

## History

Peoples Health was established in 1994 as a health services administrator for the Louisiana market. Founded by physicians and part of UnitedHealthcare, the company administers a variety of Medicare Advantage plans offering medical benefits and prescription drug coverage to Louisiana residents. It provides a unique approach to wellness, care coordination and support services.

## By the Numbers

Health plan members: **80,000+**

Contracted physicians: **4,200+**

Contracted hospitals: **90+**

## Community Leadership

Peoples Health actively supports the community, sponsoring many social, cultural, athletic and health organizations. A few the company proudly sponsors include the American Heart Association, Northwest Louisiana District Senior Olympic Games, Hispanic Chamber of Commerce of Louisiana, Jefferson Chamber of Commerce, Houma-Terrebonne Chamber of Commerce, Greater Shreveport Chamber of Commerce, Monroe Chamber of Commerce, New Orleans Chamber of Commerce, Louisiana State University Athletics, 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, The National WWII Museum, and various hospitals and area councils on aging.

## Star Rating

At 4.5 out of 5 stars, Peoples Health is the only Medicare Advantage organization in Louisiana to achieve the highest star rating in the state for three years running.\* The Centers for Medicare & Medicaid Services issues ratings as a measure of how well 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) – *serving Plaquemines Parish, the Baton Rouge metro area, and the New Orleans metro area, including St. Bernard Parish*
- Peoples Health Choices 65 #14 (HMO) for Northshore – *serving St. Tammany, Tangipahoa and Washington parishes*
- Peoples Health Choices Gold (HMO-POS) – *with an out-of-network benefit, serving the Lafayette, Lake Charles and Shreveport areas*
- Peoples Health Choices Value (HMO) – *serving the Lafayette, Lake Charles and Shreveport areas*

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 D-SNP)
- Peoples Health Secure Health (HMO D-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' health care needs and provides a comprehensive array of services, including:

- Calls with registered nurses to ensure continuity of care when new members need services transitioned to their Peoples Health plan
- Hospital visits from on-site review nurses
- A complex case management program that offers one-on-one education, guidance and follow-up for members with chronic conditions, such as diabetes, heart failure 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 plans are accredited by NCQA, a private nonprofit organization dedicated to improving health care quality. To learn more about NCQA, visit <http://www.ncqa.org>.

\*Every year, Medicare evaluates plans based on a 5-star rating system. Peoples Health is rated 4.5 out of 5 stars for 2018, 2019 and 2020 – the highest rating given to any Medicare Advantage or special needs plan in Louisiana listed in the publication "Medicare & You" for 2018, 2019 and 2020.