

## History

In 1994, Peoples Health was launched as a health services administrator for the Louisiana market. The company administers eight Medicare Advantage health plans offering medical benefits and prescription drug coverage to Louisiana residents.

## By the Numbers

Health plan members: **60,000+**

Contracted physicians: **3,600+**

Contracted hospitals: **100+**

## Community Leadership

Peoples Health actively supports the community, sponsoring many social, cultural, athletic and health organizations. A few organizations the company proudly sponsors include the American Heart Association, Bayou-River District Senior Olympic Games, Hispanic Chamber of Commerce of Louisiana, Jefferson Chamber of Commerce, Louisiana Senior Olympic Games, Louisiana State University Athletics, New Orleans Chamber of Commerce, New Orleans Jazz & Heritage Festival, New Orleans Saints, One Acadiana, Our Lady of the Lake Foundation, Second Harvest Food Bank of Greater New Orleans and Acadiana, United Way of Southeast Louisiana, The National World War II Museum, various area hospitals, and various area councils on aging.

## Star Rating

At **4.5** out of 5 stars, Peoples Health plans are the highest-rated Medicare Advantage plans in Louisiana for 2018.\* The Centers for Medicare & Medicaid Services issued the rating as a measure of how well the plans perform in several categories, including quality of care and customer service.

## Media Contact

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## Medicare Advantage Health Plans

- Peoples Health Choices 65 #14 (HMO) – *servicing Plaquemines Parish and the New Orleans and Baton Rouge metro areas*
- Peoples Health Choices 65 #14 (HMO) for St. Tammany Parish
- Peoples Health Choices Gold (HMO) – *servicing St. Bernard Parish and the Lafayette and Lake Charles areas*
- Peoples Health Choices Select (HMO) – *servicing Tangipahoa and Washington parishes*

A special needs plan for dual-eligible beneficiaries (those with both Medicare and Medicaid) is available in every Louisiana parish:

- Peoples Health Secure Choice #011 (HMO SNP)
- Peoples Health Secure Health (HMO SNP)

Plans with an out-of-network benefit for employees and retirees of an employer group are also offered:

- Peoples Health Group Medicare (HMO-POS)
- Peoples Health Group Medicare (HMO-POS) for Office of Group Benefits

For a full list of the parishes each plan serves, visit the Peoples Health website.

## Service Excellence: Surrounding Members With More Personalized Care

A team of clinical staff coordinates plan members' healthcare needs and provides a comprehensive array of services, including:

- Calls with registered nurses to ensure continuity of care when services need transitioning to a new member's Peoples Health plan
- Hospital visits from on-site review nurses
- Chronic care management programs that offer one-on-one education and guidance for diabetes, heart failure, chronic kidney disease, chronic obstructive pulmonary disease and cancer

### Members also have access to:

- Case management
- Educational and wellness programs
- Wellness centers
- Social services
- Medication management
- Service centers
- Plan navigators
- Fitness centers (available for most plans)

## Accreditation

Peoples Health is accredited by NCQA, a private nonprofit organization dedicated to improving healthcare quality. To learn more about NCQA, visit <http://www.ncqa.org>.

\*Medicare evaluates plans based on a 5-star rating system. Star ratings are calculated each year and may change from one year to the next. The "highest-rated" designation is based on the Medicare star ratings for Medicare Advantage and Special Needs Plans listed in the CMS publication Medicare & You 2018.