



Group Medicare Advantage Specialty Benefits

Valero



United
Healthcare



Fitness Program

Fitness Program

Renew Active

Benefit Details

Members have access to a free basic gym membership at any participating Renew Active location and more.



Staying Active

- A free gym membership from a large national network
- Access to thousands of on-demand workout videos and livestreaming fitness classes



Stay Focused

- Online member fitness activities
- An online program from AARP® Staying Sharp®, including the Cognitive Assessment and Lifestyle Check-Ins as well as exclusive content for Renew Active members, such as videos and interactive challenges that can help you build healthy habits



Stay Connected

- Connect with others through local health and wellness classes and activities such as walking, pickleball, yoga and more

How to Access:

- A Renew Active confirmation code is key to accessing the fitness benefit!
- Members can get their code online via their health plan website under the health & wellness section of site, using the mobile app or by calling the customer service number of the back of their UnitedHealthcare member ID card
- **Applicable to UCard members only** [Members can also present their UCard at a participating facility to enroll]
- **Applicable to those members without a UCard** [Take the code to a participating fitness location or use with any online features]



Fitness Program

Renew Active – Streamlined Digital Experience

The screenshot shows the UnitedHealthcare Member Website dashboard. The top navigation bar includes links for Home, Find Care, Claims, Coverage & Benefits, Pharmacies & Prescriptions, and Health & Wellness. The main content area is titled "Welcome Shelley!" and features several sections:

- My healthcare recommendations:** A section with a "Great job!" message stating that healthcare activities are up to date.
- My claims:** A table listing claims with columns for Provider, Date of Service, Claim Type, Claim Status, Your Share, and Action. Two claims from PUBLIX PHARMACY are shown, both with a status of "Processed - 12/08/22".
- My plan resources:** A section with six cards: Renew Active (highlighted with a red box), HouseCalls, Optum Home Delivery, Member Discount Program, Individual Health Record, and Virtual Behavioral Health.
- My coverage:** A section showing Member ID, Plan status (Medical, Drug), and Covered date (01/01/2021 - 12/31/2022). It includes buttons for "View ID card" and "Access gym code" (highlighted with a red box).
- My spending:** A section showing Medicare Advantage Plan spending, including Combined Out-of-Pocket Maximum (\$280 spent / \$2,500 total) and Prescription Drug Plan Out-of-Pocket Costs (\$1,806 spent / \$7,050 total).
- My care providers:** A section for Virtual Care with a "Schedule a virtual visit" button.

UnitedHealthcare Member Website

Explore Fitness

Renew Active FAQ

Renew Active
UnitedHealthcare

The screenshot shows the Renew Active Explore Fitness page. The top navigation bar includes links for Find Gyms and Online Fitness. The main content area is titled "Working out at home has never been easier" and features a confirmation code A484615547. Below this, there are four cards for fitness programs: Age Bold, BurnAlong, Daily Burn, and Fitbit Premium. Each card includes a description, a list of features (On-Demand Workouts, Livestreaming Classes), and a button to "Go to" the program.

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



UnitedHealthcare Healthy at Home

Post-discharge transportation benefit



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)



Personal care

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



Other needs

- Transportation
- Medication reminders
- Meal prep
- Respite / companionship



UnitedHealthcare Healthy at Home

Post-discharge in-home personal care benefit

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

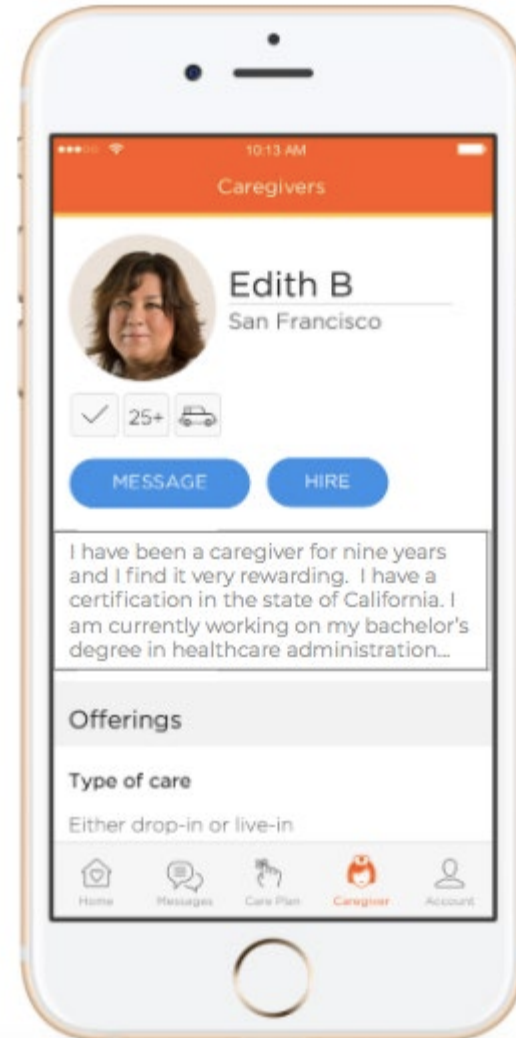
- Caregivers are trained to assist members in scheduling important health screenings and tests
 - Annual Wellness Visit
 - HouseCalls Visit
 - Post-discharge follow up care
 - Condition specific appointments (ex. diabetic eye exam)
 - In-home preventative screenings
- Caregivers assist members in managing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



UnitedHealthcare Healthy at Home

Caregiver matching for in-home care benefit

- 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 members with qualifying discharges from a hospital or SNF who are at medium or high risk of readmission
- 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



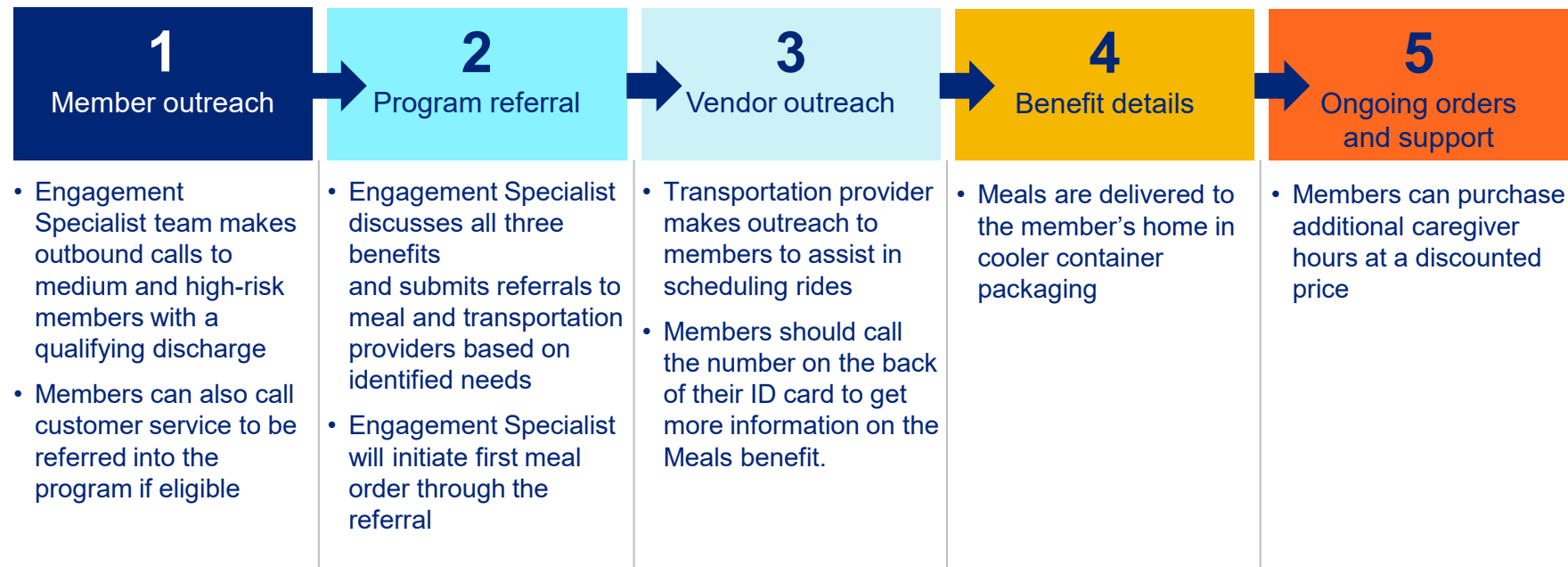
- Members work directly with the vendors to begin using their benefits



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.

