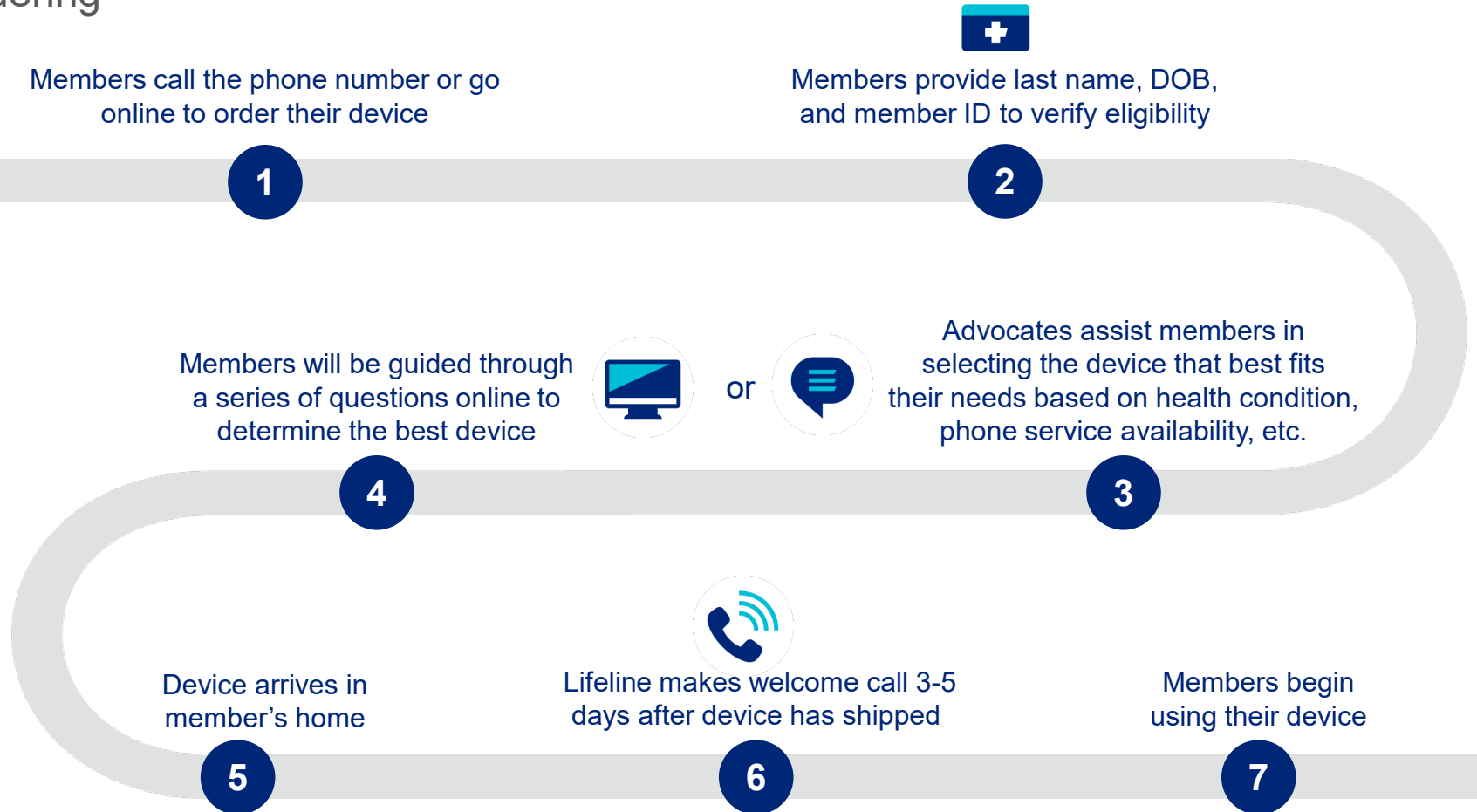
contraindicated for use:
Pacemaker & Dementia/
Memory Dx unless caregiver
is available to assist with
charging

Pendant can be worn at all times—even when charging



Personal Emergency Response System

Ordering



- Devices come with voice activated set up instructions.
- Members can request a Lifeline specialist to install the unit in their home.

