



## Frequently Asked Member Questions

**1) What are the Renew Active®, One Pass™ and Aaptiv Advantage Programs?**

The Renew Active, One Pass, and Aaptiv Advantage 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®, One Pass™ and Aaptiv Advantage Programs?**

Yes, this facility is participating in the Renew Active, One Pass, and Aaptiv Advantage 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®, One Pass™, and Aaptiv Advantage 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®, One Pass™, and Aaptiv Advantage 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.
- **Aaptiv Advantage:** 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, One Pass, and Aaptiv Advantage members have access to the Premium tier. You can validate on the partner website at: [partneroptumfitness.com](http://partneroptumfitness.com))*

**5) Can my spouse or relative use the Renew Active®, One Pass™, or Aaptiv Advantage programs?**

Only plan holders of an eligible Medicare or Medicaid plan can use the Renew Active, One Pass or Aaptiv Advantage Programs.



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**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®, One Pass™, or Aaptiv Advantage Programs?**

Yes, if you are eligible for Renew Active, One Pass, or Aaptiv Advantage, you will have access to the membership at 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, One Pass, or Aaptiv Advantage members have access to the Premium tier. You can validate on the partner website at: [partneroptumfitness.com](http://partneroptumfitness.com))*

**7) Will I still have access to the same services and privileges that I have now as part of the Renew Active®, One Pass™, or Aaptiv Advantage 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®, One Pass™, or Aaptiv Advantage Programs?**

To enroll in Renew Active, One Pass, or Aaptiv Advantage, you will need to provide our facility your Renew Active One Pass or Aaptiv Advantage Confirmation/Member Code. Confirmation codes begin with the letters **A, S or G** and are **followed by 9 numeric digits**.

- **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)
- **For Aaptiv Advantage members:** to obtain your Member Code, log into your Aaptiv Advantage member website and find your member code. For additional assistance, you can call 877-290 2815. Hours are Monday to Friday, 5 AM to 5 PM CT (Note: The Aaptiv 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®, One Pass™, or Aaptiv Advantage Programs?**

You can enroll in the Renew Active, One Pass, or Aaptiv Advantage 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.

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Do NOT share or distribute to members.**



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**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](http://partneroptumfitness.com).

**11) Who do I call if I need help getting my Renew Active®, One Pass™, or Aaptiv Advantage 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)
- **For Aaptiv members:** For assistance, you can call Aaptiv Customer Service at 877-290 2815. Hours are Monday to Friday, 5 AM to 5 PM CT (Note: The Aaptiv 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®, One Pass™, Aaptiv Advantage Confirmation Code on each visit?**

You only need to provide your Confirmation Code when you register at our facility for the Renew Active, One Pass, or Aaptiv Advantage Programs. After you are registered, you will check-in to our facility through our standard process for members.

**13) Who do I call if I have any questions or concerns regarding the Renew Active®, One Pass™, or Aaptiv Advantage 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.
- **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)
- **For Aaptiv:** For assistance, you can call Aaptiv Customer Service at 877-290 2815. Hours are Monday to Friday, 5 AM to 5 PM CT (Note: The Aaptiv Customer Service phone number is for members only. Partners are to reach out to their Optum Program Manager directly)

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