

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: **4,800+**

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 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 five years consecutively.* From 2018 to 2021, Peoples Health earned a rating of 4.5 stars and for 2022 earned 5 stars. 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

Leslie Louviere Keen

Assistant Vice President of Marketing & Communications
Peoples Health, Three Lakeway Center

3838 N. Causeway Blvd., Ste. 2500

Metairie, LA 70002

1-800-631-8443, ext. 8256

leslie.keen@peopleshealth.com

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[†]
- 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>.

*Every year, Medicare evaluates plans based on a 5-star rating system. Peoples Health HMO and HMO D-SNP plans under Medicare contract H1961 earned a 5-star rating for 2022. Peoples Health PPO plans (contract H4544) are too new to be rated.

[†]This plan does not offer Part D prescription drug coverage.