



Renew Active[®] and One Pass[™] Caregiver Access Frequently Asked Questions (FAQ)

1. What is Caregiver Access?

As part of the Renew Active[®] by UnitedHealthcare and One Pass[™] programs, we are working to highlight and market a great service to eligible members that you may already be offering at your location. As part of the Caregiver Access, eligible members will be allowed to bring their designated caregiver with them to your location at no cost to the member or caregiver.

2. What defines a designated primary caregiver?

A designated primary caregiver is defined as a person who is 18 years of age and older that has significant responsibility for managing the well-being of a person diagnosed with a chronic or debilitating mental or physical medical condition.

3. Who can participate in the Caregiver Initiative?

Renew Active[®] and One Pass[™] eligible members who have a designated primary caregiver.

4. What are the requirements of enrolling in the Caregiver Initiative?

Your location is required to minimally provide the following to eligible members and their caregivers:

- **Members:** As part of Renew Active[®] and One Pass[™], eligible members receive access to fitness center, including programs, services and classes that would normally be incorporated in a member's fitness center membership.
- **Caregivers:** The members' designated primary caregivers are granted access at-no cost to solely aid the member. The caregiver may not utilize any of the location's amenities for personal gain. So, while they have access to anything the member does as part of the standard or basic membership, the caregiver cannot utilize the services and amenities. Because the caregiver is aiding the member and cannot utilize the services and amenities for their own personal use, you cannot report usage for the caregivers.



5. To gain access to my facility, what do the designated Caregivers need to complete?

Should it be deemed necessary, caregivers can be asked/required to complete any and all forms and waivers so long as the documents are not requesting payment information for billing purposes as the caregivers receive at-no cost access to aid the respective member.

6. What notification might we, the partner, receive that Renew Active or One Pass members have a disability that prohibits the ability to access the facility independently and as such, a caregiver will aid them?

Renew Active[®] and One Pass[™] will not provide specific notification of eligible members. To be eligible, members must present their Renew Active[®] and One Pass[™] code upon enrollment. Should you enroll in the Caregiver Initiative and a member presents their confirmation code, both the member and caregiver are eligible to gain access at-no cost.

If you wish to track the assigned caregiver with the respective member eligible for Renew Active[®] and One Pass[™], we do have some suggestions:

- Create a “Caregiver Pass” to provide to the assigned caregiver, requesting he or she bring the pass with them each time they accompany the member to the facility. We recommend putting the member and caregiver’s name on the pass as well as the member’s confirmation code.
- Use your respective software system to link the assigned caregiver to the member.

7. Why is it beneficial for my location to participate in the Caregiver Access?

- Increase Enrollment
- Increase Utilization
- Increase Retention
- Connecting members with your location’s services, program, amenities, and classes will increase engagement and sales opportunities for your facility generating more revenue
 - The opportunity to connect caregivers to amenities and in turn possibly result in additional memberships

8. Who do I call if I have any questions or concerns regarding the Caregiver Access?

For questions and/or concerns, you can call your Optum representative.