

# **Summary of Benefits 2023**

AARP® Medicare Advantage Choice (PPO) H1278-014-000

Look inside to take advantage of the health services and drug coverages the plan provides. Call Customer Service or go online for more information about the plan.



€ Toll-free 1-844-723-6473, TTY 711

8 a.m.-8 p.m. local time, 7 days a week



**AARP** Medicare Advantage from I UnitedHealthcare

Y0066\_SB\_H1278\_014\_000\_2023\_M

# **Summary of Benefits**

#### January 1st, 2023 - December 31st, 2023

This is a summary of what we cover and what you pay. Review the Evidence of Coverage (EOC) for a complete list of covered services, limitations and exclusions. You can see it online at **myAARPMedicare.com** or you can call Customer Service for help. When you enroll in the plan, you will get more information on how to view your plan details online.

#### About this plan

AARP<sup>®</sup> Medicare Advantage Choice (PPO) is a Medicare Advantage PPO plan with a Medicare contract.

To join this plan, you must be entitled to Medicare Part A, be enrolled in Medicare Part B, live within our service area listed below, and be a United States citizen or lawfully present in the United States.

Our service area includes these counties in:

**Texas:** Austin, Brazoria, Brazos, Fort Bend, Galveston, Grimes, Hardin, Harris, Jefferson, Liberty, Matagorda, Montgomery, Orange, Wharton.

#### Use network providers and pharmacies

AARP<sup>®</sup> Medicare Advantage Choice (PPO) has a network of doctors, hospitals, pharmacies, and other providers. With this plan, you have the freedom to enjoy nationwide access to care at innetwork costs when you visit any provider participating in the UnitedHealthcare<sup>®</sup> Medicare National Network (exclusions may apply). Plus, you have the flexibility to visit any provider nationwide who accepts Medicare. You may pay a higher copay or coinsurance when you see an out-of-network provider. When looking at the following charts you'll see the cost differences for network vs. out-of-network care and services. If you use pharmacies that are not in our network, the plan may not pay for those drugs, or you may pay more than you pay at a network pharmacy.

You can go to **AARPMedicarePlans.com** to search for a network provider or pharmacy using the online directories. You can also view the plan Drug List (Formulary) to see what drugs are covered and if there are any restrictions.

# AARP® Medicare Advantage Choice (PPO)

# **Premiums and Benefits**

	In-Network	Out-of-Network
Monthly Plan Premium	There is no monthly premium for this plan.	
Annual Medical Deductible	This plan does not have a deductible.	
Maximum Out-of-Pocket Amount (does not include prescription drugs)	\$6,700 annually for Medicare-covered services you receive from in-network providers.	\$10,000 annually for Medicare-covered services you receive from any provider.
	If you reach the limit on our getting covered hospital ar will pay the full cost for the	nd medical services and we
	Please note that you will sti of the cost for your Part D p	

# AARP® Medicare Advantage Choice (PPO)

		In-Network	Out-of-Network
Inpatient Hospital Care <sup>2</sup>		\$325 copay per day: days 1-5 \$0 copay per day: days 6 and beyond	\$475 copay per day: for days 1-22 \$0 copay per day: for days 23 and beyond
		Our plan covers an unlimite inpatient hospital stay.	ed number of days for an
Outpatient Hospital Cost sharing for additional plan covered services will apply.	Ambulatory Surgical Center (ASC) <sup>2</sup>	\$0 copay for a diagnostic colonoscopy \$325 copay otherwise	40% coinsurance
	Outpatient Hospital, including surgery <sup>2</sup>	\$0 copay for a diagnostic colonoscopy \$325 copay otherwise	40% coinsurance
	Outpatient Hospital Observation Services <sup>2</sup>	\$325 copay	40% coinsurance
Doctor Visits	Primary Care Provider	\$0 сорау	\$25 copay
	Specialists <sup>2</sup>	\$40 copay	\$65 copay
	Virtual Medical Visits	\$0 copay to talk with a network telehealth provider online through live audio and video	
Preventive Services	Medicare-covered	\$0 copay	\$0 copay - 40% coinsurance (depending on the service)
		Abdominal aortic aneurysm screening Alcohol misuse counseling Annual wellness visit Bone mass measurement Breast cancer screening (mammogram) Cardiovascular disease (behavioral therap) Cardiovascular screening Cervical and vaginal cancer screening Colorectal cancer screenings (colonoscop) occult blood test, flexible sigmoidoscopy)	

		In-Network	Out-of-Network	
		<ul> <li>Depression screening</li> <li>Diabetes screenings and monitoring</li> <li>Hepatitis C screening</li> <li>HIV screening</li> <li>Lung cancer with low dose computed tomography</li> <li>(LDCT) screening</li> <li>Medical nutrition therapy services</li> <li>Medicare Diabetes Prevention Program (MDPP)</li> <li>Obesity screenings and counseling</li> <li>Prostate cancer screenings (PSA)</li> <li>Sexually transmitted infections screenings and counseling</li> <li>Tobacco use cessation counseling (counseling for people with no sign of tobacco-related disease)</li> <li>Vaccines, including those for the flu, Hepatitis B, pneumonia, or COVID-19</li> <li>"Welcome to Medicare" preventive visit (one-time)</li> <li>Any additional preventive services approved by Medicare during the contract year will be covered. This plan covers preventive care screenings and annual physical exams at 100% when you use in-</li> </ul>		
	Routine physical	\$0 copay, 1 per year*	40% coinsurance, 1 per year*	
Emergency Care		<ul> <li>\$90 copay (\$0 copay for emergency care outside the United States) per visit</li> <li>If you are admitted to the hospital within 24 hours, you pay the inpatient hospital copay instead of the Emergency Care copay. See the "Inpatient Hospital Care" section of this booklet for other costs.</li> </ul>		
Urgently Needed S	Urgently Needed Services		\$40 copay (\$0 copay for urgently needed services outside the United States) per visit	

		In-Network	Out-of-Network
Diagnostic Tests, Lab and Radiology Services, and X-	Diagnostic radiology services (e.g. MRI, CT scan) <sup>2</sup>	\$0 copay for each diagnostic mammogram \$150 copay otherwise	40% coinsurance
Rays	Lab services <sup>2</sup>	\$0 copay	\$0 copay
	Diagnostic tests and procedures <sup>2</sup>	\$20 copay	40% coinsurance
	Therapeutic radiology <sup>2</sup>	\$60 copay per service	40% coinsurance
	Outpatient X- rays <sup>2</sup>	\$15 copay per service	\$20 copay per service
Hearing Services	Exam to diagnose and treat hearing and balance issues <sup>2</sup>	\$0 copay	\$65 copay
	Routine hearing exam	\$0 copay, 1 per year*	\$65 copay, 1 per year*
	Hearing aids <sup>2</sup>	\$175 - \$1,225 copay for each hearing aid through UnitedHealthcare Hearing, up to 2 hearing aids every year.*	
		Includes hearing aids delivered directly to you with virtual follow-up care (select models).	
Routine Dental BenefitsOptional Dental RiderAdditional dental benefits available with a premium. Please see optional benefits se for details.			
	Preventive	\$0 copay for exams, cleanings, X-rays, and fluoride*	\$0 copay for exams, cleanings, X-rays, and fluoride*
	Comprehensive <sup>2</sup>	\$0 copay for comprehensive dental services*	\$0 copay for comprehensive dental services*
	Benefit limit	\$500 combined limit on all covered dental services* If you choose to see an out-of-network dentist you might be billed more, even for services listed as \$0 copay	

		In-Network	Out-of-Network
Vision Services	Exam to diagnose and treat diseases and conditions of the eye <sup>2</sup>	\$0 copay	\$65 copay
-	Eyewear after cataract surgery	\$0 copay	40% coinsurance
_	Routine eye exam	\$0 copay, 1 per year*	\$65 copay, 1 per year*
Mental Health	Inpatient visit <sup>2</sup>	\$325 copay per day: days 1-5 \$0 copay per day: days 6-90	\$475 copay per day: days 1-22 \$0 copay per day: days 23-90
		Our plan covers 90 days fo	r an inpatient hospital stay.
-	Outpatient group therapy visit <sup>2</sup>	\$15 copay	\$30 copay
-	Outpatient individual therapy visit <sup>2</sup>	\$25 copay	\$40 copay
-	Virtual Mental Health Visits	\$0 copay to talk with a netw online through live audio ar	
Skilled Nursing Fac	ility (SNF) <sup>2</sup>	\$0 copay per day: days 1-20 \$196 copay per day: days 21-55 \$0 copay per day: days 56-100	\$225 copay per day: days 1-45 \$0 copay per day: days 46-100
		Our plan covers up to 100	days in a SNF.
Outpatient Rehabilitation Services	Physical therapy and speech and language therapy visit <sup>2</sup>	\$25 copay	\$65 copay
	Occupational Therapy Visit <sup>2</sup>	\$25 copay	\$65 copay

		In-Network	Out-of-Network
Ambulance <sup>2</sup>		\$250 copay for ground \$250 copay for air	\$250 copay for ground \$250 copay for air
Your provider must obtain prior authorization for non-emergency transportation.			
Routine Transporta	Routine Transportation		
Medicare Part B Prescription	Chemotherapy drugs <sup>2</sup>	20% coinsurance	40% coinsurance
Drugs Part B drugs may be subject to Step Therapy. See your Evidence of Coverage for details.	Other Part B drugs <sup>2</sup>	\$0 copay for allergy antigens 20% coinsurance for all others	\$0 copay for allergy antigens 40% coinsurance for all others

#### **Prescription Drugs**

If you reside in a long-term care facility, you pay the same for a 31-day supply as a 30-day supply at a retail pharmacy.

Stage 1: Annual Prescription (Part D) Deductible	\$0 per year for Tier 1 and Tier 2; \$245 for Tier 3, Tier 4 and Tier 5 Part D prescription drugs.				
Stage 2: Initial Coverage	Retail		Mail Order		
(After you pay your deductible,	Standard		Preferred	Standard	
if applicable)	30-day supply	100-day supply	100-day supply	100-day supply	
Tier 1: Preferred Generic	\$0 copay	\$0 copay	\$0 copay	\$0 сорау	
Tier 2: Generic <sup>3</sup>	\$10 copay	\$30 copay	\$0 copay	\$30 copay	
Tier 3: Preferred Brand	\$47 copay	\$47 copay \$141 copay \$131 copay \$141 copay			
Select Insulin Drugs <sup>4</sup>	\$35 copay	\$35 copay \$105 copay \$95 copay \$105 copay			
Tier 4: Non-Preferred Drug	\$100 copay \$300 copay \$290 copay \$300 copay				
Tier 5: Specialty Tier	29% coinsurance				
Stage 3: Coverage Gap Stage	Tier 1 and Tier 2 drugs are covered in the gap. For covered drugs on other tiers, after your total drug costs reach \$4,660, you pay 25% coinsurance for generic drugs and 25% coinsurance for brand name drugs during the coverage gap.				
Stage 4: Catastrophic Coverage	After your yearly out-of-pocket drug costs (including drugs purchased through your retail pharmacy and through mail order) reach \$7,400, you pay the greater of: 5% coinsurance, or \$4.15 copay for generic (including brand drugs treated as generic) and a \$10.35 copay for all other drugs.				

**Important Message About What You Pay for Vaccines -** Our plan covers most Part D vaccines at no cost to you, even if you haven't paid your Part D deductible. Call Customer Service for more information.

**Important Message About What You Pay for Insulin** - You won't pay more than \$35 for a onemonth supply of each insulin product covered by our plan, no matter what cost-sharing tier it's on, even if you haven't paid your Part D deductible.

<sup>3</sup> Tier includes enhanced drug coverage.

<sup>4</sup> For 2023, this plan participates in the Part D Senior Savings Model which offers lower, stable, and predictable out of pocket costs for select insulin through the different Part D benefit coverage stages. You will pay a maximum of \$35 for each 1-month supply of Part D select insulin drug through all coverage stages.

<sup>5</sup> Limited to a 30-day supply

# **Additional Benefits**

		In-Network	Out-of-Network
Chiropractic Care	Medicare-covered chiropractic care (manual manipulation of the spine to correct subluxation) <sup>2</sup>	\$20 copay	\$65 copay
Diabetes Management	Diabetes monitoring supplies <sup>2</sup>	<ul> <li>\$0 copay</li> <li>We only cover Accu- Chek® and OneTouch® brands.</li> <li>Covered glucose monitors include: OneTouch Verio Flex®, OneTouch Verio Flex®, OneTouch Verio Reflect®, OneTouch® Verio, OneTouch® Ultra 2, Accu-Chek® Guide Me, and Accu-Chek® Guide.</li> <li>Test strips: OneTouch Verio®, OneTouch Ultra®, Accu-Chek® Guide, Accu-Chek® Guide, Accu-Chek® Aviva Plus, and Accu-Chek® SmartView.</li> <li>Other brands are not covered by your plan.</li> </ul>	50% coinsurance
	Diabetes self- management training	\$0 сорау	40% coinsurance
	Therapeutic shoes or inserts <sup>2</sup>	20% coinsurance	50% coinsurance

# **Additional Benefits**

Durable Medical Equipment (DME) and Related Supplies         Durable Medical Equipment (e.g., wheelchairs, oxygen) <sup>2</sup> 20% coinsurance         50% coinsurance           Fitness program Fitness program         Prosthetics (e.g., braces, artificial limbs) <sup>2</sup> 20% coinsurance         50% coinsurance           Fitness program         \$0 copay for Renew Active, which includes a free gym membership at a location you select from our nationwide network, plus a personalized fitness plan, online fitness classes and branch         565 copay           Foot Care (podiatry services)         Foot exams and treatment <sup>2</sup> \$40 copay, 6 visits per year*         \$65 copay, 6 visits per year*           Home Health Care <sup>2</sup> \$0 copay         \$65 copay, 6 visits per year*         \$60% coinsurance           Hospice         You pay nothing for hospice. You may have to pay pay and of the costs for drugs and respite care. Hospice is covered by Original Medicare, outside of our plan.           NurseLine         Speak with a registered nuc: (RN) 24 hours a day, 7           Outpatient substance Abuse         Outpatient group visit <sup>2</sup> \$10 copay         \$0 copay           Outpatient unividu therapy visit <sup>2</sup> \$25 copay         \$40 copay         \$40 copay           Personal Emergence system         \$0 copay for a personal emergency response system (PERS). Help is only a button press day in any situation.         \$26 coinsurance           Renal Dialysis <sup>2</sup> 20% coinsurance         20% coin			In-Network	Out-of-Network
braces, artificial limbs)2S0 copay for Renew Active, which includes a free gym membership at a location you select from our nationwide network, plus a personalized fitness plan, online fitness classes and brain health challenges.Foot Care (podiatry services)Foot exams and treatment2\$40 copay\$65 copayFoot Care (podiatry services)Foot exams and treatment2\$40 copay\$65 copayHome Health Care2S0 copay, 6 visits per year*\$65 copay, 6 visits per year*Home Health Care2\$00 copay\$0% coinsuranceHome Health Care3\$00 copay\$0% coinsuranceHome Health Care3\$0 copay\$0% coinsuranceHospiceYou pay nothing for hospice care from any Medicare- approved hospice. You may have to pay part of the costs for drugs and respite care. Hospice is covered by Original Medicare, outsite of our plan.NurseLineSpeak with a registered nurse (RN) 24 hours a day, 7 days a week.\$00 copayOutpatient substance AbuseOutpatient group therapy visit2\$15 copay\$30 copayOutpatient individual therapy visit3\$25 copay\$40 copayPersonal Emergency Response System\$00 copay for a personal emergency response system (PERS). Help is only a button press away. A PERS device can d	Equipment (DME) and	Equipment (e.g., wheelchairs,	20% coinsurance	50% coinsurance
gym membership at a location you select from our nationwide network, plus a personalized fitness plan, online fitness classes and brain health challenges.         Foot Care (podiatry services)       Foot exams and treatment <sup>2</sup> \$40 copay       \$65 copay         Routine foot care       \$40 copay, 6 visits per year*       \$65 copay, 6 visits per year*         Home Health Care <sup>2</sup> \$0 copay       50% coinsurance         Home Health Care <sup>2</sup> \$0 copay       50% coinsurance         Hospice       You pay nothing for hospice care from any Medicare-approved hospice. You may have to pay part of the costs for drugs and respite care. Hospice is covered by Original Medicare, outside of our plan.         NurseLine       Speak with a registered nurse (RN) 24 hours a day, 7 days a week.         Opioid Treatment Program Services <sup>2</sup> \$0 copay       \$0 copay         Outpatient shuse       Outpatient group therapy visit <sup>2</sup> \$15 copay       \$40 copay         Substance Abuse       Outpatient group therapy visit <sup>2</sup> \$25 copay       \$40 copay         Personal Emergency Response System       \$0 copay for a personal emergency response system (PERS). Help is only a button press away. A PERS device can quickly connect you to the help you need, 24 hours a day in any situation.		braces, artificial	20% coinsurance	50% coinsurance
treatment <sup>2</sup> treatment <sup>2</sup> treatment <sup>2</sup> treatment <sup>2</sup> Routine foot care       \$40 copay, 6 visits per year*       \$65 copay, 6 visits per year*         Home Health Care <sup>2</sup> \$0 copay       50% coinsurance         Hospice       You pay nothing for hospice care from any Medicare-approved hospice. You may have to pay part of the costs for drugs and respite care. Hospice is covered by Original Medicare, outside of our plan.         NurseLine       Speak with a registered nurse (RN) 24 hours a day, 7 days a week.         Opioid Treatment Program Services <sup>2</sup> \$0 copay       \$0 copay         Outpatient substance Abuse       Outpatient group therapy visit <sup>2</sup> \$15 copay       \$30 copay         Qutpatient individual therapy visit <sup>2</sup> \$25 copay       \$40 copay         Personal Emergency Response System       \$0 copay for a personal emergency response system (PERS). Help is only a button press away. A PERS device can quickly connect you to the help you need, 24 hours a day in any situation.	Fitness program		gym membership at a local nationwide network, plus a	tion you select from our personalized fitness plan,
Routine foot care\$40 copay, 6 visits per year*\$65 copay, 6 visits per year*Home Health Care2\$0 copay\$00 copayHospiceYou pay nothing for hospice care from any Medicare- approved hospice. You may have to pay part of the costs for drugs and respite care. Hospice is covered by Original Medicare, outside of our plan.NurseLineSpeak with a registered nurse (RN) 24 hours a day, 7 days a week.Opioid Treatment Program Services2\$0 copay\$0 copayOutpatient substance AbuseOutpatient individual therapy visit2\$15 copay\$30 copayPersonal Emergency Response System\$0 copay for a personal emergency response system (PERS). Help is only a button press away. A PERS device can quickly connect you to the help you need, 24 hours a day in any situation.	(podiatry		\$40 copay	\$65 copay
Hospice       You pay nothing for hospice care from any Medicare- approved hospice. You may have to pay part of the costs for drugs and respite care. Hospice is covered by Original Medicare, outside of our plan.         NurseLine       Speak with a registered nurse (RN) 24 hours a day, 7 days a week.         Opioid Treatment Program Services <sup>2</sup> \$0 copay         Outpatient Substance Abuse       Outpatient group therapy visit <sup>2</sup> \$15 copay         Qutpatient individual therapy visit <sup>2</sup> \$25 copay       \$40 copay         Personal Emergency Response System       \$0 copay for a personal emergency response system (PERS). Help is only a button press away. A PERS device can quickly connect you to the help you need, 24 hours a day in any situation.	services)	Routine foot care		
approved hospice. You may have to pay part of the costs for drugs and respite care. Hospice is covered by Original Medicare, outside of our plan.         NurseLine       Speak with a registered nurse (RN) 24 hours a day, 7 days a week.         Opioid Treatment Program Services <sup>2</sup> \$0 copay       \$0 copay         Outpatient Substance Abuse       Outpatient group therapy visit <sup>2</sup> \$15 copay       \$30 copay         Outpatient Substance Abuse       Outpatient individual therapy visit <sup>2</sup> \$25 copay       \$40 copay         Personal Emergency Response System       \$0 copay for a personal emergency response system (PERS). Help is only a button press away. A PERS device can quickly connect you to the help you need, 24 hours a day in any situation.	Home Health Care <sup>2</sup>		\$0 copay	50% coinsurance
Opioid Treatment Program Services <sup>2</sup> \$0 copay       \$0 copay         Outpatient Substance Abuse       Outpatient group therapy visit <sup>2</sup> \$15 copay       \$30 copay         Outpatient individual therapy visit <sup>2</sup> Outpatient individual therapy visit <sup>2</sup> \$25 copay       \$40 copay         Personal Emergency Response System       \$0 copay for a personal emergency response system (PERS). Help is only a button press away. A PERS device can quickly connect you to the help you need, 24 hours a day in any situation.	Hospice		approved hospice. You may have to pay part of the costs for drugs and respite care. Hospice is covered	
Outpatient       Outpatient group       \$15 copay       \$30 copay         Substance       Outpatient group       \$15 copay       \$40 copay         Outpatient       individual therapy       \$25 copay       \$40 copay         Personal Emergency Response       \$0 copay for a personal emergency response system       (PERS).         Help is only a button press away. A PERS device can quickly connect you to the help you need, 24 hours a day in any situation.       24 hours a				rse (RN) 24 hours a day, 7
Substance Abuse       therapy visit <sup>2</sup> Image: Comparison of the second secon	Opioid Treatment Program Services2\$0 copay\$0 copay		\$0 copay	
individual therapy visit <sup>2</sup> individual therapy visit <sup>2</sup> Personal Emergency Response System       \$0 copay for a personal emergency response system (PERS).         Help is only a button press away. A PERS device can quickly connect you to the help you need, 24 hours a day in any situation.	Substance		\$15 copay	\$30 copay
System(PERS).Help is only a button press away. A PERS device can quickly connect you to the help you need, 24 hours a day in any situation.		individual therapy	\$25 copay	\$40 copay
Renal Dialysis²20% coinsurance20% coinsurance	-	cy Response	(PERS). Help is only a button press quickly connect you to the	away. A PERS device can
	Renal Dialysis <sup>2</sup>		20% coinsurance	20% coinsurance

<sup>2</sup> May require your provider to get prior authorization from the plan for in-network benefits.

\*Benefits are combined in and out-of-network

#### **Optional Supplemental Benefits**

#### **Premiums and Benefits**

Platinum Dental Rider	Premium	Additional \$50.00 per month
	Description	The Platinum Dental Rider includes preventive and comprehensive dental benefits.

#### **Required Information**

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 these plans depends on the plan's contract renewal with Medicare. UnitedHealthcare Insurance Company pays royalty fees to AARP for the use of its intellectual property. These fees are used for the general purposes of AARP. You do not need to be an AARP member to enroll in a Medicare Advantage or Prescription Drug Plan. AARP and its affiliates are not insurers. AARP encourages you to consider your needs when selecting products and does not make specific product recommendations for individuals.

Plans may offer supplemental benefits in addition to Part C benefits and Part D benefits.

If you want to know more about the coverage and costs of Original Medicare, look in your current "Medicare & You" handbook. View it online at www.medicare.gov or get a copy by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs and activities.

UnitedHealthcare provides 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 our Customer Service number at 1-866-550-4736 for additional information (TTY users should call 711). Hours are 24 hours a day, 7 days a week.

UnitedHealthcare ofrece servicios gratuitos para ayudarle a que se comunique con nosotros. Por ejemplo, cartas en otros idiomas, braille, letra grande, audio o bien, usted puede pedir un intérprete. Comuníquese con nuestro número de Servicio al Cliente al 1-866-550-4736, para obtener información adicional (los usuarios de TTY deben comunicarse al 711). Los horarios de atención son de 24 horas del día, los 7 días de la semana.

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

Out-of-network/non-contracted providers are under no obligation to treat UnitedHealthcare 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.

The Formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.

OptumRx is an affiliate of UnitedHealthcare Insurance Company. You are not required to use OptumRx home delivery for a 100 day supply of your maintenance medication.

If you have not used OptumRx home delivery, you must approve the first prescription order sent directly from your doctor to OptumRx before it can be filled. New prescriptions from OptumRx should arrive within five business days from the date the completed order is received, and refill orders should arrive in about seven business days. Contact OptumRx anytime at 1-877-266-4832, TTY 711.

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 and other offerings. Fitness membership, equipment, classes, personalized fitness plans, caregiver access and events may vary by location. Certain services, 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. 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.

The Nurseline service 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 doctor's care. Your health information is kept confidential in accordance with the law. Access to this service is subject to terms of use.