



**Keep Your Balance**  
*Try These Tips*  
*Page 9*

Connect with us!



**PEOPLES HEALTH**

# Connection

## Plan With a Checklist

For Your Health in the Year Ahead  
*Page 4*

## Get Tech Savvy

Learn About Apps  
*Page 8*

## Steps to Take Now

For Future Care  
*Page 11*



Winter 2021

# Peoples Health Is Here for You

Thank you for trusting in us to be your health plan. We're grateful you choose Peoples Health to help you achieve the best health possible.

We hope you began the year exploring Peoples Health and the resources available to you at <https://www.peopleshealth.com>, and we also hope you're focusing on valuable ways to maintain balance in your life. Read the articles on page 8 for some ways to stay engaged and connected.

We continue to work to enhance your experience. Check out the informative videos we've produced for you on topics such as how to find a doctor and how to use the OTC benefit if your plan offers it. There's even a video to help introduce you to your plan. See page 8 for more.

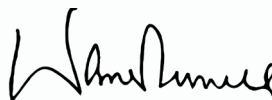
Planning your health care for the year is how you can keep your health in balance. We put together a special four-page feature, beginning on page 4, called **2021 Annual Care Planning** that has a checklist to help you get started. Self-care is as important as ever, and having the screenings and tests you need is about taking care of you. We encourage you to consider a Peoples Health

Comprehensive Wellness Assessment, which we sometimes call a CWA. We developed this activity with your overall well-being in mind. Read about how it helps you in the special feature on page 6.

Having strong physical balance allows you to be more confident in your movements and to do a wider range of activities. That's why in **Easy Ways to Improve Strength and Balance** on page 9, we give tips for things you can do around the house to strengthen your muscles, increase your stamina and practice balance.

The new year is a good time to get back to these basics. We hope you enjoy this issue and continue to pursue health, happiness and a well-balanced life.

We are your Medicare Health Team, today, tomorrow and into the years ahead.



Warren Murrell  
CEO



## Things to Note

### New OTC Benefit Card and Welcome Kit

If your 2021 plan has an over-the-counter items benefit (or an OTC benefit), you should have received a welcome kit with a catalog of approved items, information about how to use your benefit and an OTC benefit card. Keep these materials handy, and be sure to activate your card. Simply call 1-833-832-7306 (TTY: 711).

#### Had a Peoples Health OTC benefit last year?

Your new OTC benefit card for 2021 has a different 17-digit code than your old card, so you must activate the new card for your 2021 OTC orders. Once you do, the card from last year will be de-activated and no longer usable. Think of it like getting a replacement credit card.



For more information about your OTC benefit, visit <https://www.peopleshealth.com/OTC>.



## We Reward YOU for Taking Care of Your Health

### Our Member Rewards Program Kicked Off in January

Staying on top of your health is good for you in more ways than one. It keeps you in the driver's seat of your health care activities, plus it's a way to earn a reward through the Peoples Health Rewards Program!

Here's how it works:

- Learn about the recommended health care activities you may be eligible for.
- Activities differ by member, and yours are based on the services that benefit you. Call 1-888-286-0216. TTY users call 711. Or visit <http://www.peopleshealth.com/rewards>.
- Schedule a recommended activity this year.
- Redeem the reward you earn for a gift card after you've completed your eligible activity.

Through Peoples Health Rewards, you can earn gift cards from retailers like Amazon, Shell and Walmart, just for getting the recommended health care services you're eligible for. You should have received a postcard in the mail with more details.



## Do You Know?

Only Peoples Health earned Louisiana's highest rating for Medicare Advantage plans in 2018, 2019, 2020 and 2021. Learn more about star ratings and why they're important at

<https://www.peopleshealth.com/the-importance-of-medicare-star-ratings>.

## Remember to Use Your New Peoples Health ID Card

Show your ID card every time you get health care services as a Peoples Health plan member. And if your plan has Part D prescription drug coverage, show it at the pharmacy, too, when you fill prescriptions. Carry your ID card with you at all times. You and your doctor can check the issue date at the bottom of the card to make sure you're using your 2021 card. A digital copy of your ID card is also in your MyPeoplesHealth account.

Your Member Website and App

✓	Get plan documents
✓	View claims
✓	Request an ID card
✓	Find medications and providers
✓	Change your PCP
✓	Send us messages
✓	Update personal Information

<http://www.mypeopleshealth.com>  
 Try the app: App Store or Google Play

## Annual Care Checklist

Nothing is more important than your health. That's why you can count on your Peoples Health plan to help you get the care you need, when you need it. Read on for tips to map out your health care activities for the year.

Start with a yearly checkup with your primary care physician. Then plan other yearly activities, such as regular preventive screenings and assessments.

### Use this checklist at your next doctor's appointment.

Good preventive care helps catch health issues early when they may be easier to treat. Together, you and your doctor can decide which tests and care services are right for you. Recommended preventive care services may include the following:

Once a Year	Date Done
<input type="checkbox"/> Flu shot (every flu season)	
<input type="checkbox"/> Vaccine review (see what shots you may be due for)	

Annual Wellness Visit/ Routine Physical	Date Done
<input type="checkbox"/> Blood pressure check	
<input type="checkbox"/> Head-to-toe examination	
<input type="checkbox"/> Height, weight and body mass index (BMI)	
<input type="checkbox"/> Lifestyle screening check, such as alcohol use, help quitting tobacco and healthy eating if applicable	

As Recommended by Your Doctor	Date Done
<input type="checkbox"/> Cervical cancer screening (Pap smear) for women ages 21-65 years old	
<input type="checkbox"/> Cholesterol screening	
<input type="checkbox"/> Dental exam	
<input type="checkbox"/> Discuss screening and prevention of osteoporosis	
<input type="checkbox"/> Eye exam	
<input type="checkbox"/> Fasting blood sugar screening	
<input type="checkbox"/> Hearing exam	

As Needed	Date Done
<input type="checkbox"/> Colon cancer screening (for adults age 50 or older)	
<input type="checkbox"/> Hepatitis C virus infection screening (for people at high risk; and a one-time test for adults born between 1945-1965)	
<input type="checkbox"/> Mammogram screening (every year starting at age 45; starting at age 55 it can change to every other year)	

For People With Diabetes	Date Done
<input type="checkbox"/> Exam to detect diabetes-related issues for eyes	
<input type="checkbox"/> Exam to detect diabetes-related issues for feet	
<input type="checkbox"/> Hemoglobin A1c (HbA1c)	
<input type="checkbox"/> LDL cholesterol	
<input type="checkbox"/> Urine test for protein	

## Get Ready for Your Doctor Visits

Use the tips below to help make the most of your doctor visits.

### Important topics to discuss with your doctor:

#### Getting Needed Care

- Concerns with having the care, tests or treatments you need
- Scheduling routine care appointments in advance
- Learning where and how to get urgent care
- Coordinating your care from other doctors or specialists
- Any difficulties scheduling appointments with a specialist

#### Living Happy and Healthy

- Ways to lower your risk of falling or get help with walking and balance
- Issues with leaking of urine or urinary incontinence
- Ideas for maintaining or increasing physical activity
- Feeling sad or blue? Explore options for improving your mental health outlook

#### Prescription Drugs

- If a three-month supply of your maintenance medications would be right for you\*
- Questions about your prescriptions and any issues having them filled or with medication costs
- Annual medication review
- Any side effects you're having with medications

#### Tests and Treatments

- When you will have results from labs, X-rays or other tests

\*Some drugs on our formulary are limited to a 30-day supply.



## Is it safe to go to the doctor for a regular checkup?

If you're on the fence about scheduling annual checkups, here are a few things to consider.

**While COVID-19 might be top of mind, your overall health is the bigger picture to think about.**

**It's important to get care when you think you may need it.** When health needs are caught early, they may be more treatable. So definitely check in with your health care provider if you have a concern.

**Remember, your yearly checkup and preventive care help keep your health on track.** Skipping an annual wellness visit may create problems, like missed immunizations or screenings. These are important because they may help protect you against other illnesses or possibly detect health problems earlier. So be sure to keep annual checkups on your to-do list.



## Telehealth: Still an Option for You

Telehealth, also known as virtual care, remains an option for you to meet with your doctor and receive the care you need. Talk with your doctor about

the types of services available for a telehealth visit. It's important to visit with your doctor and do so in a way that's most comfortable for you.

## A Peoples Health CWA, Valuable to Your Care

The new year is also an opportunity for a Peoples Health comprehensive wellness assessment, which we sometimes call a CWA. We developed this activity with your overall well-being in mind. The CWA helps us understand your health needs and allows us to better work with you and your primary care physician to coordinate your care.

### What's a CWA?

It's a chance for a personalized, one-on-one meeting with a licensed, qualified and fully trained Peoples Health nurse practitioner to review where you are with your health. We'll go over steps you can take to be healthier, and we keep your doctor in the loop, too, on what we talk about.

### How is a CWA different from an annual checkup with your doctor?

Medicare covers an annual wellness visit, or annual checkup, for you after you've been in a Medicare plan for at least one year. This is an in-depth visit with your primary care physician for counseling on making healthy lifestyle choices. It shows where you are with your health now, which is where your doctor begins planning for your care.

Both the CWA and your annual checkup are important activities.

### How the CWA helps you

The nurse practitioner:

- Reviews your medical history, current treatments and medications
- Puts together and gives you a checklist of topics, including preventive screenings, to discuss with your doctor
- Helps you establish and update personal health goals
- Helps you better understand your Peoples Health benefits

### How your annual checkup helps you

Your doctor:

- Asks about your medical and family history
- Checks your height, weight, blood pressure and cognitive abilities
- Assesses your risk for depression
- Talks to you about the screenings and preventive services you need and your risk factors
- Talks with you about advance care planning if that's a topic you want to discuss (see page 11 for more about this type of planning)



## Get Your CWA!

Call us if you haven't yet had your CWA this year. We'll let you know when you're due for your assessment and schedule a time that works for you. **Telehealth assessments are available, too, offering a safe, secure way to get your CWA at home.**

**1-866-780-5788**

TTY: 711





## Learn What to Pay Attention to With a Health Risk Assessment

Medicare requires that we give all our members a health risk assessment. This assessment helps you understand how healthy you are in a number of different areas and helps identify your health risks.

### How is it different from an annual checkup or a CWA?

The health risk assessment is a list of questions that we ask about your health. Your responses help us see how we can help improve your health in areas where you might have some risks. We share information from your health risk assessment with your primary care physician, too, because it may be helpful when your doctor creates your care plan.

**We let you know when it's time for your health risk assessment.**

*If you're a member of one of our special needs plans*, we'll call you when it's time to complete your assessment, and you can do so by phone. We do this once a year, but also whenever you have a change in your health status. We'll send you an individualized care plan, within 30 to 60 days if not sooner, containing your goals for improving your health. You can see your goals anytime in your MyPeoplesHealth account.

*If you're a member of one of our other plans*, you can complete your assessment over the phone, online or by filling out a paper form that we can mail to you. We'll let you know when it's time to do it. You'll have your results within 7 to 10 days. When you take the assessment online, your results are available immediately.



## Your Opinion Counts

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

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





## Smart Phone Apps—What Are They For?

There are many applications—apps for short—to download and use on your smartphone. Many are free, and some cost a fee. Depending on your phone, you'll download apps from the Apple App Store or the Google Play Store.

Here are a few of our favorite free apps to:

### Be social

**Facebook:** Use it to keep in touch with friends and family. Stay logged in for easy access to photos and conversations with your loved ones.

**YouTube:** Watch funny videos, music videos or instructional videos—like learning how to make something.

### Play games

**WordBrain:** More than 580 word puzzles and challenges are available to improve brain health.

### Listen to music

**Pandora:** Pick a genre, artist or song, and the app creates a music playlist for you.

### Get info about your plan

**MyPeoplesHealth:** Access self-service tools, review your health care activities and read plan documents.

For more of our favorites, visit <http://www.peopleshealthconnection.com> and type “All About Apps” in the Search tool at the top of the page.

## Got a Minute? Explore Our Virtual Events, Wellness Videos and Instructional Videos!

“Like” Peoples Health on Facebook for the latest news on our wellness events and videos. Visit <http://www.peopleshealth.com/wellness> to sign up for an event or check out videos on exercise, relaxation, home safety and fall prevention. Our fall prevention video explores ways to increase strength and balance. See page 9 for more tips on this.

Go to <http://www.peopleshealth.com/member-resources> and view the instructional videos we created for you. We know you may have questions about your plan and how some of your benefits work. That’s why we cover a variety of topics in our member videos, including how to use resources, find a doctor and use the OTC benefit if your plan offers it. Watch these videos on our YouTube channel, too!





## Easy Ways to Improve Strength and Balance

Do you find yourself winded (short of breath) when doing some activities, like climbing stairs? Does your balance sometimes feel off? There are simple things you can do at home to increase your strength and balance and build stamina.

### Try these tips.

#### Strengthen Muscles

- Sit all the way back in a straight-back chair.
- Hold the seat with both hands and slowly raise both legs up as high as you can.
- Keep your legs straight and hold them up for a count of 10 (or as long as you can), then slowly lower your legs. Do one leg at a time if you need to.

Try this exercise three or four times a day. Do it at least five times in a row each time, resting for 10 seconds in between each lift. If you can only do the exercise one or two times in the beginning, that's OK. The more you do it, the stronger you will be.

This exercise will strengthen your thigh muscles and stomach muscles, which help make it easier to do certain activities, like climbing stairs.

#### Increase Flexibility

While sitting in your favorite chair watching TV, increase the flexibility and range of motion in your ankles:

- Lift one foot off the floor at a time and slowly rotate your foot at the ankle, forming circles in the air.
- Do 10 times, circling in one direction, then circle in the opposite direction for 10 times.
- Repeat with the other foot.

Try doing this exercise during one TV commercial in the morning, afternoon and evening. It will strengthen your ankles and make it easier to climb stairs.

#### Practice Balance

- Stand next to a wall with your left side facing the wall.
- Place your left hand flat on the wall, and stand with your feet together.
- Slowly lift one foot off the floor a few inches.
- Now, try closing your eyes for a few seconds and slowly take your hand off the wall. If this is too uncomfortable, keep your eyes open, and find a focal point to rest your gaze.
- Tighten your tummy and balance on one foot for a count of 10.
- Turn around and do the other leg.

You may need to put your hand on the wall periodically for balance, but that's OK. Build up to a count of 10—it takes practice! Try this exercise every day and for a little longer each time.

Talk to your doctor about your symptoms, and explain them clearly. Your doctor will determine if something more serious is going on.



**Remember:**  
Take deep breaths before, during and after each exercise!



## Peoples Health NurseLine

### What Do I Use It For?

The NurseLine is a new benefit we're offering in 2021 to all our members. It gives you access to a registered nurse who can help with sudden health concerns.

Call if you need help:

- Identifying symptoms and deciding the right place to seek care
- Being connected with health care experts who can give ongoing health and navigational support
- Learning self-care techniques and understanding what symptoms might mean
- Getting tips on nutrition, exercise, health screenings and immunizations
- Getting answers to your questions about medication dosage and generic options
- Understanding any medication side effects or health and safety issues of the medications you're taking



**NurseLine**

**1-877-365-7949**

24 hours a day,  
seven days  
a week

The NurseLine has access to interpreters for more than 140 different languages.

## Take Care of Your Eyes

Often, people with vision problems wait too long before having an eye exam. Have an eye care professional check any changes in your vision. It's the only way to identify serious problems, such as glaucoma or diabetic retinopathy, at a stage early enough to treat.

The source of eye problems can be from damage to the eye itself, aging, medication or a condition such as diabetes. But some conditions, such as glaucoma, don't cause symptoms before vision loss.

**Schedule a routine vision exam every year.** Additionally:

- If you have diabetes, you should have a diabetic retinal exam every year.
- If you're at risk for glaucoma, you should have a glaucoma screening every year.

**Talk to your doctor about the screenings that are right for you.**



### Common eye problems:

#### **blurred vision**

loss of sharpness and ability to see small details

#### **halos**

bright circles around a source of light

#### **floaters**

small bits of protein drifting in the clear gel-like portion of the eye

#### **blind spots**

dark "holes," called scotomas

# Advance Care Planning

## Steps to take now

While planning for your health care for the year, you may want to think about planning for future care, too. Making decisions about medical care is not easy, even when we're healthy. We often take for granted that when difficult decisions will have to be made about our future health care, we'll be able to make those decisions ourselves. But at some point, you may become unable to make your own health care decisions.

That's why it's important to think and talk about your wishes and beliefs—long before critical decisions must be made.

- During a regular visit or your annual wellness visit, talk with your doctor about your wishes for the types of health care you want.
- Do this every year, because your wishes could change.
- Tell your family about your wishes.
- Make it official—write down your wishes in an advance directive.

### Getting started

You may be thinking of an advance directive or you may already have one. But just having an advance directive does not ensure that your wishes will be understood and respected.

Advance care planning is the process of understanding, discussing and planning for a time when you cannot make your own medical decisions. This typically involves learning about treatment options, thinking about your own wishes and values, talking about your decisions with your loved ones and your doctor, and documenting your wishes.

These steps help those closest to you and your doctor understand and provide the type of medical care you prefer when you cannot make your own decisions.

**If you already have an advance directive**, an annual review of your wishes could be helpful to make sure they haven't changed. It's natural that this may happen as you go through health or life changes.

Visit <http://www.peopleshealth.com/advancecareplanning> for resources.



## Two main types of advance directives (written instructions):

**Living will** – also called a declaration, use this to state the medical care you would or would not want if you become physically or mentally unable to communicate

**Health care power of attorney** – use this to name someone to make medical decisions for you; sometimes called a health care proxy or agent



## Stay in Touch!

Our member services team is available seven days a week, from 8 a.m. to 8 p.m. If you contact us on a weekend or holiday, we'll reach out to you within one business day.

### Send Us a Message

Message us through <http://www.mypeopleshealth.com> or email questions to [phn.member@peopleshealth.com](mailto:phn.member@peopleshealth.com).

### Call Us

Call toll-free at **1-800-222-8600**.  
TTY users call 711.

### Express Lane Hours

For the fastest service, call Monday through Friday, between 8 a.m. and 10 a.m. or 4 p.m. and 8 p.m.

### Write to Us

You can write to us at the following address:

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

### Compliance & Ethics HelpCenter

To report potential violations of the law, call our toll-free hotline at **1-800-455-4521**. You may choose to remain anonymous. We have a nonretaliation policy toward all callers.

## Notice of Privacy Practices

We've updated our Notice of Privacy Practices for 2021. The Notice of Privacy Practices provides information about how we may use and disclose your medical information. The notice is posted to our website, and it also appears in your plan's 2021 *Evidence of Coverage*.

## Ever Wonder How We Might Work With Your Doctor on Your Care?

The Peoples Health quality improvement department works with your doctors to make sure you have quality health care. You or your doctor can ask us to send you a written outline of our Quality Improvement Program. This document describes the measures we take to make sure you have the best health care possible. Contact member services for a copy, and we'll mail it to you within three business days.



## Decisions About Your Coverage

Do you ever wonder how we make decisions about what health care services are covered under your plan? Know that we follow Medicare guidelines, and that:

- Decision-making is based only on appropriateness of care and services and existence of coverage
- We do not reward practitioners or others for denying coverage
- Financial incentives for decision makers do not encourage decisions that result in underutilization of services



## Moved Recently or Changed Your Phone Number?

Let us know so we can be sure to update our records with your new contact information. Notify the post office, too, if you move, so any mail sent to your old address can be forwarded to your new one.

## Mark Your Calendar

Take note of these important dates!

### February

American Heart Month

### March

National Colorectal Cancer Awareness Month

Save Your Vision Month

Daylight Saving Time Starts

Mar. 14

St. Patrick's Day

Mar. 17

Diabetes Alert Day

Mar. 23

Tax Day

Apr. 15

Mother's Day

May 9

Memorial Day

May 31

## Health in Motion

Exploring what folks do to stay fit, exercise their minds, be social or give back to the community



Golf for Peoples Health Champion Murray Lirette is a mental activity, as well as a physical one. The physical aspect, though, holds high importance to him. That means golf three days a week, weather permitting. And he encourages others to get out there with him. At 96 years old, Murray shows no sign of slowing down. He's an inspiration, and a true Champion.

### What did he do?

In 2019, on his 95th birthday, Murray shot an 89 in golf—beating his age by six strokes, which is not an easy feat for any golfer. But Murray is not just any golfer. He's a decorated WWII veteran who came home to start a long career in the aerospace industry. His work helped build rockets.

### How did he do it?

In the war, Murray was a bombardier—a job that required patience, focus and discipline. His B-17 was shot down over Belgium. The injuries he sustained still trouble him, and they try to throw him off his game, but to compensate, he does what he's always done: focus. Focus and discipline helped him through the war, were key traits that brought him success as a student and then as an engineer, and are the tools he draws on each time he plays a game of golf.

**Know a Champion?** Nominate them! Go to <http://champions.peopleshealth.com/nominate-a-champion>.

# If you love Peoples Health, tell your friends. They may still be able to enroll!

Medicare offers several exceptions that allow people to join a Medicare Advantage plan outside of the Annual Enrollment Period at the end of the year.

If you have friends or family who could benefit from Peoples Health, have them call us. We'll find out if they can enroll for 2021 benefits.

In addition to a \$0 Premium Plan, your friends may enjoy these great benefits:

- Part B Premium Give Back
- \$0 Over-the-Counter Items
- \$0 Fitness Center Membership
- \$0 Hearing Aids
- \$0 Dental X-Rays, Exams and Cleanings
- \$0 Eyeglasses or Contacts
- Rewards for Certain Healthy Activities

## Share us with your friends!

Share the phone number below with your friends. You can even share it as a picture by text or email.



**PEOPLES HEALTH**

I LOVE PEOPLES HEALTH!  
... AND I THINK YOU WILL, TOO.  
CALL THEM AND SEE IF YOU'RE  
ELIGIBLE TO ENROLL.

1-855-301-9663 (TTY: 711)  
MONDAY THROUGH FRIDAY  
8 A.M. TO 8 P.M.



# WHAT'S YOUR Peoples Health STORY?

Tell us what you like about Peoples Health.

We love hearing from our plan members. And we've found that the best way to tell the Peoples Health story is by letting our plan members speak for us. That's why you see your fellow plan members in our marketing materials, in our newsletters, in social media, online and elsewhere. When it comes down to it, we are only as good as your opinion of us.

At Peoples Health, we work every day to help our members enjoy the best health possible.

## Have we helped you?

Tell us your story at  
<http://www.peopleshealth.com/my-story>

Or mail your message to:  
My Story at Peoples Health  
Three Lakeway Center  
3838 N. Causeway Blvd., Ste. 2200  
Metairie, LA 70002

“Peoples Health has been really huge in my life. It's really made a difference, and I love it. I'm so happy I switched to Peoples Health.  
—**Nettie W.**, plan member”



“When I talk about Peoples Health, I tell people how good the people are and the way they treat you. It's excellent.  
—**Terrance P.**, plan member”



“I know I can depend on Peoples Health to answer the phone – which I love. I know I'm going to talk to somebody, and I'm going to talk to somebody who seems to love their job and wants to be helpful.  
—**Janice L.**, plan member”



Three Lakeway Center  
3838 N. Causeway Blvd., Suite 2200  
Metairie, LA 70002

## IMPORTANT PLAN INFORMATION

This is the newsletter for Peoples Health plan members.



Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies. For Medicare Advantage Plans: A Medicare Advantage organization with a Medicare contract. For Dual Special Needs Plans: A Medicare Advantage organization with a Medicare contract and a contract with the State Medicaid Program. Enrollment in the plan depends on the plan's contract renewal. Call 1-800-222-8600 (TTY: 711) for more information. Every year, Medicare evaluates plans based on a 5-star rating system. Peoples Health plans under Medicare contract H1961 earned a 4.5-star rating for 2021.

Y0066\_FEB2021NEWS\_C



The Connection—a newsletter for you  
**OPEN NOW**

**PEOPLES HEALTH**

Your **Medicare Health** Team  
A UnitedHealthcare Company