



2022 Wellness Benefits

Fairfax County Government

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United
Healthcare





2022 Renew Rewards Program

How does the process work?



Members must complete and report all health care activities and claim rewards by December 31, 2022.



Reward Offering

Reward Activity	Availability
Annual Wellness Visit	Jan – Dec
Colorectal Cancer Screening Complete colonoscopy, flexible sigmoidoscopy, Cologuard, or iFOBT	Year Round
Provider Check In Discuss topics with PCP	Year Round
HouseCalls Visit	Year Round

Rewards are available at the completion of an activity



Reward Offerings – NEW for 2022



Provider Check - In

Description	Encourages members to discuss important topics with their Primary Care Provider (PCP)
Redemption	Attesting to discussing at least one of the suggested topic with their PCP

Please discuss the following topics with your PCP:

- Specialists and other health care providers that you've seen in the past 12 months
- Medications, including prescription drugs, over-the-counter medications, vitamins and supplements
- Test results and follow-up instructions for any labs, test(s) or treatments ordered
- Any falls or issues with balance and walking that you may be experiencing
- Urinary incontinence or other bladder control concerns that you may have
- Current exercise level and whether you should start, maintain or increase your activity level



2022 Reward Card

Members will earn reward credits for specified amounts after completing and reporting certain health care activities



After earning reward credits, members will be able to order a reloadable reward card or save credits for a future order.



If a member orders their reloadable card and then reports additional health care activities, newly earned credits will automatically be loaded to their existing reloadable card within 24 hours.

Members who ordered a Renew Rewards reloadable card in 2021 can continue using their card during the 2022 program year.

2022 changes:

- To align with new CMS guidelines, members will have some card restrictions starting on January 1, 2022. Restrictions include but are not limited to:
 - Bookstores and Computer Services, including Amazon
 - Drug Stores, Pharmacies and Wholesale Distributors of Prescription Drugs
 - Medical Services, Equipment, and Health Care Providers
 - Insurance Providers



Design file; actual card art may have minor differences





2022 Wellness Programs

NEW UnitedHealthcare Healthy at Home



With UnitedHealthcare Healthy at Home, you are eligible for the following benefits up to 30 days following all inpatient and skilled nursing facility discharges:

- 28 home-delivered meals through Mom's Meals[®] when referred by a UnitedHealthcare Advocate*
- 12 one-way rides to medically related appointments and to the pharmacy when referred by a UnitedHealthcare Advocate*
- 6 hours of in-home personal care provided through a CareLinx[®] professional caregiver to perform tasks such as preparing meals, bathing, medication reminders and more. A referral is not required.

*A new referral is required after every discharge to access your meal and transportation benefit.



Take an active role in your health with Renew by UnitedHealthcare®*

Renew by UnitedHealthcare is our health and wellness experience that helps empower you to take charge of your well-being every day. It provides a wide variety of useful resources and activities, including brain games, healthy recipes, learning courses, fitness activities and more. Plus, you may be eligible to earn rewards by completing certain health care activities such as your annual physical or wellness visit.**

Renew can help you take a more active role in your health and wellness through:



Renew magazine



Recipe library



Health news, articles and videos



Renew Active®



Workout videos



Health topic library



Renew Rewards



Learning courses



Brain games



Interactive quizzes and tools

*Renew by UnitedHealthcare is not available in all plans. Resources may vary.

**Reward offerings will vary by member and Renew Rewards is not available in all plans with Renew by UnitedHealthcare.





Introducing Renew Active[®] — the gold standard in Medicare fitness programs for the body and mind, at no additional cost to you

Renew Active includes:

- A free membership at a gym near you
- Access to our nationwide network of gyms and fitness locations, including many premium gyms — it is the largest of all Medicare fitness programs*
- An annual personalized fitness plan
- Access to thousands of on-demand workout videos and live-streaming fitness classes
- Social activities at local health and wellness classes and events
- An online brain health program from AARP[®] Staying Sharp[®], including a brain health assessment and exclusive content for Renew Active members
- Access to the online Fitbit[®] Community for Renew Active. This allows participation in fun, friendly step challenges with other health-minded members. Joining the community also provides access to Fitbit Premium[™]. To access Fitbit Premium, members must first join the online Fitbit Community for Renew Active. No Fitbit device is needed.

To check if your gym is currently part of the Renew Active network visit UHCRetiree.com/fairfax or give us a call at **1-866-859-5402**, TTY **711**, 8 a.m. – 8 p.m. local time, 7 days a week

*Based on gym and fitness location network size.



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Annual physical and wellness visit

Schedule your annual physical and wellness visit — both are covered by your health plan for a \$0 copay.*

- Save time by combining your wellness visit and physical into a single office visit
- Schedule your appointment early in the year to get any other preventive care you may need
- Make sure you follow through with your provider's recommendations for screenings, exams and other care

You can get your Annual Wellness Visit anytime during the calendar year no matter when you had your last visit the previous year.



*A copay or coinsurance may apply if you receive services that are not part of the annual physical/wellness visit.



UnitedHealthcare[®] HouseCalls

Yearly check-ups at home to help stay up to date on your health between regular doctors' visits at no extra cost.

What to expect from a HouseCalls visit:

- A member of our licensed medical staff will perform a head-to-toe exam, health screenings, review your health history and current medications, help identify health risks and provide health education
- You can talk about health concerns and ask questions that you haven't had time to ask before
- You'll get a personalized checklist of topics to discuss at your next doctor's visit
- HouseCalls will send a summary of your visit to you and your primary care provider

Video visits from UnitedHealthcare HouseCalls – A HouseCalls video visit uses technology to connect plan members with a health care practitioner for up to a full hour to review your health history and current medications, discuss important health screenings, identify health risks and provide health education.



Enjoy a preventive care visit in the privacy of your own home*

*HouseCalls may not be available in all areas.



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Virtual Visits



With Virtual Visits, you're able to live video chat with a doctor or behavioral health specialist from your computer, tablet or smartphone anytime, day or night²

Virtual Doctor Visits

You can ask questions, get a diagnosis or even get medication prescribed and have it sent to your pharmacy. All you need is a strong internet connection. Virtual Doctor Visits are good for minor health concerns including:

- Allergies, bronchitis, cold/cough
- Fever, seasonal flu, sore throat
- Migraines/headaches, sinus problems, stomachaches

Virtual Behavioral Health Visits

Virtual Behavioral Health Visits may be best for:

- Initial evaluation
- Medication management
- Addiction
- Depression
- Trauma and loss
- Stress or anxiety

You can find a list of participating Virtual Visit providers by logging in to your member website **UHCRetiree.com/fairfax** or give us a call at **1-866-859-5402**, TTY **711**, 8 a.m. – 8 p.m. local time, 7 days a week.



Telephonic Nurse Support³



You are never alone with Telephonic Nurse Support

Telephonic Nurse Support was designed specifically to help make your health decisions simple and convenient by providing answers to your health questions anytime, anywhere — 24 hours a day, 7 days a week — at no additional cost.

When you call, a registered nurse can help you:

- Choose where to go for care — whether that's self-care, a doctor visit or urgent care
- Find a doctor or hospital that meets your needs and preferences
- Understand your diagnosis and explore treatment options



UnitedHealthcare Hearing

Hear the moments that matter most



With UnitedHealthcare Hearing, you can receive a hearing exam and have access to a wide selection of name-brand and private-labeled custom-programmed hearing aids at significant savings. Plus, you'll receive personalized care and follow-up support from experienced hearing providers, helping you to hear better and live life to the fullest.

- Get access to the largest nationwide accredited network of more than 7,000 hearing providers*
- Choose latest technology hearing aids from major manufacturers, including Phonak, Starkey®, Oticon, Signia, ReSound, Widex® and Unitron™
- Receive hearing aids in person or delivered directly to your doorstep with virtual follow-up care through Right2You, available only through UnitedHealthcare Hearing**
- Save thousands of dollars, up to 50%–80% off standard industry prices, with exclusive pricing^
- **\$2800** hearing aid allowance every 3 years when using a UnitedHealthcare Hearing provider
- You are required to use a UnitedHealthcare hearing provider to receive the hearing aid allowance. Go to UHCRetiree.com/Fairfax to locate a hearing aid provider or give us a call at 1-866-859-5402, TTY 711, 8 a.m. – 8 p.m. local time, 7 days a week



UHCRetiree.com

After you get your UnitedHealthcare member ID card, sign up for your secure personal online account at UHCRetiree.com/fairfax

After you sign up, you can:

- Look up your latest claim information
- Review benefit information and plan materials
- Print a temporary member ID card and request a new one
- Search for network doctors
- Explore Renew by UnitedHealthcare, our member-only Health & Wellness experience
- Sign up to get your Explanation of Benefits online

Follow these easy steps to sign up for your online account:

1. Visit the website and click on the “Sign In/Register” button and then click “Register Now”
2. Enter your information (first and last name, date of birth, ZIP code, UnitedHealthcare member ID number) and click “Continue”
3. Create your username and password, enter your email address, and click “Create my ID”
4. For security purposes, you will need to verify your account by email, call or text





Questions and Answers

Benefits Division through HR Central
(703) 324-3311, TTY 711
Monday – Friday 8 a.m. – 4:30 p.m. ET
HRCentral@fairfaxcounty.gov

UnitedHealthcare
1-866-859-5402, TTY 711
8 a.m. - 8 p.m. local time, 7 days a week
www.UHCRetiree.com/fairfax
www.uhcvirtualretiree.com/ra



Thank You

We look forward to welcoming you to our Medicare family

Additional information

Benefits, features and/or devices vary by plan/area. Limitations and exclusions apply.

Provider networks disclaimer. The provider network may change at any time. You will receive notice when necessary.

You must continue to pay your Medicare Part B premium , if not otherwise paid for under Medicaid or by another third party.

Out-of-network/non-contracted providers are under no obligation to treat Plan members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services.

This document is available in alternative formats. If you receive full or partial subsidy for your premium from a plan sponsor (former employer, union group or trust), the amount you owe may be different than what is listed in this document. For information about the actual premium you will pay, please contact your plan sponsor's benefit administrator directly.

Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract and a Medicare-approved Part D sponsor. Enrollment in the plan depends on the plan's contract renewal with Medicare.



Additional information

Renew by UnitedHealthcare is not available in all plans. Resources may vary. Reward offerings will vary by member and Renew Rewards is not available in all plans with Renew by UnitedHealthcare.

¹Participation 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 and other offerings. Fitness membership equipment, classes, personalized fitness plans, caregiver access and events may vary by location. Certain services, discounts, classes, events and online fitness offerings are provided by affiliates of UnitedHealthcare Insurance Company or other third parties not affiliated with UnitedHealthcare. Participation in these third-party services are subject to your acceptance of their respective terms and policies. AARP Staying Sharp is the registered trademark of AARP. The largest gym network of all Medicare fitness programs is based upon comparison of competitors' website data as of March, 2021. 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. The Renew Active program varies by plan/area. Access to gym and fitness location network may vary by location and plan. Renew Active premium gym and fitness location network only available with certain plans.

²Benefits and availability may vary by plan and location.

³The Telephonic Nurse Support should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The information provided through this service is for informational purposes only. The nurses cannot diagnose problems or recommend treatment and are not a substitute for your provider's care. Your health information is kept confidential in accordance with the law. Access to this service is subject to terms of use.

The company does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities. We provide free services to help you communicate with us such as letters in other languages, Braille, large print, audio, or you can ask for an interpreter. Please contact Customer Service at 1-844-808-4553, TTY: 711, 8 a.m.–8 p.m. local time, 7 days a week, for additional information.

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