



# Group Medicare Advantage Specialty Benefits

Valero

United  
Healthcare



# **UnitedHealthcare** **Healthy at Home**

Post-Discharge Support Program

# UnitedHealthcare Healthy at Home

## 1

### Who is eligible?

- All members following all inpatient or skilled nursing facility discharges
  - Meal and transportation benefits require a referral from an advocate
- 

## 2

### What does the benefit include?

Following all inpatient and skilled nursing facility discharges:

- 28 meals when referred by a UHC advocate
    - Meals are ordered in succession and cannot be used throughout the year
    - Meals must be ordered in shipments of 14 meals or greater
  - 12 one-way rides to and from medically related appointments when referred by a UHC advocate
  - 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?

- Moms Meals: providing fresh-made home-delivered meals nationally
- ModivCare: national routine non-emergency transportation provider
- CareLinx: national in-home personal care provider exclusive to UnitedHealthcare Group Retiree plans.



# UnitedHealthcare Healthy at Home

Post-discharge meal delivery benefit

## Mom's Meals offers nine health condition menus to support members needs

- Breakfast, lunch, and dinner options available.
- Provides health condition support menus that adhere to the leading association guidelines, including:
  - American Heart (AHA)
  - American Diabetes (ADA)
  - National Kidney (NKF)



General  
Wellness



Lower  
Sodium



Diabetic-  
Friendly



Heart-  
Friendly



Cancer  
Support



Puréed



Renal-  
Friendly



Gluten-  
Free



Vegetarian



# 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
- Mileage reimbursement available for members who can provide their own transportation\*



### 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
- Calls for urgent/same day appointments and facility discharges are handled 24/7-365 days

## 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 refer members to valuable plan resources
  - NurseLine
  - Behavioral Health
  - Renew by UnitedHealthcare
- Caregivers assist members in managing their chronic conditions
  - Medication reminders
  - Transportation to medical appointments
  - Scheduling appointments with PCP/specialist





# **Fitness Benefit**



# Fitness Club/Gym Membership Benefit

## Renew Active



### Staying Fit

- Members have access to a free gym membership at any participating Renew Active location
- Access the largest Medicare fitness network
- Thousands of workout videos through Fitbit Premium – not Fitbit device needed



### A Personalized Plan

- Work with a personal trainer to create a personalized fitness plan, set goals and make progress
- Access to a wide variety of fitness classes including classes outside of a gym setting
- Allows members to bring a caregiver to assist them at the gym.



### Stay Focused

- Options to keep the members' mind and body active
- An online brain health program from AARP® Staying Sharp®,<sup>1</sup> including a brain health assessment and exclusive content
- Content and tools include activities, recipes, interesting articles and videos, fun games and more.



### Stay Connected

- Social connection via exercise classes
- Connecting with others at local health and wellness events in their community, now including Element3 activities
- Digital social connection through the Fitbit® Community for Renew Active members<sup>2</sup>

## How to Access:

- Confirmation code is key! Members get their code online via their health plan website under the health & wellness section 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 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

<sup>1</sup> Staying Sharp is owned and operated by the AARP brand

<sup>2</sup> Members do not receive a Fitbit device as part of Renew Active and do not need a Fitbit device to be part of this community





# Questions