

## History

Peoples Health was established in 1994 as a health services administrator for the Louisiana market. The company is part of UnitedHealthcare and 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: **85,000+**  
Contracted physicians: **4,300+**  
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, Louisiana Senior Games, Northwest Louisiana District Senior Olympic Games, Hispanic Chamber of Commerce of Louisiana, Jefferson Chamber of Commerce, Houma-Terrebonne Chamber of Commerce, The Chamber of Southwest Louisiana, 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, 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 four years running (in 2018, 2019, 2020 and 2021).<sup>\*</sup> 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 (HMO) – Orleans, Jefferson, East Baton Rouge
- Peoples Health Choices 65 (HMO) Northshore – St. Tammany, Tangipahoa, Washington
- Peoples Health Choices 65 (HMO) Southland – Assumption, Lafourche, St. Mary, Terrebonne
- Peoples Health Choices 65 (HMO) Rural Southeast – West Baton Rouge areas
- Peoples Health Choices Gold (HMO) – Lafayette, Lake Charles, Shreveport, Monroe areas
- Peoples Health Choices Value (HMO) – Lafayette, Lake Charles, Shreveport, Monroe areas
- Peoples Health Patriot (PPO) – with a nationwide out-of-network benefit<sup>†</sup>
- Peoples Health Choices (PPO) – with a nationwide out-of-network benefit

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

- Peoples Health Secure Complete (HMO D-SNP) – requires full Medicaid benefits
- Peoples Health Secure Health (HMO D-SNP) – requires full or partial Medicaid benefits
- Peoples Health Secure Choice (HMO D-SNP) – requires full or partial Medicaid benefits

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

- Peoples Health Group Medicare (HMO-POS)
- Peoples Health Group Medicare (HMO-POS) 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 follow-up calls to ensure access to resources and an understanding of care
- Virtual wellness assessments via telehealth
- 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 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>.

<sup>\*</sup>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.

<sup>†</sup>This plan does not offer Part D prescription drug coverage.