Together, we can help UnitedHealthcare Medicare Advantage plan members reach their health goals.

As a care provider, you help make sure your patients are getting the preventive care they need, when they need it. To help with your efforts, we offer a wide range of health and wellness programs as added services for UnitedHealthcare Medicare Advantage plan members.¹

This guide includes more detail about our member programs and contact information if you feel a patient might be a good fit for one — or more — of these resources. As always, please reach out to your UnitedHealthcare representative if you have any questions. We’re here and ready to help support your plans of care.

Contents:

**Health and Wellness**
- Hearing Aid Benefits .............................................................. 1
- UnitedHealthcare HouseCalls .................................................... 1
- NurseLine ............................................................................. 1
- Fitness Programs .................................................................... 2

**Member Support**
- Resource Assistance .............................................................. 2

**Prescription Drugs**
- OptumRx® ........................................................................... 3

**Preventive Screenings**
- Colon Cancer Screening ........................................................ 3

**Renew by UnitedHealthcare**
- Renew by UnitedHealthcare .................................................... 4
- Renew Rewards ..................................................................... 4

³Eligibility for the programs included in this guide may vary by health plan. To confirm eligibility for a particular program, please call the Customer Service number on the member’s health plan ID card.

*Contact us to learn more.* For more information about how our programs can help support your patients who are UnitedHealthcare Medicare Advantage plan members, please contact your UnitedHealthcare representative.
Health and Wellness

**Hearing Aid Benefits**
UnitedHealthcare Hearing is the combination of EPIC Hearing Healthcare and hi HealthInnovations. UnitedHealthcare Hearing provides benefit options to UnitedHealthcare Medicare Advantage plan members for a copay ranging between $175 to $2,075, depending on the member's health plan.

**Name-brand and private-labeled hearing aids at significant savings**
Choose from hundreds of name-brand and private-labeled hearing aids from major manufacturers.

**More than 5,000 credentialed hearing provider locations**
Access the largest credentialed network of hearing professionals nationwide that provide hearing tests, hearing aid evaluations and follow-up support.

**Convenient ordering**
Order hearing aids in person or through home delivery, making it more convenient.

**Personal support, every step of the way**
Receive access to professional, nationwide support, online tutorials, hearing health tips and more.

To learn more, call 855-523-9355, TTY 711, 8 a.m. - 8 p.m. Central Time, Monday - Friday, or visit UHCHearing.com.

**UnitedHealthcare HouseCalls**
UnitedHealthcare HouseCalls brings preventive care to members’ homes through a yearly 45- to 60-minute one-on-one visit with a health care practitioner at no extra cost. During the visit, the practitioner will review the member’s medications, conduct a health assessment, perform health screenings and focus on their overall health and wellness. This program complements UnitedHealthcare Medicare Advantage plan member’s primary care, is available to members who live in a UnitedHealthcare HouseCalls service area and are enrolled in a participating health plan.

To learn more about HouseCalls, please visit UHCHouseCalls.com or call 866-799-5895, TTY 711.

**NurseLine™**
With NurseLine, UnitedHealthcare Medicare Advantage plan members can speak with a registered nurse whenever a health question arises — 24 hours a day, seven days a week. Nurses can discuss possible treatment options, help members decide where to go for care and give self-care tips for a wide range of health concerns including colds and flu.

Members can call the NurseLine using the number on the back of the member ID card.

---

**Hearing Aid Benefits Disclaimer:** UnitedHealthcare Hearing is not available with all plans.

**UnitedHealthcare HouseCalls Disclaimer:** The HouseCalls program may not be available in all areas or with all plans. To check if UnitedHealthcare HouseCalls is available for a member or to schedule a visit, please call 866-686-2504, TTY 711, 8 a.m. – 8:30 p.m. Eastern Time, Monday – Friday.

**NurseLine Disclaimer:** This service should not be used for emergency or urgent care needs. In an emergency, members should call 911 or go to the nearest emergency room. The information provided through this service is for informational purposes only. The nurses and other representatives cannot diagnose problems or recommend treatment and are not a substitute for a doctor's care. Members are encouraged to discuss with their doctor how the information provided is right for them. Health information is kept confidential in accordance with the law. The service is not an insurance program and may be discontinued at any time.
Health and Wellness (continued)

Fitness Programs

Renew Active™
Renew Active is the gold standard in Medicare fitness programs for body and mind. With Renew Active, members enrolled in eligible UnitedHealthcare Medicare Advantage plans have access to:

- A free gym membership
- An extensive network of gyms and fitness locations near them
- A personalized fitness plan
- A wide variety of fitness classes
- An online brain health program, exclusively from AARP® Staying Sharp
- Connecting with others at local health and wellness events, and through the Fitbit® Community for Renew Active members

To find a participating fitness location or get their confirmation code to access the many activities Renew Active has to offer, members can visit their plan website and look for Renew Active under Health & Wellness, or call the number on the back of their member ID card.

SilverSneakers®
The SilverSneakers fitness benefit may help Medicare Advantage plan members improve their health and stay independent through a variety of wellness offerings. Participants may have access to more than 16,000 participating fitness locations nationwide, with use of equipment, plus group exercise classes and social activities.

For more information, visit SilverSneakers.com or call 888-423-4632, TTY 711, 8 a.m. – 8 p.m. Eastern Time, Monday – Friday.

Member Support

Social and Government Resource Assistance
We provide outreach to UnitedHealthcare Medicare Advantage plan members who may be eligible for a broad range of assistance programs. We connect members with services that can help lower financial barriers to care. Examples of resources we can help members apply for include:

- Medicare savings programs for assistance paying Medicare Part B premiums
- Extra Help, a Social Security program that helps people with limited income pay their prescription drug costs
- Community-based services designed to lower costs related to transportation, nutrition, energy and phone bills, and more

If your patient may benefit from our resource assistance, please have them call 866-865-3851, TTY 855-368-9643, 9 a.m. – 6 p.m. Eastern Time, Monday – Friday. If your patient is a veteran, please have them call 866-427-1873, TTY 711, 9 a.m. – 6 p.m. Eastern Time, Monday – Friday.

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. Equipment, classes, personalized fitness plans, and events may vary by location. Certain services, classes and events are provided by affiliates of UnitedHealthcare Insurance Company or other third parties not affiliated with UnitedHealthcare. Participation in AARP® Staying Sharp and the Fitbit® Community for Renew Active is subject to your acceptance of their respective terms and policies. UnitedHealthcare is not responsible for the services or information provided by third parties. The information provided through these services is for informational purposes only and is not a substitute for the advice of a doctor. Members are encouraged to discuss with their doctor how the information provided is right for them. The Renew Active program varies by plan/area.

SilverSneakers Disclaimer: Availability of the SilverSneakers program varies by plan/market. Tivity Health and SilverSneakers are registered trademarks or trademarks of Tivity Health, Inc., and/or its subsidiaries and/or affiliates in the USA and/or other countries. © 2017 Tivity Health, Inc. All rights reserved.
Prescription Drugs

**OptumRx**

OptumRx is the preferred mail service pharmacy for members with UnitedHealthcare Medicare Advantage Prescription Drug (MAPD) plans. Members who choose OptumRx home delivery may save money with $0 copays on Tier 1 medications. Most plans also have a $0 copay for Tier 2 medications. Standard shipping is available at no additional cost, and members have access to an OptumRx pharmacist by phone 24 hours a day.

Need to send a prescription? No problem – you can provide it to OptumRx electronically. To reach OptumRx by phone, please call 800-791-7658.

Preventive Screenings

**Colon Cancer Screening**

UnitedHealthcare encourages our Medicare Advantage plan members to complete a colonoscopy for early detection of colorectal cancer. However, there are times when a member refuses to get the test or doesn’t want help with making a colonoscopy appointment. That’s why we support the use of in-home immunochemical fecal occult blood test (iFOBT) kits as an alternative screening option for those at lower risk of colon cancer. The iFOBT kit may help make screening for colorectal cancer simple, convenient and cost-effective.

If your practice has an account with the laboratory services vendor LabCorp, you can order iFOBT testing kits for your patients through them at no additional cost. The kit includes a take-home collection set and requisition form. If you don’t have an account with LabCorp, then you can get a limited contract that allows you to order the kits at no additional cost so you may provide them to your patients.

For more information about iFOBT, please contact your UnitedHealthcare representative. For more information about LabCorp and details on how to set up an account so you can order the kits, please visit [labcorp.com > Provider Services > Help & Expertise.](labcorp.com)

---

1 $0 copay may be restricted to particular tiers, preferred medications or mail order prescriptions during the initial coverage phase and may not apply during the coverage gap or catastrophic stage. Please note this doesn’t apply to all UnitedHealthcare Medicare Advantage plans.

**OptumRx Disclaimer:** Members aren’t required to use OptumRx home delivery for a supply of their maintenance medication. If members haven’t used OptumRx home delivery, they must approve the first prescription order sent directly from their doctor to OptumRx before it can be filled. Prescriptions from OptumRx should arrive within five business days after we receive the complete order. Contact OptumRx any time at 800-791-7658, TTY 711. OptumRx is an affiliate of UnitedHealthcare Insurance Company.
Renew by UnitedHealthcare

Renew by UnitedHealthcare Health & Wellness Experience
The goal of Renew by UnitedHealthcare is to help inspire, educate and reward members for taking charge of their health, while reinforcing the care you provide. Renew’s unique resources can help empower members to unlock their ever-growing potential for health and happiness. It’s offered at no additional cost to members in most UnitedHealthcare Medicare Advantage plans, and provides access to a wide range of tools and resources including:

• Educational health and wellness news, articles and videos
• Interactive quizzes, tools and brain games
• Healthy recipes
• Renew Active fitness program for body and mind
• Online learning courses and lessons on topics such as eating healthy, finding happiness and managing chronic conditions like diabetes
• Positivity-focused articles, photo gallery, fun activities and music streaming

Members also receive Renew magazine with even more health and wellness information, and can earn gift card rewards for completing certain health care activities.

Our materials can help members take an active role in their health and wellness, get their preventive screenings and tests on time, address concerns about their health conditions and more.

To get started, members can sign in to the health plan website listed on the back of their member ID card. Once there, they can click on “Health & Wellness” at the top of the home page.

Renew Rewards
Renew Rewards launches in January 2020, and continues through Dec. 31, 2020. This program encourages eligible UnitedHealthcare Medicare Advantage plan members to be more involved with their preventive health by rewarding them with gift cards for completing certain health care activities.

Renew Rewards is available to UnitedHealthcare Medicare Advantage members in designated plans. It’s not available to members of Erickson Advantage, Massachusetts Senior Care Options, Medica, Preferred Care Partners, Senior Dimensions, UnitedHealthcare administrative services only benefit plans, UnitedHealthcare Community Plan or Dual Complete Plans. UnitedHealthcare Community Plan and Dual Complete Plans have a separate rewards program called UnitedHealthcare Dual Complete Rewards. Please see the UnitedHealthcare Dual Complete Rewards FAQs for more information.

Members who participated in Renew Rewards last year will receive communication from the program in February. They may also learn about the program through general member materials like Renew magazine and a member guide that includes all benefits and programs available to them. The health care activities, which may include lab tests and screenings, are specific to each member and reward amounts vary by plan.

After eligible members opt in to Renew Rewards, we’ll provide more information about qualifying health care activities and details on how to report their completion. They can then redeem their reward:

• Online at their benefit plan website. Members may print their gift card for immediate use.
• By calling 888-219-4602, TTY 711, to speak with a Customer Service representative who will document their visit. Members will receive their gift card in the mail in approximately two to four weeks or immediately online.
Renew by UnitedHealthcare (continued)

Renew Rewards
The following list includes health care activities or services that may qualify for a reward starting in January 2020. **Not all members qualify for the same health care activities.**

Starting in January
- Annual physical or wellness visit*
- Renew Active step activity
- Renew Active gym check-in
- Late season flu shot
- Health risk assessment

Starting in April/May
- Breast cancer screening
- Colon cancer screening
- Eye exam — diabetic care
- Osteoporosis screening
- Reducing risk of falls visit
- Rheumatoid arthritis visit
- Urinary incontinence visit

Starting in August/September
- Early season flu shot

Limitations, copays and restrictions may apply. To find out if these services are covered under the member’s benefit plan, please call the Customer Service number on their health plan ID card.

If an eligible member has already completed a qualifying health care activity in 2020, they may be eligible to receive a reward. **However, not all members are eligible for rewards for the same qualifying activities, and some rewards are only offered during certain time periods.** If a member doesn't complete the health care activity within these dates, they're not eligible for a reward.

Members can call the Customer Service number on their health plan ID card or Renew Rewards Customer Service at 888-219-4602, TTY 711, from 8 a.m. – 8 p.m. Central Time, Monday through Friday, or 8 a.m. – 5 p.m. Central Time on Saturday. They may also visit their benefit plan website at any time for more information about the program.

For more information about a specific member’s eligibility, please call the Customer Service number on their health plan ID card. For more information about Renew Rewards, please contact your UnitedHealthcare representative.