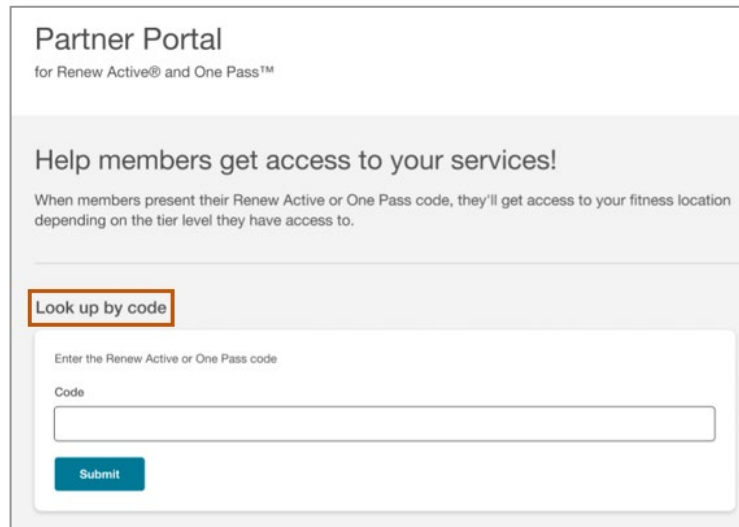


## **Guide to Renew Active® & One Pass™ Codes**

- If a member brings to you a 10-digit Renew Active® & One Pass™ Code, follow the steps under "[How to Verify a Renew Active® & One Pass™ Code.](#)"
- If a member **does not** have their Renew Active® & One Pass™ Code, follow the steps under "[How to Obtain a Renew Active® & One Pass™ Code.](#)"

## **How to Verify a Renew Active® & One Pass™ Code**

1. Go to <https://partneroptumfitness.com> and find "Look up by code"



The screenshot shows a web form titled "Partner Portal for Renew Active® and One Pass™". Below the title is a message: "Help members get access to your services! When members present their Renew Active or One Pass code, they'll get access to your fitness location depending on the tier level they have access to." The form has a section labeled "Look up by code" which contains a text input field with the placeholder "Enter the Renew Active or One Pass code" and a "Submit" button below it.

2. Enter the Member's Renew Active® or One Pass™ code and click "Submit"
  - **Renew Active® and One Pass™ Medicare & Medicaid Codes** will start with the letter "A" or "S" and be followed by nine numerical digits.
  - **One Pass™ Commercial Codes** will start with the letter "B" and be followed by nine numerical digits.

3. If the member is eligible, the member’s information and eligibility detail will be provided. The User Code will be their Renew Active or One Pass Code you will need to use for reporting. The sector will determine if they are part of the Medicare population or Commercial. The User Tier will determine if they have access to your facility.

**Partner Portal**  
for Renew Active® and One Pass™

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**Member Information**

User Code: XXXXXXXX  
Sector: XXXXXXXX  
User Tier: XXXXXXXX  
First Name: XXXXXXXX  
Last Name: XXXXXXXX

[New Search](#)

Renew Active® & One Pass™ for Medicare & Medicaid		
<b>Program</b>		
<b>User Code</b>	"A" or "S" followed by 9 digits	
<b>Sector</b>	Medicare/Medicaid	
<b>User Tier</b>	Core	Access to Core Facilities
	Core Medicaid	Access to Core Facilities and Select Premium Locations
	Premium	Access to Core & Premium Facilities
One Pass™ Commercial		
<b>Program</b>		
<b>User Code</b>	"B" followed by 9 digits	
<b>Sector</b>	Commercial	
<b>User Tier</b>	Classic	Access to Classic Facilities
	Standard	Access to Classic & Standard Facilities
	Premium	Access to Classic, Standard & Premium Facilities
	Elite	Access to Classic, Standard, Premium & Elite Facilities

Program	Gym Tier	User Tiers Eligible	User Tier Not Eligible
<b>Renew Active® &amp; One Pass™ Medicare &amp; Medicaid</b>	Core	Core Core Medicaid Premium	Not Applicable (All Members Eligible)
	Premium	Premium	Core Core Medicaid
<b>One Pass™ Commercial</b>	Classic	Classic Standard Premium Elite	Not Applicable (All Members Eligible)
	Standard	Standard Premium Elite	Classic
	Premium	Premium Elite	Standard Classic
	Elite	Elite	Premium Standard Classic

4. If the Renew Active® or One Pass™ Code entered is not eligible, direct the member to call the customer service phone number on their health plan ID card for assistance.

 It looks like we're having trouble accessing this code. Please direct the member to call the customer service phone number on the back of their health plan ID card for assistance.

## How to Obtain a Renew Active® or One Pass™ Code

- Go to <https://partneroptumfitness.com> and find "Look up by eligibility"

**Note:** You are **only able to obtain a code for Medicare and Medicaid** health plan-covered members. Commercial members will need to opt-in and access their member portal to obtain their Member Code.

What is the difference between a Medicare/Medicaid Member and a Commercial Member?	
Medicare members are typically seniors 65+ and Medicaid plans are for people with low income	Commercial members (18-64) have access through their insurance of their qualified employer
<p><b>Appropriate questions to ask a member:</b></p> <p>Is this a benefit through your current employer?                      Yes – <i>One Pass™ Commercial Member (direct member to their plan website for their Member Code)</i></p> <p>Is this a benefit on your Medicare Advantage or Medicare Supplement plan?                      Yes – <i>Renew Active® or One Pass™ Medicare member</i></p> <p>Refer to the <a href="#">Optum Medicare Fitness Chart</a> for specific client names</p>	

- Enter required fields: First Name, Last Name, Date of Birth and Health Plan Member ID.

Click 'Submit'. **Note:** First and last name must appear **exactly** as they are listed on the member's insurance card to result in a Renew Active® or One Pass™ Code.

**Health Plan Member ID:** Found on the member's health insurance ID card. If there is a dash, do not include the dash or any numbers following the dash.

Refer to the [Insurance Quick Reference Guide](#) for further examples.

**Sample Health Plan ID**

- If the member is found and eligible, the member's Renew Active® or One Pass™ Code and eligibility detail will be provided.

**Member Information**

User Code: XXXXXXXX

Sector: XXXXXXXX

User Tier: XXXXXXXX

First Name: XXXXXXXX

Last Name: XXXXXXXX

[New Search](#)

Program	Renew Active® & One Pass™ for Medicare & Medicaid	
User Code	"A" or "S" followed by 9 digits	
Sector	Medicare/Medicaid	
User Tier	Core	Access to Core Facilities
	Core Medicaid	Access to Core Facilities and Select Premium Locations
	Premium	Access to Core & Premium Facilities

Facility Tier	User Tiers Eligible	User Tier Not Eligible
Core	Core, Core Medicaid & Premium	Not Applicable (All Members Eligible)
Premium	Premium	Core & Core Medicaid

- If the information entered does not result in a Renew Active® or One Pass™ Code, a secondary check will appear asking for the Member's permanent home zip code.

First Name

Last Name

Date of Birth

Health Plan Member ID

**Member 5-digit Zip Code**

[Submit](#)

5. If the required information entered does not result in a Renew Active® or One Pass™ Code, one more additional field will appear asking for the Group ID. If there is no Group ID listed on the insured member’s ID card, enter ‘36000’.

Group ID  
If Group ID is not found on insured member’s ID card, please try 36000

[Submit](#)

6. If the system successfully verifies the member’s eligibility, the member’s Renew Active® or One Pass™ Code and eligibility detail will be provided.

**Member Information**

User Code: XXXXXXXX

Sector: XXXXXXXX

User Tier: XXXXXXXX

First Name: XXXXXXXX

Last Name: XXXXXXXX

[New Search](#)

Program	Renew Active® & One Pass™ for Medicare & Medicaid	
<b>User Code</b>	"A" or "S" followed by 9 digits	
<b>Sector</b>	Medicare/Medicaid	
<b>User Tier</b>	Core	Access to Core Facilities
	Core Medicaid	Access to Core Facilities and Select Premium Locations
	Premium	Access to Core & Premium Facilities

Facility Tier	User Tiers Eligible	User Tier Not Eligible
Core	Core, Core Medicaid & Premium	Not Applicable (All Members Eligible)
Premium	Premium	Core & Core Medicaid

7. If the system is unable to verify the member’s eligibility for Renew Active® or One Pass™ Medicare/Medicaid, the member should be directed to call the customer service phone number on the back of their health plan ID card for assistance.

 **It looks like we're having trouble accessing this code. Please direct the member to call the customer service phone number on the back of their health plan ID card for assistance.**