

Medicare rates Peoples Health plans as highest in quality and performance in Louisiana.

★★★★★ 4.5 out of 5 stars for 2018

PEOPLES HEALTH

Connection

It's a Family Affair

Our members, our network providers and our employees: We're all connected!

Page 6.

Spotlight on Thais L.

Find out what inspires this longtime member.

Page 8.

The New Member Portal

Learn what you can do through this handy members-only resource.

Page 4.



Connect with us.



Greetings, new members, welcome to the Peoples Health family!

And to members who've been with us, thank you for continuing to trust in us for another year! You are an important part of the Peoples Health family, and we're glad you're here.

We've proudly served Louisiana residents as a Medicare Advantage plan since 1997. We've accomplished much over the years, including establishing ourselves as a community leader and advocate for health and wellness education and programming. Our goal has always been to create a healthcare environment for our plan members built around prevention, early detection, personal attention and care coordination. Medicare says we have the highest-rated Medicare Advantage plans in Louisiana for 2018, so it's good to know that we're indeed meeting our goal to provide quality care.

Today, we're more than 60,000 members strong. It's because of you that we celebrated 20 years last fall! Many of you have been right here with us through those years, and some of you have even

been enrolled as a Peoples Health plan member since the day we launched our very first plan. And that says a lot about the connections we share with you.

Thank you to all our members for the trust you put in us to be your health plan.

Be the healthiest you can be.

Sincerely,



Warren Murrell
Peoples Health President and CEO



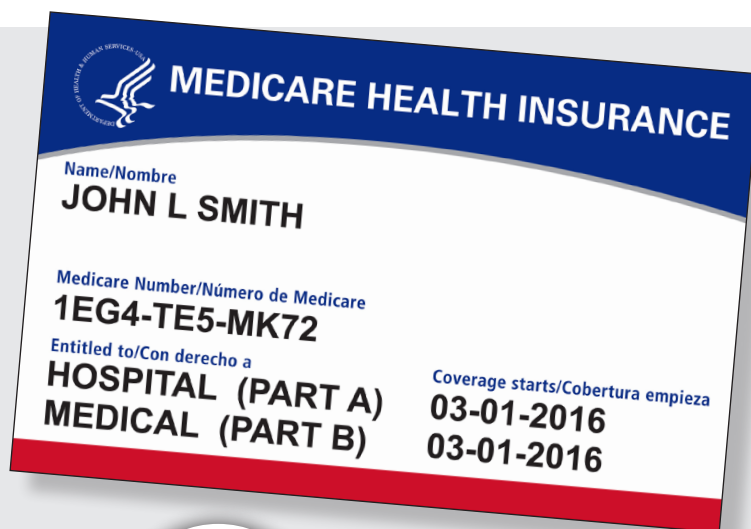
New Medicare Cards

In April, Medicare will begin mailing new red, white and blue Medicare cards to all people with Medicare. The reason you'll get a new card is because Medicare has removed your social security number from the card to better protect you. Your card will include a randomly assigned number instead. Because everyone with Medicare is getting a new card, it could take a while for the mailing to be completed.

When you get your card, store it in a safe place. Destroy your old card by cutting it into pieces and then throwing it away. And remember, don't use your new card for any healthcare services through your Peoples Health plan. As long as you're a Peoples Health member, you should show your Peoples Health member ID card anytime you receive services.

Call the Social Security Administration to make sure it has your current address so your new Medicare card is sent to the right place.

1-800-772-1213
TTY: 1-800-325-0778
Monday through Friday,
7 a.m. to 7 p.m.



WATCH OUT FOR SCAMS: Please know that neither Medicare nor Peoples Health will ever call and ask you for private information to get your new Medicare number.

Helping You Be Your Healthiest

Working with you and your doctors to manage your healthcare is only part of what we do for your overall well-being. Being healthy is not only about physical wellness, it's about being mentally well and socially engaged, too. That's why we design a variety of resources and programs around you.

Peoples Health Programs

Call us to learn more about the following resources:

- **Chronic Care Management** – Our care team gives you personalized guidance and support, as well as educational materials, to help you manage your conditions.
- **Case Management** – Our care team helps you learn self-care. We teach you how to follow your treatment plan and manage your care using resources available to you, such as home health or caregiver services.
- **Social Services** – Our care coordinator social workers help identify and address issues that may be affecting your health or ability to use health, behavioral or community resources.

Online Member Tools

Explore <http://www.peopleshealth.com>.

- The **Member Resources** section of our website is solely for you. It offers a wealth of information about your plan, but it also has a Learning Center where you can find:
 - A **Health Library** with articles, recipes, videos and interactive quizzes to explore. Type a key word or phrase in the search field to find topics of interest or browse the listings by alphabet.
 - **Wellness Events**. Knowledge is power when it comes to your health. Take advantage of the presentations and programs we offer, from art

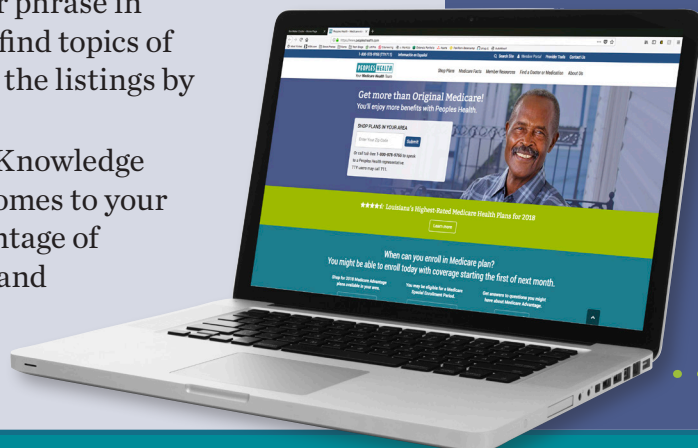


and fitness classes to education on healthy living and disease prevention. Visit our Wellness Events page often to find events in your area.

- There is so much you can do in our secure, members-only **Member Portal**. You can easily communicate with us, request a new ID card or change your PCP. See page 4 for more about what you can do with this tool!

DO YOU KNOW?

You have access to health resources and educational tools—from our care management programs to help with your health conditions to educational materials and community events to help you learn about health topics or be more active.



A New Member Portal Just for You

We've launched a new Member Portal on our website! It's easy to use and a great way to check important documents and information, including details about your doctor visits.

To use the portal, you must create an account (if you had an account before November 2017, you'll need to create a new one). Visit <http://www.peopleshealth.com>, and click the **Member Portal** link at the top of the screen. Then follow the prompts. Call member services (see page 11) if you need help.



Go Green Through the Member Portal

An exciting feature of the portal is that you'll soon be able to set preferences and choose

to go paperless with some documents we normally mail to you. In the near future, you'll be able to sign up to get these documents electronically through your account instead of by mail. You'll get them in a more convenient way and be friendly to the environment, too.

How will it work?

We'll be able to store electronic versions of many documents in your account for you to view and download. These include the Explanation of Benefits (information about services you receive), your *Annual Notice of Changes* and *Evidence of Coverage* plan documents, and other documents

that become available electronically—such as this newsletter.

All you'll have to do is:

- Log in to your Member Portal account
- Click the **Electronic Preferences** tab
- Check the category of documents you want to receive electronically, then click the **Save** button (note that when you select a category, you agree to receive all the documents in that category this way)

We'll send you an email each time an electronic document is available for viewing through your Member Portal account. We won't mail you a hard copy, unless you request it. And you can change your preferences at any time.

WHAT ELSE CAN YOU DO THROUGH THE PORTAL?

Good news! It's quick and easy to **take your annual HRA** through the Member Portal. Do you know what an HRA is and why it's important? It's a health risk assessment—a set of questions about your health. It helps you understand how healthy you are in different areas and identify risks. Being armed with

this knowledge can get you closer to your health goals. You should complete an HRA yearly because your health and goals can change from year to year. **To take your HRA online, just log in to your Member Portal account, and under Quick Links, click the Health Risk Assessment link.**

Peoples Health Secure Health (HMO SNP) and Peoples Health Secure Choice #011 (HMO SNP) members, take note: Because you're a member of one of our special needs plans, we need to make sure we get all the details we need about your health. The online HRA doesn't include the questions we need to ask you, so we'll call you to schedule your assessment when you're due for it. Contact us (see page 11) if you have questions.

Your Member Rewards Program Is Back!

Earn Incentives for Taking Care of Your Health

*Coming in
April*

You can earn gift cards from retailers such as CVS Pharmacy, Shell, Walmart, and others, through Peoples Health Rewards.

How?

Just by getting your annual comprehensive wellness assessment anytime in 2018. You might even earn incentives for other healthcare activities recommended for you.

Be on the lookout for details heading your way soon in the mail.



your
**opinion
counts**

**If Medicare sends you a survey,
please fill it out.**

The survey is your chance
to help my friends at
Peoples Health serve you better.

– Angela Hill



Our members,
our providers and
our employees share
a lot in common.



Community Roots

For more than 20 years, Peoples Health has been a part of Louisiana communities. That's a long time, and we've grown a lot throughout those years not only as a company—but as a family.

You—our members—and our network providers and dedicated staff are our **Peoples Health family**. And we're a close-knit group. We're all working toward the same thing: good health and good community.

The lives and experiences of our Peoples Health family connect in many ways. One common thread is that Louisiana is our home. We share a desire to be part of a vibrant community. Another is a sense of loyalty. It's evident in the Peoples Health name: We care for the health of the people. And it says a lot that many of our members have spouses, sons and daughters who are also part of the Peoples Health family. Our members believe enough in what we do and how we collaborate with them on their health to entrust us to care for their loved ones' health, too. What's more, some of our employees become Peoples

Health plan members and even bring their relatives into the fold.

One Proud Member

Thais L. is a proud member of the Peoples Health family and says she often brags about her health plan and how long she's been with it—which is 19 years. One of her relatives followed in her footsteps and became a plan

member a few years back. Thais says she had nothing to do with it. She guesses he knew Peoples Health was a good fit for her, so it was an easy choice.

Another close tie between Thais and Peoples Health is our shared support of the Greater New Orleans Senior Olympics. For 26 years, Thais has been a core volunteer for the organization, which we've proudly sponsored for many years. Thais loves that her Peoples Health family supports an organization she's so passionate about. We believe in keeping active and healthy, and that's why we value the Senior Olympics' efforts to promote wellness and healthy lifestyles through athletic and social activities. Our employees volunteer their time to work the events—often bringing their relatives, too—helping Thais and the other core volunteers man the games and keep score.

"I have a [Peoples Health] button, you know," says Thais. "I usually wear my button when I'm with the Senior Olympics." *Read more about Thais on page 8.*

Keeping It in the Family

Nick Karl, a Peoples Health employee, says this about his parents being plan members: "It comes down to that I believe in what we do. Having my parents be a part of the plan strengthens that belief, because there are a lot of options out there." Nick is the chief marketing officer for the company. He joined the Peoples Health family in 2011 from another organization with strong community roots and one we support—the New Orleans Saints. Nick was impressed with our community-focused, collaborative atmosphere.



Thais L.
Peoples Health
member since 1999

“At most companies, the CEO isn’t visible to employees on a day-to-day basis, but that’s not the case here,” says Nick. “There’s an open dialogue between executive staff on down. Everyone is able to share ideas because that’s how we adapt and grow as a company. Carol Solomon was our CEO for 18 years. She laid the foundation for the company’s culture of caring, and our current CEO, Warren Murrell, sustains that as a core principle of the company.” He adds, “If you don’t treat people right, word will get out.”

While with the Saints, Nick had sometimes worked with us on the Peoples Health Champions program, which recognizes Louisiana residents at Saints home games for extraordinary accomplishments after age 65. Nick says he’s inspired by being part of a company that makes a difference in people’s lives, both through community advocacy and through a commitment to its members.

“At Peoples Health, every day is something different,” he says. “There are always challenges. I enjoy that. Whether it’s working with our members, developing ideas with our employees, or educating the public. I like the strategy behind planning and getting things done.”

Nick’s parents enrolled in a Peoples Health plan on their own, reaching out to get any answers they needed from our sales representatives. Nick trusted in Peoples Health looking after his parents. He knew that his parents’ joining the Peoples Health family marked our promise to care for their health. “If we can’t come through on a promise to my parents,” Nick says, “we can’t come through on a promise to any of our members.”



“At the end of the day, it’s really about taking care of all our members,” says Nick Karl, Peoples Health chief marketing officer. “And making sure they have the resources they need to be as healthy as possible. That’s what we do.”

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Once an Employee, Now a Member

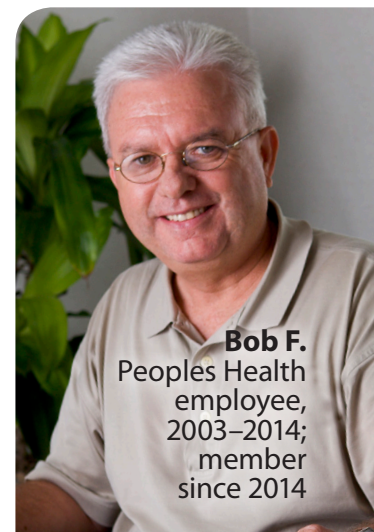
Bob F. worked as a Peoples Health benefits advisor for more than 15 years, helping people with Medicare understand their Peoples Health options for affordable healthcare. He’s seen the company grow and the industry change. One constant, he says, is

the Peoples Health mission and the way we approach caring for our members. “I tell people it’s a company you can rely on, the service is impeccable. They’ve dedicated themselves to this area, and they put the member first.”

So, when Bob retired a few years back, he became a Peoples Health plan member. It made perfect sense.

Bob has strong connections that continue today with those he helped become members and with his former co-workers. He was known to often treat his co-workers to lunch or a cup of coffee. His thought: Give back because he’s gained much through his work. He recalls a pivotal moment after Hurricane Katrina that, for him, sums it up. A group of displaced members, who had lost everything they owned, had gathered in Shreveport at a meeting Peoples Health arranged. “One of the greatest moments I had with Peoples Health was standing in front of all those people,” Bob says, “because we made sure that they knew their health plan was going to be taking care of them.” It was one thing they didn’t have to worry about. “We emphasized that.”

After retiring, it wasn’t enough for Bob to only hold the role of Peoples Health member. Now he works as a part-time freelance agent, continuing to help others with Medicare learn about what it means to be part of the Peoples Health family.



Bob F.
Peoples Health
employee,
2003–2014;
member
since 2014

Thais L.: Channeling a Passion and Helping Others

Born and raised in New Orleans, Thais has lived in Metairie for 46 years and still resides in the home—filled with antiques—where she and her late husband raised their two sons. Having family close by and connected is a treasure, she knows. Today, her youngest son lives next door and helps around the house and with errands. He also volunteers with her at the Greater New Orleans Senior Olympics.

“I love my sports,” Thais says. She’s played all through adulthood, running a women’s volleyball league at one time, regularly loading her young boys into the family station wagon to travel to different places to play. Thais and her husband also coached and refereed boys’ baseball and girls’ softball teams for many years. The kids they coached grew up to become doctors and dentists and political leaders. She sees them

occasionally, and they all remember her. One is even a heart doctor in the Peoples Health provider network, and she sees him for care.

Community involvement is at the center of all Thais’ activities. She’s active in her church’s Women’s Guild and was president of it for 10 years. Her lifelong passion for athletics naturally led her to the Greater New Orleans Senior Olympics when she was in her 60s. She’s been volunteering with the organization and participating in the games ever since. Besides managing participant applications, running games and training volunteers, she’s organized teams in the past, too. As a spiker and captain, she even led a volleyball team, the Gators, to the National Senior Games.



Today, Thais no longer plays volleyball because of old arm and knee injuries, but she continues to play a host of games, including shuffleboard, washer pitch, beanbag baseball, horseshoes and accuracy throws.

Peoples Health has supported Thais’ health for two decades, helping her keep up her active schedule. She credits good fortune for her health, along with seeing her doctor regularly and getting preventive screenings.



Eddie C.
Peoples Health
member since
2008

Something for Everyone at the Greater New Orleans Senior Olympics

Not athletically inclined? There are plenty of non-sports games to participate in. The 2018 games started in February and last through April. **The qualifying age is 50**, and not only are there physical challenges, but there are mental challenges and social events, too.

Here are just some of the activities:

Golf, horseshoes, pickleball, softball, table tennis, swimming, Texas Hold’Em, throwing games, archery, arts and crafts, basketball, beanbag baseball, billiards, bocce (Italian ball game), bowling, bridge, cabbage ball, cycling, dance, darts

Visit <http://www.gnosonet> for more information.





Every Step You Take Counts Toward Improving Your Physical Health

When others talk about being active to improve health, you might automatically think of vigorous exercise. But there are other common activities you might do on a daily basis that count toward being active and improving your health. For example, the following get you moving:

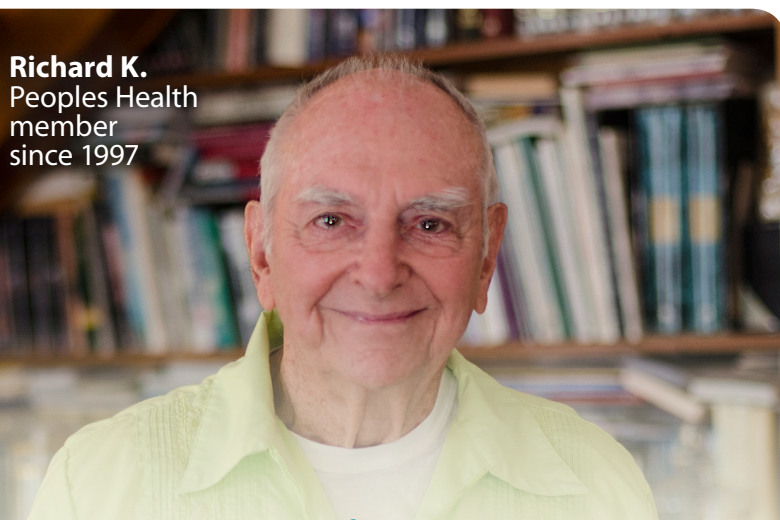
- Cooking
- Housekeeping, like sweeping and dusting
- Walking to the mailbox or walking to the store
- Taking the stairs
- Raking leaves and picking up around the yard
- Gardening

When you add up all these things in a day, you'll see you've done a lot! So remember, there are many ways to be physically active. Talk with your doctor about other things you can do to improve your health.



Gayle B.
Peoples Health
member since 2014

Richard K.
Peoples Health
member
since 1997



What Do You Do for Physical Activity?

Member Richard K. cuts his own grass, does gardening and trims his cypress trees to keep active. "Cutting the grass is very demanding," he says. But he keeps on top of it as much as possible.

Richard also walks a lot and makes it a point to take the stairs whenever possible. He's an avid reader, too, which undoubtedly contributes to keeping him mentally sharp.

"I have to look [89] because people always like to help me," he says, laughing. But don't try to put him in a wheelchair, he adds. "If I don't use it, I'm going to lose it."

5 WAYS

physical exercise helps
your mental health

1. Increases focus
2. Improves thinking skills
3. Sharpens memory
4. Reduces stress
5. Boosts happy emotions

It's Never Too Late to Get Active

Too tired to take a stroll or read a book? Well, tell that to Julia Hawkins.

Last fall, the Peoples Health Champions Program honored Julia for setting a world record for the 100-meter dash at the 2017 National Senior Games in Birmingham, Alabama—when she was a spry 101. And get this: Julia had only taken up running a year earlier.

Read about Julia and the Champions program at <http://champions.peopleshealth.com/meet-the-champions>.

We may not all be able to run races, but we can find activities we enjoy that keep us moving and thinking. For starters, give your brain a workout with our puzzles on page 14!

What Do You Think of When You Hear *Mental Health*?

The term “mental health” is often misunderstood. It doesn’t mean “mental illness” or “mentally ill.” Your mental health is about how good you feel emotionally. Just like we take care of our bodies, we also need to take care of our mind and emotions. **Being mentally healthy means doing things that bring you pleasure, like:**

- Spending time with family and friends
- Attending worship services or community events
- Participating in exercise or education classes at a gym or senior center
- Volunteering at a hospital or food bank

Mental health also means talking about things that make you feel sad, scared, lonely or depressed. You might talk with your spouse or other family member, a clergy member, or a trusted friend. Talking with a mental health specialist, or a behavioral health specialist, can help you work through your feelings and develop positive coping habits that help you feel better. Seeing a specialist doesn’t mean you have a mental illness. It means you’re strong and recognize that something isn’t quite right, and you’re taking steps to find out why. See below for how to find this type of specialist.



BODY
MIND
SPIRIT

New Behavioral Health Provider Network

On Jan. 1, we began working with a company called **Optum** to offer the behavioral health services available to you through your plan. These include services for depression and substance abuse. They also include therapy visits and care provided in a facility, like a hospital. Optum has a network of providers (such as doctors and social workers) who specialize in these services. You may have received a letter about this.

Your mental and emotional well-being is as important as your physical health. When you need behavioral health services, there are two ways you can find a provider in the Optum network:

- Use the online search at <http://www.peopleshealth.com/bh>. Choose “Provider” from the **Find a Resource** menu at the top of the screen.
- Call toll-free at **1-877-566-7913**, seven days a week, from 8 a.m. to 8 p.m. TTY users may call **711**. Someone from Optum can help you.



Make Your Home Safer: Prevent Falls



About half of all falls happen at home, and many falls can be prevented. Serious ones limit how well you get around and the things you’re able to do. Make your home safer with these tips:

- Keep floors dry and clutter-free. Clear out books, papers, magazines, etc.
- Get rid of throw rugs, or tape them down.
- Keep rooms and hallways brightly lit.
- Install handrails on stairs and beside tubs and showers.
- Store items like clothing, dishes and food in cabinets you can easily reach without a step stool.
- Wear sturdy shoes with nonskid soles. Don’t go barefoot or wear slippers.

Stay in Touch!

Our member services team is available to answer your calls seven days a week, from 8 a.m. to 8 p.m. If you contact us on a weekend or holiday, you may need to leave a message, but we will return your call within one business day. Call **504-849-4685**, **225-346-5704** or toll-free **1-800-222-8600**. TTY users dial **711**.

Express Lane Hours

For the fastest service, call Monday through Friday, between **8 a.m. and 10 a.m.** or **3 p.m. and 8 p.m.**

Write or Visit Us

You can write us or visit us at the following address. Our office hours are Monday through Friday, from 8 a.m. to 5 p.m.

Attn: Member Services
Peoples Health
Three Lakeway Center
3838 N. Causeway Blvd.
Suite 2200
Metairie, LA 70002

Email Us

You can also email questions to phn.member@peopleshealth.com.

Compliance, Fraud, Waste, Abuse and Privacy Hotline

To report potential violations of the law, call the toll-free Peoples Health hotline at **1-877-662-5894**.

You may choose to remain anonymous. We have a nonretaliation policy toward all callers.

Start Date for Medicare's Diabetes Prevention Program

Medicare updated us on the start date for its new Medicare Diabetes Prevention Program. The start date is April 1, 2018. See your *Evidence of Coverage*, in the Chapter 4 Medical Benefits Chart, for a description of the program.



Quality Improvement Program Outline

The Peoples Health quality improvement department works with your doctors to make sure you get the quality healthcare you deserve. You or your doctor can ask us to send you a written outline of our Quality Improvement Program. This outline tells about the steps we take to make sure you get the best healthcare possible. Contact us for a copy. It should arrive within seven to 10 business days.





Like us on **Facebook**



Follow us on **Twitter**



Join us on **Instagram**

Are You Social Media Savvy?

Social media sites like Facebook, Twitter and Instagram are great ways to keep in touch with family and friends. You might know this already and be using these to stay connected. If so, then be sure to find us and like us! We're always sharing tips and information on our pages about topics you might be interested in.

If you're not yet familiar with how Facebook works, we can help you with that, too! We offer workshops to show you how. **Check our Wellness Events page**

at <http://www.peopleshealth.com/wellness> to find one in your area. You'll need a

smartphone, tablet or laptop to follow along in the class. Some of the things you'll learn are how to:

- Create a profile page
- Manage your settings
- Add friends and find pages you like
- Create posts and share them

You'll also get security tips and learn Facebook terms and phrases.



Things to Note

A Health Industry Term You Might Need to Know

You may hear your providers, or even someone from Peoples Health, use a word you do not know. Always ask for an explanation when this happens. For instance, you might hear the term **electronic medical record (EMR) or electronic health record (EHR)** or see it on a Medicare survey. Providers often use one or both of these terms to talk about a software system they use.

What Does It Mean?

An EMR or EHR is a digital version of your medical records. It has information about your office visits, medical history and treatment plans. Your EMR is stored on a computer in the doctor's office, which makes it easier for your doctor to access your health information. Each of your doctors has his or her own EMR for you.



I have been leaking urine or I can't get to the bathroom fast enough. It's embarrassing. *What can I do?*

If you're having a problem controlling urine, you are not alone! As we age, sometimes our muscles that hold urine become weak, and urine may leak. This is common in men with enlarged prostates and women who had multiple births or large babies. Although you may be embarrassed to talk about it, the best thing you can do is tell your doctor. Your doctor understands the issue and can work with you to find the cause and develop a treatment plan.

Tips to help with bladder control

- Try Kegel exercises to strengthen muscles. Ask your doctor about how to do them.
- Limit fluids after 7 p.m. to reduce nighttime bathroom trips.
- Limit foods that irritate the bladder or cause frequent urination, such as milk, citrus, tomato, spicy foods, carbonated beverages, sweeteners, alcohol and caffeine.
- Ask your doctor about medications that can help with frequency and urgency. Ask about side effects, too.

Don't give up if the first thing you try doesn't work. You have options!

Planning Steps to Take Now

What would happen if you became too sick to tell your doctor about the type of healthcare you want?

You could be any age—young or older—and have a medical crisis that leaves you too ill to make healthcare decisions and to share them. That's why planning ahead is important. It helps you have control over your care and ensure you get the care you want.

- During a regular visit or during your annual wellness visit, **talk with your doctor about your wishes for advance care planning.** Do this every year, because your wishes could change.
- Tell your family about your wishes, too.
- Make it official. Write down your wishes in an advance directive.



**National Healthcare
Decisions Day
April 16**

Visit <http://www.peopleshealth.com/advancecareplanning> for helpful resources. Also check our **Wellness Events** page at <http://www.peopleshealth.com/wellness> to find a Planning for Future Care workshop in your area.

TRAIN YOUR BRAIN

with this

PEOPLES HEALTH PUZZLE PAGE



We all know that exercise is good for the body, but do you know your mind needs exercising, too?
Test your mind-strength with these puzzles!

50s Sock Hop Word Search

T	R	I	K	S	E	L	D	O	O	P	N	L
B	O	O	G	I	E	W	O	O	G	I	E	N
S	S	T	B	P	O	H	S	T	L	A	M	X
E	X	E	V	P	D	J	A	E	T	L	L	V
S	X	D	O	I	O	H	U	H	C	L	Q	G
S	D	H	N	H	C	M	E	K	O	N	U	W
A	S	E	A	A	S	R	P	R	E	B	A	S
L	R	O	H	N	J	E	N	A	R	B	D	D
G	L	C	D	A	D	K	L	E	D	R	O	G
N	B	O	C	A	C	J	T	D	O	O	N	X
U	J	K	R	O	P	T	I	C	D	I	U	M
S	E	T	R	T	I	O	E	V	W	A	D	R
T	J	V	L	J	S	R	P	S	E	P	S	Y

Sudoku

	8	1				4		
	4			2				3
3		7	4		5			
1	3							
5			9		2			4
							3	6
			8		7	2		5
7				5			1	
		2				6	7	

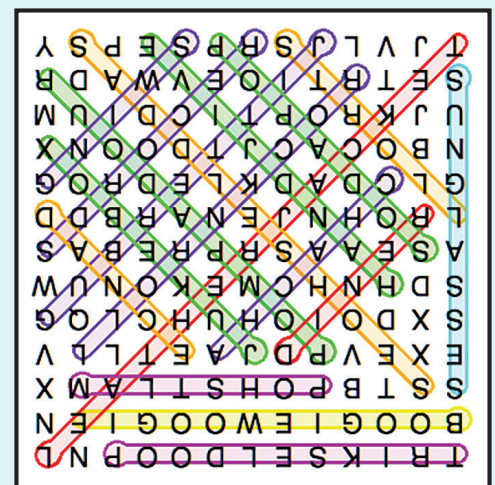
Sudoku provided by www.sudokuoftheday.com.

Word search made at www.puzzle-maker.com.

Soda pop
Dance
Swing
Poodle skirt
Malt shop
Diner
Rock n roll
Jukebox
Records

Cha cha
Saddle shoes
Pompadour
Hand jive
Leather jacket
Sunglasses
Jitterbug
Boogie woogie
Stroll

9	7	6	3	6	7	8	5	2	1	4	3	6	7	9
8	7	9	4	2	5	6	3	1	8					
5	6	1	3	8	9	7	2	4	5					
4	2	9	5	1	8	7	3	6						
5	7	6	9	3	2	1	8	4						
1	3	8	6	7	4	5	9	2						
3	6	7	4	8	5	9	2	1						
9	4	5	7	2	1	8	6	3						
2	8	1	3	6	9	4	5	7						



STUMPED?

The answers are here, but don't peek if you don't have to.

4.5 out of 5 stars for 2018



Why Are Medicare's Star Ratings Important?

If someone tells you Medicare's star ratings aren't important, ask them how many stars Medicare gave their plan.

Peoples Health Has Louisiana's Highest-Rated Medicare Health Plans.

With a quality rating of 4.5 out of 5 stars for 2018, Peoples Health is in the top 20 percent of all plans in the U.S. In fact, we offer the highest-rated plans in the state.

Medicare developed the Star Rating System to give people with Medicare a clear picture of a plan's quality. Medicare posts star quality scores online at <http://medicare.gov> in its Plan Finder section so people with Medicare can make informed choices. It's important to consider quality as well as costs when making enrollment decisions.

To rate quality, Medicare considers a number of factors, including members' experiences with their plans. To determine member satisfaction, Medicare goes straight to the source—they survey actual plan members.

Medicare started rating Medicare Advantage plans in 2008, and Peoples Health has always

scored high. For four years now, we've earned a rating of 4 stars or higher out of 5. This year only 1 in 5 plans earned 4.5 stars or higher nationwide, and in Louisiana, only Peoples Health reached 4.5 stars—the highest quality rating in the state.

Ask your friends what the star rating is for their plans. Then ask them why they would settle for anything less than the highest quality for their healthcare. Then tell them about Peoples Health, the state's highest-rated plans.

"I'M A PEOPLES PERSON!"

You could be a Peoples Health person, too!

1-855-301-9663
(TTY: 711)

www.peopleshealth.com

-Gayle B.

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 Select (HMO)
- Peoples Health Secure Choice #011 (HMO SNP)
- Peoples Health Secure Health (HMO SNP)
- Peoples Health Group Medicare (HMO-POS)



Connect with us.

Peoples Health is a Medicare Advantage organization with a Medicare contract to offer HMO plans. Enrollment depends on annual Medicare contract renewal. The provider network may change at any time. You will receive notice when necessary. 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. Peoples Health is rated 4.5 out of 5 stars for 2018. 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.

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Call today, toll-free:

1-855-301-9663 (TTY: 711)

Monday through Friday, 8 a.m. to 8 p.m.



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

"I'M A PEOPLES PERSON!"

*You could be a
Peoples Health person, too!*

**1-855-301-9663
(TTY: 711)**

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-Gayle B.

Do you know people turning **65** soon?

Tell them about Peoples Health

If you have friends or family members who will be eligible for Medicare soon, let them know about Peoples Health. 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 and *8 Things You Need To Know About Medicare*.

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