



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 on the back of their UnitedHealthcare member ID card
- 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 indicating that healthcare activities are up to date.
- My claims:** A table listing recent claims. The table has columns for Provider, Date of Service, Claim Type, Claim Status, Your Share, and Action. Two claims from PUBLIX PHARMACY are listed, both with a status of "Processed - 12/08/22".
- My plan resources:** A section with three cards: "Renew Active" (highlighted with a red box), "HouseCalls", and "Optum Home Delivery". Each card includes a brief description and a "Learn more" link.
- My coverage:** A section showing coverage details, including 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 spending details for the Medicare Advantage Plan and Prescription Drug Plan.
- My care providers:** A section with a "Virtual Care" option to schedule a virtual visit.

UnitedHealthcare Member Website

Explore Fitness

[Renew Active FAQ](#)

Renew Active
UnitedHealthcare

Find Gyms [Online Fitness](#)

The screenshot shows the "Explore Fitness" page. It features a header with the text "Working out at home has never been easier" and a sub-header "With your Renew Active® confirmation code, you have access to thousands of on-demand workout videos and live streaming fitness classes." Below this is a confirmation code "A484615547" and a "Copy Code" button. A note states "By using this code, you accept the Terms and Conditions". The main content area displays four fitness programs: "Age Bold", "BurnAlong", "Daily Burn", and "Fitbit Premium". Each program card includes a description, a list of features (On-Demand Workouts, Livestreaming Classes), and a "Go to" button. At the bottom, there are icons for "BOLD", "LIFETIME", and "fitbit".

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
- **SafeRide:** national network fulfills ride requests with various vehicle types
- **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

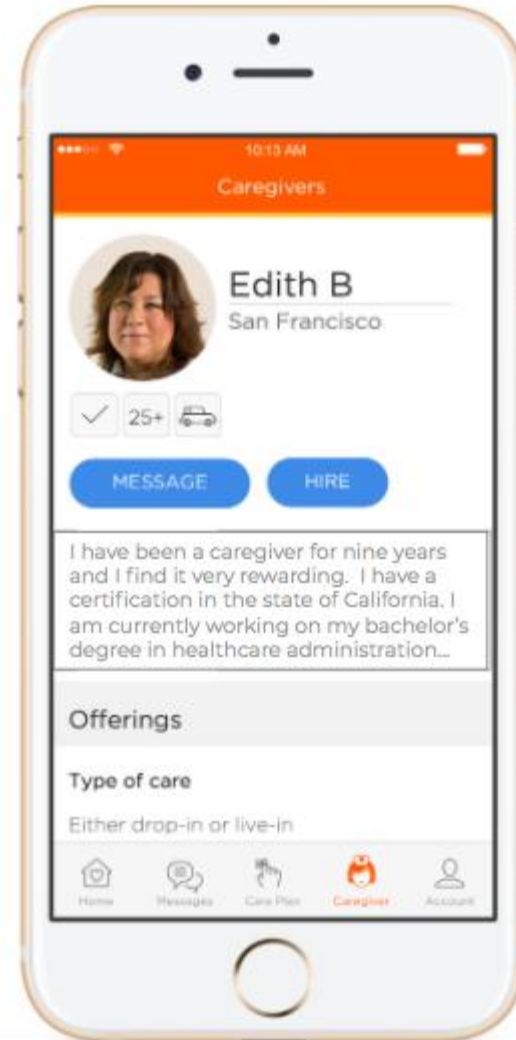
- Caregivers are trained to assist members in scheduling important health screenings and tests
 - Annual Wellness Visit
 - HouseCalls Visit
 - Post-discharge follow up care
 - Condition specific appointments (ex. diabetic eye exam)
 - In-home preventative screenings
- Caregivers assist members in managing 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



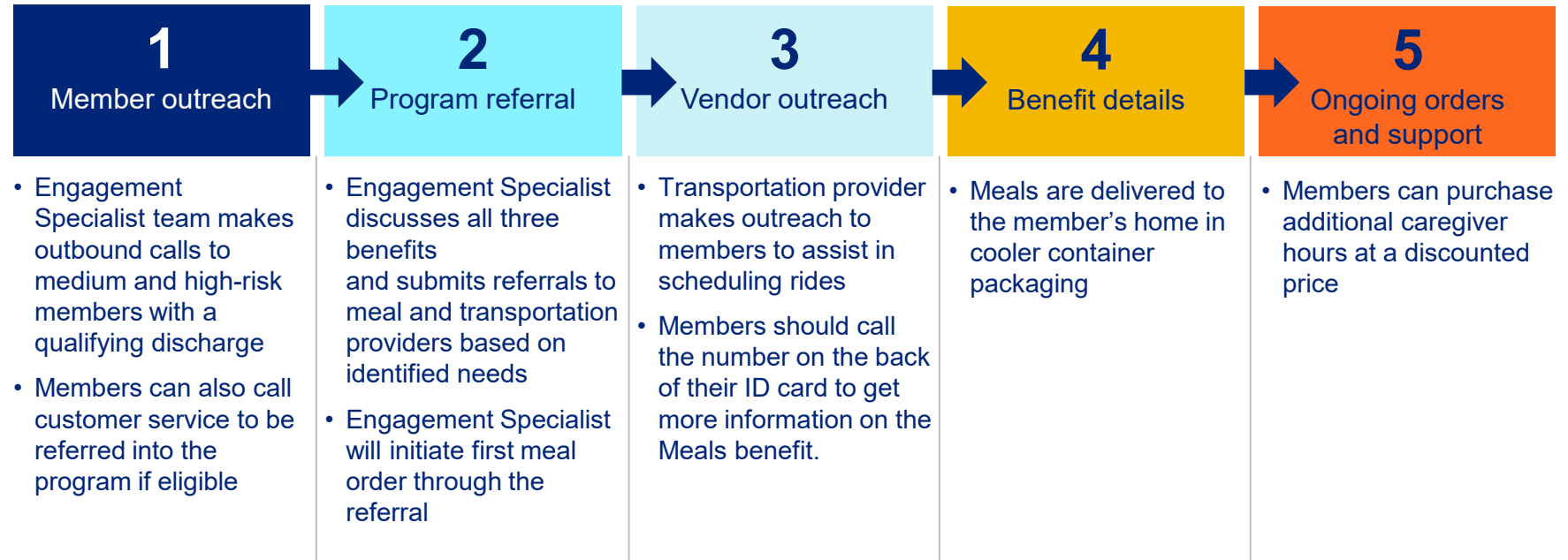
- Members work directly with the vendors to begin using their benefits



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.

