



# Welcome OPTUM Member!

## Renew Active by United HealthCare

We are delighted to have you as our newest MEMBER and to be part of your path toward radiant health.

At OsteoStrong, you will discover our commitment to helping you achieve your health goals and become more empowered in your daily activities.

Here is some important information about your OsteoStrong sessions, our center policies, and some member benefits you will enjoy. Please let us know if there is anything we can do to make your experience more enjoyable.

## Welcome to the OsteoStrong Family!

### OVERVIEW:

OsteoStrong works for people of all ages and levels of activity to promote skeletal strength, which impacts the entire body using a process known as osteogenic loading.

The skeletal system is the foundation of your body and provides more than just strength and protection. By implementing a strategy to care for and strengthen it, many people experience the following results:

- ⊗ Improved Bone Density
- ⊗ Improved Posture
- ⊗ Improved Balance
- ⊗ Improved Athletic Performance
- ⊗ Less Joint and Back Pain
- ⊗ Lower A1c Levels

The equipment we use was invented by the father of osteogenic loading, Dr. John Jaquish, Ph.D. Dr. Jaquish is the Chairman of the Medical and Scientific Advisory Board for OsteoStrong and the author of the book *Osteogenic Loading*. He is a frequent speaker

at the World Congress on Osteoporosis and is on the Board of American Bone Health. His continued contributions are invaluable in bringing this groundbreaking technology to the world.

Research shows that the stimulus required to trigger osteogenesis (growth of healthy bone tissue) is 4.2 multiples of body weight.

Many people find it difficult to achieve that level of stimulus without using our specialized equipment. However, our members easily and safely achieve forces in excess of 5 to 12 times their body weight. High impact is one of the most powerful stimuli the musculoskeletal system can experience. At OsteoStrong, we use high-impact emulation to safely deliver these benefits to people of all ages and fitness levels.

### MEMBER BENEFITS:

- ⊗ One session per week
- ⊗ Weekly appointment reminders
- ⊗ Center Events
- ⊗ Referral Program

## OSTEOSTRONG REFERRAL PROGRAM

Refer a friend and receive a **FULL-BODY RED LIGHT** session or a **HYDROMASSAGE** session for EVERY referral who becomes a member. Referral cards are at the front desk.

## OSTEOSTRONG SESSIONS for Renew Active by UNITED HEALTHCARE

As a member of Renew Active by United HealthCare (UHC), OsteoStrong's services, covered by UHC and offered by OsteoStrong, pertain solely to Osteogenic Loading, constituting only a portion of OsteoStrong's comprehensive Core Program. An integral element of the OsteoStrong Core Program is Whole-Body Vibration. The Core Program encompasses Whole-Body Vibration before the Osteogenic Loading phase and concludes with Whole-Body Vibration accompanied by Balance exercises.

To ensure that Renew Active by UHC members can fully experience the enhanced benefits of the OsteoStrong Core Program, a tailored upgrade has been introduced exclusively for UHC members. This upgrade incorporates Whole Body Vibration and Whole-Body Vibration with Balance work.

Opting for the Core Program upgrade grants Renew Active by UHC members access to the specific components and extends the same privileges enjoyed by OsteoStrong Core Membership holders. This includes access to upgrade packages for additional services and Recovery Modalities.

## YOU ARE ALWAYS IN CONTROL

If an injury should occur in your daily life or if your doctor recommends a change in activity

level, please let us know. Our session coaches can help you adjust to each Trigger Event to accommodate your body's needs, ensuring you stay safe and comfortable.

## ADDITIONAL SERVICES (available to core membership holders only)

### RED LIGHT THERAPY

Mitochondria support, skin rejuvenation, eye health, joint pain reduction, sleep optimization, reduced inflammation, fat loss support, and much more.

### PEMF (PULSED ELECTROMAGNETIC FIELD THERAPY)

Benefits include stronger bones, endorphins and pain relief, better sleep and GHG secretion, more energy ATP, better oxygenation and circulation, improved immunity, relaxation, stress reduction, and nerve and tissue regeneration.

### COMPRESSION THERAPY

Benefits include an improved lymphatic system, reduced inflammation, improved immune response, increased flexibility, decreased sensitivity to pain, curbed muscle fatigue, and enhanced recovery.

### HYDROMASSAGE

Benefits include increased circulation, curbing muscle fatigue, increased flexibility, and decreased stress hormone – cortisol.

### BIOCHARGER

Improved cellular communication, recharge energy, boost recovery, sharpen focus, improved sleep, and improved mobility.

## MEMBER POLICIES:

### SCHEDULING

For your convenience, we reserve a weekly, recurring time slot for your sessions. Appointment reminders are sent out before your appointment. If you are a non-recurring member, please call before stopping in to ensure we have availability. Reach out via

**TEXT 435-269-4815** or

**CALL 435-767-0274**

### LATE ARRIVALS

Please arrive at least 5 minutes before your scheduled session to keep things flowing smoothly. In the case of late arrivals, we will try our best to get you in as soon as possible.

Please TEXT us at **435-269-4815** if you think you may be considerably late for your session. Late arrival may result in a shortened session time to accommodate on-time appointments.

### MISSED SESSIONS & SESSION CANCELLATION POLICY

Missed sessions will NOT be refunded or credited. If you are unable to attend your regular weekly session, we require 48-hour notice. Feel free to reach out via

**TEXT 435-269-4815** or

**CALL 435-767-0274**

Rescheduling within the same week will be accommodated based on availability. Missed sessions can be made up by doing 2 sessions within the week. NOTE: *Sessions should be at least 4 days apart.*

### POWER OUTAGES/SEVERE WEATHER

Please call us if your appointment is disrupted by circumstances beyond our control (such as severe weather, power outages, etc.). We will do our best to reschedule you.

### BILLING

Upgrade Packages are billed on a month-to-month basis, with automatic monthly billing on the anniversary of enrollment. Membership fees are not based on attendance. Monthly membership dues are billed whether or not a member is able to attend a given session. Your monthly membership includes **four monthly sessions** (a fifth bonus session may occur in longer months).

We encourage using ACH billing directly from a bank account. Please bring a voided check to facilitate setting up automatic billing through your bank. However, if you opt to use a credit card, debit card, or HSA card, a \$5 monthly processing fee will be applied.

### HOLIDAY CLOSURES

- ☹️ Memorial Day
- ☹️ July 4<sup>th</sup>
- ☹️ Labor Day
- ☹️ Thanksgiving – Early close at noon on Wednesday, all day Thursday and Friday
- ☹️ Christmas – Closed one week between Christmas and New Year's. (Posted in December)

# OSTEOSTRONG<sup>®</sup>

## HOURS

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THE LOBBY WILL BE OPEN 5 MINUTES BEFORE OPENING

MONDAY	CLOSED
TUESDAY	8:00 AM – 5:00 PM
WEDNESDAY	8:00 AM – 12:00 PM
THURSDAY	9:00 AM – 6:00 PM
FRIDAY	CLOSED
SATURDAY	9:00 AM – 1:00 PM
SUNDAY	CLOSED

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OSTEOSTRONG CLOSES

FOR LUNCH ON TUESDAY AND THURSDAY

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OSTEOSTRONG RED ROCK

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