

Talking Points: Optum Fitness Advantage Is Now Renew Active™ by UnitedHealthcare

Overview

As of January 1, 2019, the Optum Fitness Advantage program will transition to Renew Active by UnitedHealthcare. Renew Active is a fitness program for body and mind that's designed around individual member goals – available with select UnitedHealthcare, Preferred Care Partners, Medica HealthCare Plans, The Villages and UnitedHealthcare Group Medicare Advantage (MA) plans. Renew Active is more than a gym membership – it offers standard membership access to an extensive group of participating locations, an in-person fitness orientation to help get members started, online brain exercises and the ability to earn rewards for completing certain health care activities (available for select plans). It's a fitness plan to help members live their best life.

Renew Active offers thousands of participating fitness locations. Many of these locations offer only Renew Active as a fitness option for Medicare eligible individuals. Our participating fitness location network will continue to grow as new national and local options are added to the program. Having Renew Active as a part of UnitedHealthcare allows us to simplify and coordinate benefits and take a “whole person” approach to care, as well better track utilization of program benefits so that we continually improve the program.

Fast facts

- Renew Active is a benefit that is included at no additional cost to the member.* Enrollment fees at participating locations are waived for members enrolled in Renew Active.
 - The member is responsible for any non-standard / extra fee program. These additional services will vary by participating location and will include things such as towel service or dedicated lockers.
- In 2019, Renew Active will be available to members of certain eligible plans in the states of AZ, CA, CT, FL, IA, IL, IN, KS, KY, MN, MO, NC, NE, NJ, NV, NY, OH, OK, OR, TX, UT, WA, and WI.
- Note: Members of an eligible MA plan insured by UnitedHealthcare Insurance Company in participating states can use this program.

*Select plans offer the benefit as a Rider.

TALKING POINTS

What is included in the Renew Active program?

- Members will continue to have access to the same or enhanced services they experience today.
 - Standard membership access to participating fitness locations – local and national options
 - A fitness orientation to help the member get started towards meeting their fitness-related goals
 - Online brain exercises designed to help keep their mind active

- Access to a wide variety of group fitness classes – depending on availability – that fit the member’s life, body and schedule
- In addition, members in certain plans with the Renew Active benefit will be eligible to receive rewards as part of the Renew Rewards program. Consult the Renew Active by UnitedHealthcare Sales Agent FAQ for more details.
- Renew Active is a part of the existing Renew by UnitedHealthcare Health & Wellness Experience.
 - From inspiring lifestyle tips, learning activities and videos to recipes, interactive health tools and more, members can discover why every day is an opportunity to renew.
 - To learn more about Renew, members can sign in to their plan website and go to Health & Wellness.
- Renew by UnitedHealthcare is not available in all plans.

Key program features

- Members have the flexibility to use any participating fitness location in any program eligible state.
- There are no restrictions on the number of participating fitness locations a member can visit.
- Members need to obtain and present a Confirmation Code at each participating fitness location.
- Members can also use their Renew Active Confirmation Code to access online brain exercises and activities.
- Members can learn more and gain access to the benefit by visiting myrenewactive.com.
- Members that do not live in or are visiting a state that is not a plan eligible state can receive an At Home Offering.
 - For specific At Home Offering details or to order an At Home Offering, members should call Customer Service toll-free at the number on the back of their health plan member ID card. Hours are 8 a.m. to 8 p.m. local time, 365 days/year.
- Members in certain plans with the Renew Active benefit will be eligible to receive rewards as part of the Renew Rewards program. Not all plans with Renew Active will have reward offers tied to Renew Rewards.

Activating and participating in Renew Active

- Members can activate and participate in Renew Active on the effective date of their MA plan as long as the location is participating in the program.
- Members can visit myrenewactive.com and enter their address, city or zip code to find a list of participating fitness locations in their area.
 - Once a member selects a location, they enter their first name, last name, date of birth and zip code. A confirmation code is immediately generated, which the member can write down or print out and take to the participating fitness location.
 - Members can also call the Customer Service number on the back of their health plan member ID card to obtain a Confirmation Code.
 - The participating fitness location will register the member at no additional cost.
 - Members will not be provided with a separate Renew Active ID card. Some participating locations may provide their own facility specific member ID card to denote membership.

Resources and tools

- FAQ
- Renew Active Introduction Presentation (SALES LEADER ONLY)
- Renew Active Overview (SALES LEADER ONLY)

Coming Soon

- Sales Flyer
- Member Flyer