



Frequently Asked Member Questions

- 1) What is the Renew Active® Program?**
The Renew Active Program provides eligible members access to a participating location 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® Program?**
Yes, this facility is participating in the Renew Active Program available with select UnitedHealthcare Medicare plans.
- 3) What do I have access to at your facility as part of the Renew Active® Program?**
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® Program?**
Select plan holders of an eligible Medicare Plan insured by UnitedHealthcare Insurance Company are eligible for the Renew Active Program.
- 5) I have an AARP® Medicare Supplement Plan with UnitedHealthcare, am I able to utilize the Renew Active® Program here?**
Yes, AARP Medicare Supplement Plans with UnitedHealthcare in certain states will have access to the Renew Active by UnitedHealthcare gyms and fitness locations.
- 6) Can my spouse or relative use the Renew Active® program?**
Only plan holders of an eligible Medicare Plan insured by UnitedHealthcare Insurance Company can use the Renew Active Program.
- 7) 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® Program?**
Yes, if you are eligible for Renew Active, you will have access to the Renew Active membership at the facility at no cost to you even if you are an existing member. You can call the customer service number on the back of your health insurance card to confirm your eligibility.
- 8) Will I still have access to the same services and privileges that I have now as part of the Renew Active® Program? (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.

This document is only for internal use of a Renew Active® participating location.
Do NOT share or distribute to members.



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9) How do I enroll in the Renew Active® Program?

To enroll in Renew Active you will need to provide our facility your Renew Active Confirmation Code. To obtain your Confirmation Code, log into your UnitedHealthcare member website and go to Health & Wellness and look for Renew Active, or for assistance you can call Customer Service toll-free at the number on the back of 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.

10) When can I enroll in the new Renew Active® Program?

You can enroll in the Renew Active Program anytime on or after the effective date of your eligible plan. You will need to provide your Renew Active Confirmation Code to enroll and receive access to our facility at no cost to you.

11) Who do I call if I need help getting my Renew Active® Confirmation Code?

For assistance you can call your health plan's Customer Service toll-free at the number on the back of 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.

12) Do I need to show my Renew Active® Confirmation Code every time I visit your facility?

You only need to provide your Renew Active Confirmation Code when you register at our facility for the Renew Active Program. After you are registered for the Renew Active Program 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® Program?

Yes. Existing UnitedHealthcare members should log into their UnitedHealthcare member website and 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.

14) Who do I call if I have any questions or concerns regarding the Renew Active® Program?

For questions and/or concerns, you can call your health plan's Customer Service toll-free at the number on the back of 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.