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# Frequently Asked Questions

## Activation Questions

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### [Who can I call if I have questions?](#)

Call the Customer Service phone number on your health plan member ID card if you have questions or need assistance.

### [When can I start using the features of Renew Active®?](#)

You will be able to access your unique confirmation code and start using Renew Active beginning on the effective date of your eligible UnitedHealthcare Medicare plan.

### [What does Renew Active offer?](#)

Insured members can visit participating gyms and fitness locations to receive standard access at no additional cost. This includes access to a variety of exercise equipment, classes and group activities. Access thousands of on-demand digital workout videos and live streaming fitness classes. Help keep your mind active with



socially active with local health and wellness events in your community and through the Fitbit® Community for Renew Active members.

## Can I sign up at any participating gym or fitness location?

Yes. To find a participating gym or fitness location near you, please visit the **Fitness** tab and **Find Gyms** [page](#) (</renew-active/fitness/gyms>).

## What if the fitness location I use isn't participating in Renew Active?

If a fitness location that you'd like to join is not part of our network, tell us by completing an online nomination form. We will contact the location manager and invite them to join our network. To submit a request for a specific location or fitness class, complete the fields on [form](#) (<https://docs.google.com/forms/d/e/1FAIpQLSfkLIQ-joIjMVKlr7WpnUjh5nVbylai1uEfDe7R9BySAWQFA/viewform>).

## How do I make sure I receive the standard access at no additional cost?

First, select a participating gym or fitness location by visiting the **Find Gyms** [page](#) (</renew-active/fitness/gyms>) to browse gyms near you. Then, print out or write down your confirmation code and bring it to a participating gym or fitness location where you'll be able to register for the Renew Active program at no additional cost. You can also get your confirmation code by calling Customer Service at the phone number on your health plan member ID card.



## I lost my confirmation code. How can I reprint it?

If you lose your confirmation code, you can retrieve your code [here](#) ([/renew-active](#)). Reprint or write down the confirmation code and bring it to your participating gym or fitness location.

## Does my confirmation code expire?

Your confirmation code won't expire as long as you are enrolled in a UnitedHealthcare Medicare plan that includes the Renew Active program.

## Can I use multiple participating gyms and fitness locations?

Yes, you can visit multiple participating gyms and fitness locations within our network. Simply present your confirmation code at each participating gym and fitness location you want to use. They can then enroll you in the Renew Active program and provide you with access.

## Will I get a gym or fitness location membership ID card?

If your participating gym or fitness location issues membership ID cards, you will receive a standard membership card.

### General Questions

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## Who can use Renew Active?



This program is for insured members of an eligible UnitedHealthcare Medicare plan, or one of its affiliate companies in participating states.

### Can my relative and/or spouse use Renew Active?

Renew Active is only available to insured members of an eligible UnitedHealthcare Medicare plan or one of its affiliate companies. Friends, relatives and spouses may be eligible to visit as a guest; however, guest policies vary by gym and fitness location. For specific guest policy details, contact the participating gym or fitness location you're interested in joining.

### How can I use the Caregiver feature?

Gyms and fitness locations offering the Caregiver feature allow insured members of an eligible UnitedHealthcare Medicare plan to bring a family member or friend to the gym to assist in your workout, at no additional cost. Browse the **Find Gyms page** (</renew-active/fitness/gyms>) and filter by Caregiver feature to find Caregiver participating locations.

### Do participating gyms and fitness locations offer programs for people ages 65 and older?

Many participating gyms and fitness locations have health and well-being options specifically for people ages 65 and older and for people at different fitness levels (such as group exercise classes). Classes vary by location. For specific class details, contact the participating gym or fitness location you're interested in joining.



## My participating gym or fitness location offers other services for an extra charge. Are these part of my standard access?

Some participating gyms and fitness locations may offer extra services for an additional fee, such as towel service, specialty classes or a dedicated locker. These extra services are not part of the Renew Active program. If you wish to use these services, contact the gym or fitness location for pricing information. You are responsible for these costs.

## What if there are no participating gyms or fitness locations near me?

If there are gyms or fitness locations near you that are not part of our network, please tell us. We will contact the location manager and invite them to join our network. You can submit a request online [here](https://docs.google.com/forms/d/e/1FAIpQLSfkLIQ-ipOijmVKlr7WpnUjh5nVbylai1uEfDe7R9BySAWQFA/viewform) (<https://docs.google.com/forms/d/e/1FAIpQLSfkLIQ-ipOijmVKlr7WpnUjh5nVbylai1uEfDe7R9BySAWQFA/viewform>).

For certain UnitedHealthcare Medicare populations, if you live more than 15 miles from a participating gym or fitness location, you can request an at-home option for no additional cost. This option is designed to help you get fit from home, and may include general fitness, yoga or aerobic exercise equipment. To learn more about the at-home option, call Customer Service at the phone number on your health plan member ID card.

## Do I need my doctor's approval before starting an exercise program?

While a doctor's approval is not required, we recommend you



doctor can help make sure the program fits your unique needs.

## What digital fitness features does Renew Active provide access to?

Insured members with Renew Active have access to over 20,000 on-demand workout videos, live streaming fitness classes and exercise movements. Renew Active gives you flexibility to exercise on your terms and includes access to leading fitness industry brands. You can work out at home, while traveling, and/or supplement your sessions at the gym. Visit the **Online Fitness page** (</renew-active/fitness/online/00000000-0000-0002-0001-000000000001>) to browse brands.

## Participating Fitness Location Questions

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## What participating gym and fitness location services are part of my standard access?

Your access will include any classes and services that are normally part of the participating gym or fitness location's standard membership. Some locations may offer extra services for an additional fee, such as towel service, specialty classes or a dedicated locker. These extra services are not part of the Renew Active program. If you wish to use these services, contact the gym or fitness location for pricing information. You are responsible for these costs.

## Do I have to sign a contract with a participating gym or fitness location?



Different participating gyms and fitness locations have different policies and procedures. Please contact your specific participating gym or fitness location to learn more.

## Can I use other participating gyms and fitness locations when traveling?

Yes. With Renew Active, you can use multiple participating gyms and fitness locations. Simply present your confirmation code at each participating gyms or fitness location you want to use. They can then enroll you in the Renew Active program and provide you with access at no additional cost. To find participating gyms and fitness locations nationwide, visit the **Find Gyms** [page](#) ([/renew-active/fitness/gyms](#)) to browse gyms near you.

## When can I start using a participating gyms and fitness locations?

You can join the Renew Active program on the effective date of your eligible UnitedHealthcare Medicare plan.

## What if I'm already a member of a participating gym or fitness location? Do I still get access at no additional cost?

If you are already a member of a participating gym or fitness location, you can receive continued access at no additional cost. Simply bring your confirmation code to your preferred gym or fitness location and have them switch your access to be part of Renew Active.



## What if I'm new to a participating gym or fitness location? Do I have to pay a sign-up fee?

No. As a Renew Active member, any enrollment fees at participating gyms and fitness locations will be waived.

### AARP® Staying Sharp® Questions

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#### What is AARP® Staying Sharp®?

AARP Staying Sharp is an online brain health program with exclusive content for Renew Active members. It includes a brain health assessment with personalized recommendations, interactive brain health challenges, videos, fun games and more. Plus, learn about healthy habits to support brain health through information and tips found in the guide to Music and Brain Health and many other guides.

#### What brain health features are included?

Renew Active includes an AARP® Staying Sharp® membership, including access to certain content only for Renew Active, which is valid as long as you are a member in a UnitedHealthcare Medicare plan with the Renew Active program. You will be able to access Renew Active on the effective date of your eligible UnitedHealthcare Medicare plan.

#### How do I start using AARP® Staying Sharp®?



To access AARP Staying Sharp, simply click on the link to the **AARP Staying Sharp** page located [here](#) (/renew-active/brain-health). Create a new account using an email address and password of your choice. Follow the steps to complete program enrollment. You will need your Renew Active confirmation code.

#### Personalized Fitness Plan Questions

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##### [What is a personalized fitness plan?](#)

To help you reach your goals, Renew Active includes access to an annual personalized fitness plan at no additional cost. This includes a 30-minute, one-on-one fitness session with a personal trainer at select participating fitness locations. During this session, the personal trainer will help you create a personalized fitness plan, which may include recommended exercises, classes and programs. This will also include an offer to demonstrate how to properly use the fitness equipment.

##### [How do I get started with my personalized fitness plan?](#)

To find participating locations that offer a personalized fitness plan, use the filter feature on the **Find Gyms** page [here](#) (/renew-active/fitness/gyms).

#### Fitness Class Questions

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##### [What types of classes are offered at participating gyms and fitness locations?](#)

Classes will vary by location. In general, most classes fall into the following categories:

- Mind & Body: Calm your mind, stretch your body, engage your core, and improve your balance with classes like yoga, Pilates, and Tai Chi.
- Cardio: Get your blood pumping and muscles activated! Classes like cycling, kickboxing, and step make it easier to do your daily activities.
- Strength: Increase mobility and build muscle with classes that use dumbbells, kettlebells, resistance bands, and body weight exercises.
- Aquatic: Give your joints a break by hitting the pool for aerobic and resistance-training classes like water yoga, aqua aerobics, and swimming.
- Specialty: Mix up your fitness routine with fun group classes that keep you moving, like Zumba® and self-defense.

[Are all classes at participating gyms and fitness locations included at no additional cost?](#)

Not necessarily. Any classes that are considered part of standard membership access at participating gyms and fitness locations are available to Renew Active members at no additional cost, but you should always check first to see which classes are included, and which are not. If a class is not considered part of standard membership access, you will be responsible for the additional cost.

[How do I get started?](#)

To become a member or enroll in a class, bring your confirmation



location will register you in the Renew Active program at no additional cost.

## Classes and Events Questions

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### [Who is eligible to attend an event/class?](#)

All Renew Active members may attend classes and events.

### [How much do classes cost?](#)

Classes and events are available at no additional cost to Renew Active members.

### [Can I bring a family member or friend?](#)

Please check with the organization hosting the event. There may be capacity limits and other considerations to consider.

### [Do I need to register in advance to attend?](#)

Pre-registration is encouraged and may be required to attend an event. Please confirm with the organization hosting the event.

### [How do I register for a class or an event?](#)

Members can register for classes/events online from the **Get Social** page [here](#) (/renew-active/social/events).



## What should I wear to events?

For fitness-related classes, it's best to wear comfortable loose-fitting clothes and sneakers or rubber-soled shoes. For education or wellness related classes, there is typically no dress code, but please confirm with the organization hosting the event directly.

## What do I need to bring?

For certain classes, you may need to bring your Renew Active confirmation code. You may also consider bringing a bottle of water and a personal snack. If you are attending a yoga class, you may consider bringing your own yoga mat.

## How long do events and classes typically last?

Most events last for about an hour and the activity classes are approximately 40–45 minutes. Please confirm exact details with the organization hosting the event directly.

## If I arrive late, can I still attend the event or take the class?

Each organization has their own rules regarding late arrival. Please confirm with the organization hosting the event directly.

## How can I find out about events taking place in my area?

You can view the current list of classes and events available in your area on the **Get Social** page [here](/renew-active/social/events) (/renew-active/social/events) You



can also call Customer Service at the number on your health plan member ID card.

### [What if there are no classes near me?](#) —

Class locations and events change on a regular basis. If there are no events available in your area currently, please check back in on the website again in a few weeks to see if anything has changed and/or is now taking place near you.

## Fitbit® Community Questions

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### [Does it cost anything to join the Fitbit® Community for Renew Active?](#) —

No, the Fitbit® Community for Renew Active is available to all Renew Active members at no additional cost. Downloading the Fitbit mobile app and participating in any step challenges for Renew Active members is also at no additional cost to you. Having a Fitbit® device is not needed to participate in the Fitbit® Community for Renew Active.

### [Do I need a Fitbit device to participate in the Fitbit Community for Renew Active?](#) —

No. Members can participate in the Fitbit Community for Renew Active by downloading the Fitbit mobile app. You may engage in the community and participate in challenges without a Fitbit device by using Fitbit MobileTrack.



## What is Fitbit Premium?

When you join the Online Fitbit Community for Renew Active, you also receive access to Fitbit Premium™, which includes thousands of workout videos of all levels, guided programs, personalized insights, mindfulness sessions and more.

## What is FitbitMobileTrack?

MobileTrack lets you use the Fitbit mobile app without a Fitbit device by using the sensors on your smartphone to track basic activity data — including steps, distance and calories burned. There are some things that MobileTrack is not able to measure, including floors climbed, sleep habits and active minutes. In addition to activity tracking, MobileTrack also gives you access to other app features including Fitbit Community for Renew Active group feed, food tracking, weight tracking, setting fitness goals, friends' leaderboards and more.

### Mom's Meals Questions

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## What is Mom's Meals?

Renew Active offers healthy meal delivery from Mom's Meals® that are designed by chefs and dietitians with high-quality ingredients. Meals are tailored to support nutrition needs for common health conditions and dietary preferences. Choose from a broad selection of nutritious, fully-prepared meals. To learn more access the **Home Delivery** page [here](/renew-active/delivery) (/renew-active/delivery).



## Do I need to pay for Mom's meals?

As a part of Renew Active, members receive nationwide shipping at no additional cost on qualifying orders. A minimum order of 14 meals is required to qualify for shipping at no additional cost.

### Renew Active Disclaimer

Participation in the Renew Active® program is voluntary. Consult your doctor prior to beginning an exercise program or making changes to your lifestyle or health care routine. Renew Active includes standard fitness membership. Fitness membership equipment, classes, personalized fitness plans, caregiver access and events may vary by location. Certain services, discounts, classes, events, an...

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