A Life of Adventure

“I consider Peoples Health to be a part of my life team.”

One plan member has made it a point throughout his life to explore the things he enjoys and share his knowledge with others, especially his family. Bobby T.’s Peoples Health plan keeps him going strong.

See page 5 for more on Bobby’s story.

Peoples Health Is Going Green!

We’re planning some new ways to communicate with you electronically. If you’re interested, visit http://www.peopleshealth.com/gogreen.

See page 11 to learn more.
Greetings!

We began 2017 with a continued commitment to you to be a partner in your health. Even as we are serving more people with Medicare across Louisiana this year, we remain available to you and are just a phone call away for support and guidance.

We also began the year with a change in our company’s leadership. Following the unexpected passing of Carol Solomon, who served as our CEO for 18 years, I was appointed as president and CEO of Peoples Health. It is my honor and privilege to fill this role and continue Ms. Solomon’s vision to positively impact your overall health. That goal remains the primary focus of Peoples Health, and it serves as our guiding light as we work with you to ensure your best possible health and well-being.

Last month, we launched our new member incentive program, where you can earn rewards for certain health activities. See the article below for more details. And as another way to share health information and news with you, we’ve increased our online presence with social media. Read about this on page 3.

As your health plan and as a Medicare Advantage leader, our success comes from our deep connections to the communities we are rooted in, to our network providers, and—most importantly—to you, our plan members. Your health will always be at the forefront of everything we do.

Best wishes and good health,

Warren Murrell

Peoples Health
President and CEO
Warren Murrell

Peoples Health Rewards:
Earn Gift Cards for Your Healthcare Activities

Our new member incentive program rewards you for taking care of your health. You can earn gift cards from retailers such as CVS Pharmacy, Shell, Walmart and others, after you do certain recommended healthcare activities.

The activities are different for each member and depend on the services you would benefit from having. To learn more about your recommended healthcare activities and the rewards waiting for you, call 1-888-286-0216 (TTY users call 711).

You can also visit us online at http://www.peopleshealth.com/rewards.
Social Media—
A Way to Connect With Those You Care About

Social media sites—like Facebook, Twitter and Instagram—are great ways to stay in touch with family, friends, and even Peoples Health. More and more seniors are using social media daily as a way to connect with loved ones and share messages. But there are other things you can do, too, like:

» Discover and register for events and activities in your community
» Watch video clips
» Post interesting things, like pictures or links to your favorite websites
» Read articles and keep up with current events
» Meet new people

Plus, the sites are free and easy to use.

Getting Started
The first step is to register for the social media site of your choice and set up a profile. The site will walk you through these steps, and you’ll choose a username or profile name to appear on your page. Then you’re ready to start connecting!

Need more help?
We’re hosting community workshops with tips on setting up and using social media. Check our social media pages or visit http://www.ph-wellness.com to find a workshop in your area.

We’re Social!
If you’re looking for ways to stay up to date on Peoples Health news and events, then follow us on our social media sites! Get health tips, helpful resources and the latest on our activities in the community.

“Like” our Facebook page and follow us for videos, recipes, and so much more.

Follow us on Twitter for tweets (brief messages) about what we’re doing and where we are.

Subscribe to our YouTube channel and discover a host of videos, including those about our Peoples Health Champions.

Follow us on Instagram and get inspired!

Follow us on LinkedIn and learn more about our corporate identity.
The picture of health and wellness looks different for each person. “Being healthy” can mean many things, such as eating more nutritious foods or exercising. It can also mean doing things that make you happy, like visiting family or volunteering. As you set your health goals this year, remember—your picture of good health is unique to you.

Defining Your Goals
Your health and wellness goals should be tailored to you—your typical level of activity, your feelings and your interests. Think about activities you like to do. These can include things like sitting on your porch swing, picking up your grandchildren from school, or taking a walk after dinner. Now, think about if there’s something new you’d like to try. Maybe it’s learning how to paint or attending a yoga class. The possibilities are endless! Whether you’d like to try something new or keep doing the things you now enjoy, you’ve just set a health goal.

Measuring Your Progress
As you work toward your goal, it’s important to keep track of how you are doing. One way to measure your progress is to keep a journal. You can write about your thoughts and feelings, or simply jot down a few details related to your goal. Another great way is to talk to others about your goal. Keep family members and friends updated on your progress, even if you have setbacks. You can also set up or join a group of people with similar goals. Try to meet once a week to talk about everyone’s progress and about how they’re feeling. You may learn new things and feel more motivated by talking to others who are working toward the same thing.

Celebrating Your Success
Achieving a goal isn’t always easy. That’s why it’s important to celebrate every accomplishment you make along the way. As you work toward your goal, look back at where you were a week ago, a month ago, or before you began. Take pride in how far you’ve come and in your commitment to accomplishing your personal picture of good health.

Tell your doctor about your goal, such as beginning an exercise program. Together, the two of you can make a plan to achieve it. If you feel you have emotional or physical limitations that could get in the way of achieving your goal, your doctor may be able to help.
Member Spotlight

KEEPING YOUR HEAD IN THE CLOUDS

Some people may think that keeping your head in the clouds means being “spaced out” or not aware of what’s around you. But in the case of Peoples Health plan member Bobby T., it means flying high on life.

Bobby was a 16-year-old high-school student when he joined the Civic Air Patrol and first learned to fly, and aviation has been his greatest passion ever since. He’s traveled to countless cities and met people from all walks of life. And even though a decline in his health caused him to slow down several years ago, he still flies recreationally, getting a physical exam every two years to make sure he’s healthy enough to keep his pilot’s license. It’s that feeling of freedom, he says about what draws him to flying, and those breathtaking panoramic views.

Being a Pioneer

In the 1970s, it was rare to see an African-American pilot. Bobby encountered some challenges as the only African-American student during his aviation training, and even later as a licensed pilot. But his love of flying and the support of his mentors kept him at it.

He spent his professional career working in various transportation roles, including as a pilot for private companies. In 1975, he joined the New Orleans Fire Department as one of its first 15 African-American firemen and remained with Engine 5, third platoon, for five years. He pledged publicly to save lives—even when those needing saving didn’t want his help—and privately to win over the friendship and respect of even the most intolerant of his fellow firefighters. He did both of those things, and that makes him a bit of a civil rights pioneer.
Member Spotlight

Being Family

Bobby’s approach to life is a lot like his reasons for flying. An adventurer and self-described “busy­body,” he believes in enjoying life and connecting with others on a deeper level, whether swapping stories about family and values or sharing facts about aviation or one of his many other interests. He’s made it a lifelong practice to explore and develop his interests into skills, then share what he’s learned.

“My mom was a teacher and she always taught us,” Bobby says of he and his sister. His mother’s theory was that someone took time to teach her, so it was her duty to impart knowledge to others. “I have that spirit. Sharing and wanting to educate,” he says. “This is what I do. I learn and I share it. Any skills I have, I try to give them back.”

Bobby knows a lot of civil rights history and makes it a point to teach his family about it. “Every summer I try to take my kids and grandkids on a trip,” he says. “Now, the thing about us is we don’t go to Disney world…riding on a rollercoaster is a temporary thrill. But it’s not going to help you in life.”

Instead he schedules trips to places steeped in history. On their most recent ones, they visited the Tuskegee Airmen National Historic Site and civil rights monuments in Memphis, Birmingham and Montgomery, including the historic places surrounding the legacy of Dr. Martin Luther King Jr. Before each trip, each family member has a task to complete.

“I assigned them essays on places we’re going to visit,” Bobby says. “[They have] to read their essay, and they will have to be prepared for questions. They have to answer those questions. So, they’re educating each other.”

“My sister and I reflect back on our childhood and we thought we were rich,” Bobby says. “My mother used to laugh, she’d say, ‘y’all think you’re rich, but y’all just don’t know.’” But Bobby insists they were rich, maybe not in money, but in their experiences as a family. For him, passing down the legacy of a strong family core and the value of an education is a must.

Learning is freedom. It opens up doors to do what you want. And connecting deeply with the people around you…well, that offers up some amazing views of the world.

Making a Mark

In high school, along with playing sports and learning to fly, Bobby also found he had a knack for acting. He performed in stage plays in school and beyond, which led to working as a background actor in later years in movies and TV commercials.

Today, he teaches an Acting for Beginners class out of his home, where young students learn basic skills, including auditioning techniques and on-set etiquette. He proudly points out that a few of his students have gone on to work on TV commercials, and one was accepted to the New Orleans Center for Creative Arts.

Something else Bobby discovered early on was a love of writing. Even so, it was much later in life before he actually put his storytelling gifts to use. Inspired by one of his daughters, who has syndactyly, a congenital malformation of the limbs, he wrote a children’s book, titled Na-Dya Goes to School, and produced a 20-minute short film based on it.
In 2005, he published his debut novel, *Exception to the Rule*—a story about a close-knit family. It took him eight years to write it.

“I wrote some of it in Hawaii, I wrote some of it on airplanes, I wrote some of it in hotel rooms, I wrote some of it at home,” he says. “I found that family is something that society is losing. We’re not paying too much attention to the unit of family and the gift of having a family and being loved and nurtured. So my novel is based on a family that has all of these values.”

The novel’s dramatic twists and turns were ripe for a screenplay. So, Bobby turned it into one. And now he’s just waiting for a producer to make his screenplay into a movie.

Finding a way to do what he loves and to put his skills to use in a way that impacts others have always been priorities, even when health issues slowed him down.

**Living Strong**

About seven years ago, Bobby went to the doctor and found out he’d had what’s called a “silent” heart attack—one with no symptoms. He underwent heart surgery, which saved his life, and felt pretty good afterwards. But a few years later, his heart was struggling to function, only working at about 25-percent capacity. “I was in very bad shape,” he says. “I had moments when I thought I wasn’t going to make it and it scared me.”

A second procedure added stents to his heart, and Bobby’s recovery from it was slow. “I went from thinking I was a very healthy guy to knowing—not thinking—that no, I’m not that healthy.”

He felt limited by the healthcare available to him. “But when I was introduced to Peoples Health,” he says, “it kind of opened doors for me and the opportunity to see…I don’t want to say better doctors, but maybe different doctors. And my health just did a one-eighty. I feel so much better. I can do so much more.”

One thing that sets his care apart, Bobby says, is that he can call Peoples Health and connect with a person, not an answering machine. He has real conversations with Peoples Health staff. He knows he’ll get answers and he’ll talk with someone who cares about his well-being. “And I like that,” he says. “They advise me, guide me, and make sure I have the best care, send me to good providers. If I have a problem, I know I can call them and they will straighten it out.”

He says Peoples Health makes him want to take care of himself. And that means something, because living strong is important—to do for himself, but especially for his children and grandchildren. Plus, he has too many more lessons and stories to share to slow down now.

“I consider Peoples Health to be a part of my life team,” Bobby says. “I’m so glad Peoples Health is on my team because if they weren’t, no telling where I’d be today.”
Each year, the Centers for Medicare & Medicaid Services (CMS) sends Medicare Advantage plan members surveys through the mail.

The surveys ask members about their experiences with their healthcare plans, drug plans, and providers, including hospitals, home health agencies and doctors.

CMS uses these surveys to find out—directly from you—about the care you receive from your healthcare providers through the Medicare program and your Medicare health plan.

“My friends at Peoples Health serve nearly 60,000 members, but fewer than 2,800 of those members will be sent a survey. So if you are one of the few who receive a survey, please fill it out. Your responses really count!”

Only a small number of members get a survey, and CMS randomly chooses who gets one. That means if you received a survey in the mail or a phone call about a survey, your response is important. Your responses are confidential and will not affect your enrollment in your Peoples Health plan.

Check your mailbox! You may have already received a survey, or you may receive one soon.

Thank you for being a Peoples Health plan member. We look forward to serving you in 2017!
Peoples Health Wellness Programs

A good motto is “learn about your health, and be active on a regular basis.” We offer a variety of wellness programs to help you be as healthy as you can and live by this motto. Check our website often at http://www.ph-wellness.com to find programs in your area—from art classes and fitness classes to educational overviews on health, nutrition, disease prevention, and more.

Help Managing Chronic Conditions

Many Louisiana residents are faced with chronic diseases—such as diabetes, heart failure, chronic obstructive pulmonary disease, chronic kidney disease, Alzheimer’s disease and dementia—many of which are often caused by lifestyle factors and may even be preventable.

To help our members who have these diseases, we offer a Chronic Care Management Program. It teaches self-care and helps members set goals to manage their condition and stay healthy. Those enrolled in the program are assigned to a registered nurse, who helps them:

» Learn more about their condition
» Manage their symptoms and health
» Identify and arrange needed tests and exams
» Identify additional health education needs

The nurse speaks with the member regularly by phone or in face-to-face meetings to offer a variety of education tools as needed and monitor progress.

Members also have access to certified diabetes educators and licensed dietitians for additional guidance and support in learning about diseases, key tests and exams, self-management, medication, and lifestyle issues.

To learn more about the program, including to find out if you are eligible, call member services (see page 12).

We identify members who may benefit from the Chronic Care Management Program. Participation is optional, although we do encourage members to take part, as diabetes, heart failure, chronic obstructive pulmonary disease, chronic kidney disease, Alzheimer’s disease and dementia can shorten lifespan and reduce the quality of life.
Men, Get Screened for Your Health

Many men make a serious mistake when it comes to their health—they don’t get regular checkups from their doctor. Some may not even have a regular doctor, and that’s another concern. Men often seek healthcare only in a crisis, perhaps because they’re taught at a young age to be independent. But the best way to manage and maintain personal health is to get regular checkups for the conditions you’re most likely to face.

Colon cancer affects a large number of American men, and heart disease, lung cancer, stroke and diabetes are leading causes of death. That’s why men should talk with a doctor about their personal health risks and get screened regularly for these conditions. Screenings can help find a disease early, when it’s easier to treat.

Colorectal cancer happens when tumors develop in the lining of the large intestines. Sometimes there are no visible symptoms in the early stages, and smoking raises your risk. Men ages 50 to 75 should have at least one of the following:

- Fecal occult blood test every year
- Flexible sigmoidoscopy every five years
- Colonoscopy every 10 years

High cholesterol can lead to heart disease and stroke. If you’re a man age 35 or older (or younger if you smoke or have a family history of high cholesterol), you should get your cholesterol checked about every five years—even if you feel healthy. If you have high blood pressure or diabetes, check it every year.

High blood pressure also increases your risk for heart attack and stroke. All men should get their blood pressure checked every two years—or more often if they are at risk for high blood pressure or other conditions, such as diabetes. Your doctor can help you set a goal that’s right for you. Generally, a normal blood pressure reading is 120 over 80, and a high reading is 140 or higher over 90 or higher.

Lung cancer develops over a period of years, and the main cause is cigarette smoke. You get immediate long-term benefits when you quit smoking. It can reduce your risk of heart disease and lung disease. So if you smoke or have ever smoked, talk to your doctor about ways to test for lung cancer.

Diabetes is a chronic, incurable disease that often contributes to other diseases. You should get tested for diabetes if you are age 18 or older and:

- Your blood pressure is high
- You have frequent thirst and urination, fatigue and blurred vision
- You are physically inactive
- You have close family members with the disease
- You are African-American, Latino, Native American, Asian-American or a Pacific Islander
Finding Information in Your Plan Documents...Fast

Do you know that you can view your plan documents right from the Peoples Health website? Sometimes searching an electronic document online can be quicker than flipping through a printed booklet. Plus, when you’re on the go, you can use any computer—such as one at a library or a friend or family member’s house—to view your plan documents. Just visit [http://www.peopleshealth.com/for-members](http://www.peopleshealth.com/for-members) and choose the Plan Documents and Forms link. It’s easy to find what you’re looking for in these online documents.

Tips for Viewing Plan Documents Online

» Just as with a printed document, you can use the table of contents or index in an electronic document to find topics, but you can also search the full document using a key word or phrase:

  - Click and hold the Control (or Command) key and then click the F key on your keyboard to open a search field. Simply type a word or phrase (like “transportation” or “coverage gap stage”) into the field and click your keyboard’s Enter (or Return) key. Your search results should be highlighted within the document, and you can press the Enter key to scroll through the results.

» You can also save an electronic document to your computer for quick access in the future.

  - Open the electronic document you want to save. From the menu at the top of your screen, choose File, then Save As. In the box that opens, select where you want to save the document. Your computer desktop is a good place. Then click Save.

It’s up to you how you prefer to view your plan documents, but just know that you have options for finding plan information when you need it.

Beware of the Latest Telephone Scam

The U.S. Department of Health and Human Services Office of Inspector General (HHS OIG) recently confirmed that its hotline number, [1-800-HHS-TIPS (1-800-447-8477)](http://www.peopleshealth.com/member-news/scam-alert), is being used as part of a telephone spoofing scam to gain personal information for fraudulent activity. You should know that the HHS OIG will not use the hotline number to make outgoing calls and that calls from the hotline should not be answered.

It is still safe, though, to call the hotline to report fraud, including if you have been targeted by the scam. Visit [http://www.peopleshealth.com/member-news/scam-alert](http://www.peopleshealth.com/member-news/scam-alert) to learn more.

Want to Go Paperless?

*Then here’s good news:* We’re working on plans to offer you a way to have certain documents from us—including some plan documents—sent to you electronically. We’re hoping this will help us be “greener.” And for you, it may mean less paper in your mailbox and a more convenient way to access important documents. If you’re interested, just go to [http://www.peopleshealth.com/gogreen](http://www.peopleshealth.com/gogreen) for more information! We’ll keep in touch to let you know our progress.
We’re Celebrating National Healthcare Decisions Day!

National Healthcare Decisions Day is widely recognized as a time to inspire, educate and empower everyone to express their personal wishes for advance care. It’s actually a week-long event, from April 16 through 22, and it’s the perfect time to:

» Make decisions about what you want or don’t want for future care
» Talk to your doctor about advance care planning, or review the plans you’ve already made to make sure they’re still right for you
» Share your plans with your family, friends and doctors

Find out more at [http://www.nhdd.org](http://www.nhdd.org). Let’s honor this important day by taking steps to plan for our future care. For advance care planning tools, visit [http://www.peopleshealth.com/advancecareplanning](http://www.peopleshealth.com/advancecareplanning).

Quality Improvement Program Outline

The Peoples Health quality improvement department is working with your doctors to make sure you get the quality healthcare you deserve. At any time, you or your doctor can ask us to send you a written outline of our Quality Improvement Program. This document describes the measures we are taking to make sure that you get the best healthcare possible. Contact member services for a copy of this outline. It should arrive within three business days.
Cucumber Dill Salad

Makes 2 servings
Prep time: 10 minutes
Ready in 40 minutes

Ingredients:
1 cucumber, very thinly sliced
½ white, yellow or red onion, thinly sliced or chopped
1 tablespoon lemon juice
1 tablespoon low-fat sour cream or Greek yogurt
¼ teaspoon pepper
⅛ teaspoon salt
⅛ teaspoon sugar or ⅛ teaspoon Splenda
⅛ teaspoon dried dill or 1 teaspoon fresh

Instructions:
1. Mix cucumbers and onions.
2. Combine remaining ingredients in a bowl.
3. Add dressing to the cucumber and onion, stir, and let chill for 30 minutes or until ready to serve.

Nutrition facts per serving: 45 calories, 1.5g protein, 158mg salt, 1g fiber
Medicare and Medicaid?

If Louisiana pays your Medicare Part B premium, Peoples Health Secure Health (HMO SNP)* is likely the best plan for you. It’s available in 32 parishes across south Louisiana, and it offers $0 or reduced costs for most services.

If the state pays your Part B premium, you live in south Louisiana and you’re not in our Peoples Health Secure Health plan, find out about it. You could have better coverage starting the first day of next month.

“Extra Help” could save you $4,000

If you have limited income and resources, you could be eligible for “Extra Help” from Medicare. The program is designed to help you with drug costs, and the Social Security Administration estimates it to be worth about $4,000 per year for those who use it.

Call today to see if you qualify for these additional savings. Toll-free 1-855-301-9663 (TTY: 711), Monday through Friday, 8 a.m. to 8 p.m.

*This plan is available to people who have both medical assistance from the state and Medicare. Copayments and coinsurance may vary based on the level of Extra Help you receive. Please contact the plan for further details.
If you have friends or family members who will be eligible for Medicare soon, let them know about Peoples Health. If they’re turning 65, they have a seven-month enrollment period: three months before their birth month, the month of their birthday and three months after. The best time to enroll is during that first three months, because they will be effective the first day of their birth month.

When’s the best time to find out if Peoples Health is the right plan for them? Now! Have them call today for a free information kit. It includes the Social Security Administration’s Medicare booklet as well as an overview of Peoples Health.

Give them the best gift ever—tell them about Peoples Health!

It’s easy to help out your friends or family. Just cut out the card to the right, give it to them and have them call us.

Peoples Health plan members (left: top to bottom): Paula H.; Ban T. and Mo N. (above: top to bottom): Mable and Roy C.; Cindy and Edward B.

Tell them about Peoples Health
IMPORTANT PLAN INFORMATION

This is the Peoples Health newsletter for members of the following Medicare Advantage health plans:

- Peoples Health Choices 65 #14 (HMO)
- Peoples Health Choices Gold (HMO)
- Peoples Health Choices Platinum #009 (HMO)
- Peoples Health Choices Premium (HMO)
- Peoples Health Choices Select (HMO)
- Peoples Health Secure Choice #011 (HMO SNP)
- Peoples Health Secure Health (HMO SNP)
- Peoples Health Group Medicare (HMO-POS)

THANK YOU, PEOPLES HEALTH MEMBERS, FOR A GREAT 2016.

It was our best year ever, thanks to you! We expanded into nine new parishes, and more members enrolled than ever before. Thank you for taking such good care of yourselves last year by exercising and eating right and taking your prescription drugs as prescribed. All that good work means you are feeling stronger physically and emotionally and you are managing any pains you may have.

Thank you for going to your doctors regularly and talking to them when they call to follow up on your test results.

ON A SCALE OF 1 TO 10, WE GIVE YOU A 10!

Thank you for a great 2016, and we look forward to a happy and healthy 2017!

Sincerely,
Your friends at Peoples Health

WE ARE PROUD TO BE YOUR MEDICARE HEALTH TEAM.

“I’M A PEOPLES PERSON!”
-Gayle B.

You could be a Peoples Health person, too!
1-855-301-9663
Connect with us.  

THANK YOU