Frequently Asked Member Questions

1) **What are the Renew Active® and One Pass™ Programs?**
The Renew Active and One Pass Programs provide eligible members access to participating locations at no cost. You will have access to all the services and privileges, and/or number of classes that are normally a part of our standard membership.

2) **Is your facility participating in the Renew Active® and One Pass™ Programs?**
Yes, this facility is participating in the Renew Active and One Pass Programs available with select Medicare and Medicaid health plans.

3) **What do I have access to at your facility as part of the Renew Active® and One Pass™ Programs?**
You will have access to all the services and privileges, and/or number of classes that are normally a part of our standard membership. Extra services that typically include additional fees are not included.

4) **Who can use the Renew Active® and One Pass™ Programs?**
   - **Renew Active**:
     - Select plan holders of an eligible Medicare Plan insured by UnitedHealthcare Insurance Company are eligible for the Renew Active Program.
     - AARP Medicare Supplement Plans with UnitedHealthcare in certain states will have access to the Renew Active by UnitedHealthcare gyms and fitness locations.
   - **One Pass**: Select plan holders of an eligible Medicare or Medicaid plan are eligible for the One Pass Program.

   (*If facility is participating as a premium location, please be sure that eligible Renew Active or One Pass members have access to the Premium tier. You can validate on the partner website at: partneroptumfitness.com)

5) **Can my spouse or relative use the Renew Active® or One Pass™ programs?**
Only plan holders of an eligible Medicare or Medicaid plan can use the Renew Active or One Pass Programs.

6) **If I am already a member of your facility, do I get access to your facility at no cost to me if I am eligible for the Renew Active® or One Pass ™ Programs?**
Yes, if you are eligible for Renew Active or One Pass, you will have access to the membership at

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the facility at no cost to you even if you are an existing member. You can call the customer service number on your health insurance card to confirm your eligibility.

(*If facility is participating as a premium location, please be sure that eligible Renew Active or One Pass members have access to the Premium tier. You can validate on the partner website at: partneroptumfitness.com)

7) **Will I still have access to the same services and privileges that I have now as part of the Renew Active® or One Pass™ Programs? (For existing users of your facility)**
You will have access to all the services and privileges, and/or number of classes that are normally a part of our standard membership. Extra services that typically include additional fees are not included.

8) **How do I enroll in the Renew Active® or One Pass™ Programs?**
To enroll in Renew Active or One Pass you will need to provide our facility your Renew Active Confirmation Code or One Pass Member Code.
   - **For Renew Active members**: to obtain your Confirmation Code, log into your UnitedHealthcare member website, go to Health & Wellness and look for Renew Active, or for assistance you can call Customer Service toll-free at the number on your member ID card. Hours are 8am to 8pm local time, 365 days/year. Medicare Supplement Customer Service hours are weekdays, 7 am to 11 pm ET, Saturday, 9 am to 5 pm ET.
   - **For One Pass members**: to obtain your Member Code, log into your One Pass member website and your Member Code will be on the dashboard. For additional assistance, you can call One Pass Customer Service toll-free at 877-504-6830. Hours are Monday to Friday, 8 AM to 9 PM CT. (Note: The One Pass Customer Service phone number is for members only. Partners are to reach out to their Optum Program Manager directly)

9) **When can I enroll in the new Renew Active® or One Pass™ Programs?**
You can enroll in the Renew Active or One Pass Program anytime on or after the effective date of your eligible plan. You will need to provide your Code to enroll and receive access to our facility at no cost to you.

10) **I am an eligible Renew Active member. Can I use my UCard to enroll?**
Yes, you can use your UCard to enroll. Please show your UCard upon initial enrollment at the facility and facility can aid in generating the member's confirmation code at partneroptumfitness.com.

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11) **Who do I call if I need help getting my Renew Active® or One Pass™ Confirmation Code?**
    - **For Renew Active members:** For assistance you can call your health plan's Customer Service toll-free at the number on your member ID card. Hours are 8am to 8pm local time, 365 days/year. Medicare Supplement Customer Service hours are weekdays, 7 am to 11 pm ET, Saturday, 9 am to 5 pm ET.
    - **For One Pass members:** For assistance, you can call One Pass Customer Service toll-free at 877-504-6830. Hours are Monday to Friday, 8 AM to 9 PM CT. (Note: The One Pass Customer Service phone number is for members only. Partners are to reach out to their Optum Program Manager directly)

12) **Do I need to show my Renew Active® or One Pass™ Confirmation Code every time I visit your facility?**
    You only need to provide your Confirmation Code when you register at our facility for the Renew Active or One Pass Programs. After you are registered, you will check-in to our facility through our standard process for members.

13) **Is there a website that I can go to in order to learn more about the Renew Active® or One Pass™ Programs?**
    Yes.
    - **For Renew Active members:** Existing UnitedHealthcare members should log into their UnitedHealthcare member website, go to Health & Wellness and look for Renew Active. If you are not currently a UnitedHealthcare Medicare plan holder, you can visit https://uhcrenewactive.com for more information.
    - **For One Pass members:** To learn more, call your health plan customer support or log into your One Pass member website.

14) **Who do I call if I have any questions or concerns regarding the Renew Active® or One Pass™ Programs?**
    For questions and/or concerns, you can call your health plan's Customer Service toll-free at the number on your member ID card.
    - **For Renew Active:** Hours are 8am to 8pm local time, 365 days/year. Medicare Supplement Customer Service hours are weekdays, 7 am to 11 pm ET, Saturday, 9 am to 5 pm ET.

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- **For One Pass:** You can call One Pass Customer Service toll-free at 877-504-6830. Hours are Monday to Friday, 8 AM to 9 PM CT. (Note: The One Pass Customer Service phone number is for members only. Partners are to reach out to their Optum Program Manager directly)