

Be Ready for Weather Events Page 5

Connect with us!









PEOPLES HEALTH Connection



Greetings, members!

2022 is off to a good start. We're helping you get the care you need and understand your benefits. Many of you have reached out to let us know **you're pleased with the services we're offering**...and we thank you for that!

With this in mind, we've put together a special feature for this issue to make sure you know about all the ways to find the information you're looking for when it comes to your Peoples Health plan. Whether it's searching for a network provider, getting help scheduling an appointment, or getting answers to billing or benefit questions, we've got your back. See pages 3 through 5 for more about how.

And what better way to keep your health in focus than to plan for the care you need now and in the coming months. We've devoted five pages to important topics you'll want to explore, such as seeing your PCP, getting preventive screenings and tests, managing your blood pressure, and keeping up with a physical activity routine. Recognizing urinary problems and taking care of dental health are also topics covered. Read **Your Health Matters**, starting on page 7.

Our Peoples Health Rewards program is just one of the many ways we try to show that we value your health and your membership in your Peoples Health plan.

Take advantage of the perks the

program offers, from learning about your health and discovering ways to boost it to earning a reward. See more below.

Enjoy the issue! Thank you for trusting in us to be your health plan.

We're here to support you and your health today, tomorrow and into the years ahead.

Warren Murrell CEO



Our member rewards program, **People Health Rewards**, kicked off Jan. 18. You should have already received a postcard about it. A Peoples Health comprehensive wellness assessment is an eligible activity for 2022. It's a great way to learn more

Member Rewards Program for 2022

about your health by reviewing your health history, medications, current treatments and personal health goals. Plus, earn a reward!

Here's how the program works:

- Complete a recommended activity this year and get valuable information on important health topics.
- Redeem the reward you earn for a gift card from Walmart, The Home Depot or Subway.
- Learn more at www.peopleshealth.com/ rewards or call 1-888-286-0216. TTY users call 711.

othing matters more than your health, and you deserve a health plan that makes your well-being top priority. We're here to help you get the care you need—the care you expect—when you need it. After all, we're your Medicare Health Team.

We offer many tools and resources, from assistance with scheduling your next checkup to easy-to-use website searches for finding doctors. You can always count on us to help you get care and treatment as quickly as possible.

my PEOPLES HEALTH

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

www.mypeopleshealth.com

Try the app: App Store or Google Play



Do You Know?

Medicare rated Peoples Health HMO and special needs plans as 5 stars for 2022. That's a big deal, and we're thrilled about it! Share this exciting news with friends and family, and let them know they can become a Peoples Health member, too. Our 5-star status means anyone with Medicare in Louisiana can join one of our 5-star plans for the 2022 plan year through a one-time special enrollment period anytime through Nov. 30, 2022.

Access your MyPeoplesHealth account anytime, anywhere

Our member website and app make it easy to understand your plan coverage, view information about your recent services and submit questions to us. **Take advantage of it at www.mypeopleshealth.com**. Log in from your computer or mobile device at home or when you're on the go.

Get Information Fast About Covered Drugs, Providers and Pharmacies

Use our online Find
Medications search to look
up covered drugs if
your plan includes
prescription drug
coverage. The
search is updated monthly
so you always have the most current
information.

Use our other online search tools to quickly look up a provider or pharmacy in our network. Names, addresses and phone numbers are at your fingertips!

Follow these steps:

- Go to www.peopleshealth.com, and click FIND at the top of the page.
- Choose an option from the menu, then follow the onscreen prompts.
- Then you can print all or part of your search results, or download results to your computer or mobile device.

We're Here to Help



Find menu	What you can do
Find Doctors	Get a list of primary care and specialist physicians
Find Other Providers	 Get a list of labs, urgent care centers, durable medical equipment providers and many other provider types Simply select an option from the Service (Required) dropdown menu
Find Routine Vision Providers	Find optometrists for an annual eye exam and eye glasses or contacts for vision correction
Find Medications	See if your drug is covered Type the name of it in our search tool Check costs and other information, too Download a PDF of our drug list to your computer or mobile device
Find Pharmacies (If your plan offers prescription drug coverage)	For a list of pharmacies in your area, enter criteria for your location; our network includes many chain drug stores
Find Hospitals	For a list of hospitals in your area, enter criteria from the options available to narrow your search
Find Fitness Centers	Get a list of fitness centers in your area

Need help using our online search tools?



Read the information immediately before the search fields for tips and instructions. If you see a "Questions about this search" link, click it for even more tips! For more help finding a doctor, watch our video Using the **Peoples Health Physician** Search at www.peopleshealth. com/member-resources.

Our Friendly and **Knowledgeable Member** Services Team Is Here to Help

If you have a question, send us a message through MyPeoplesHealth (see page 3). When you need to speak with someone in person, representatives at our new Peoples Health Medicare Center are available to help.



Meet With Us at the **Peoples Health Medicare Center** 3017 Veterans Memorial Blvd. Metairie, LA 70002

Parking is easy, free and convenient!



Our representatives, can:

- √ Answer questions about your benefits.
 - Explain your plan and what's covered
 - Offer information about cost-sharing, premiums, additional benefits, and programs and resources available to you
 - Explain important forms you may have received and help you fill them out
 - Answer questions about how to use the Peoples Health website, including how to find providers and view your benefits online
- √ Coordinate scheduling a doctor appointment.
- ✓ Answer billing questions.



Hurricane season starts June 1. If you begin planning now, you'll have more than two months to get ready. Strong storms and power outages seem to be occurring more regularly during the seasons, so consider those possibilities when planning and know what you'll do in such an event.

Have an evacuation plan

Know where you will go if you have to leave home quickly. Coordinate with trusted family and friends. Have a bag of essentials packed and ready to go. Know how you'll protect pets, too.

Know what to stock up on

Have plenty of bottled water, canned goods and flashlights on hand. These are essential, too:

- Portable radio
- Extra batteries
- First-aid kit
- Two-week supply of your prescription medication
- DME supplies

√ Answer questions about our drug list and help find a pharmacy near you (if your plan has prescription drug coverage).

- Help determine if a drug is covered, what your cost is and whether there are lowercost options
- Help you find the drug list online or send it to you
- Assist you with prior authorization questions and requests
- Offer information about your plan's mailorder pharmacy, which may help you save on drug costs

Know what your health plan covers if you have to go out of state or shelter in place

You're covered for dialysis services and emergency and urgent care no matter where you go. And remember, if an emergency declaration is issued for your area, we'll lift requirements around early medication refills, so you can be sure to get the supply you need when you evacuate or shelter in place. If you use oxygen, request extra tanks in advance if needed. Be sure to have a backup plan for equipment that uses electricity to operate.

And lastly, be sure to keep your Peoples Health member ID card with you.

Have a list of emergency resources

www.weather.gov www.disasterassistance.gov www.emergency.louisiana.gov

More steps to take:

Go to www.peopleshealth.com/hurricane; download Be Prepared for a Disaster: What You Need to Know.

Go to the Members tab on our website; click Plan Documents and Forms to read your plan's Evidence of Coverage.





You've got these benefits:

- Low- or no-cost primary care physician visits
- Referral-free specialist visits
- Over-the-counter (OTC) items benefit*
- \$0 virtual visits, including virtual mental health visits
- Dental exams and cleanings*—see page 11 for why these services are so important
- \$0 eyeglasses or contacts*
- Meals after an inpatient hospital stay

*Applies for most plans.



We've made sure you have options when it comes to choosing your eyeglass frames.

Choose from a selection of standard frames at no cost, or upgrade to fashion, designer or premium frames for an additional cost. Learn more at www.peopleshealth.com/vision and www.lavisionbenefits.com/frames.

You've got these resources:

Check out our newest videos on our **Member Resources** page at www.peopleshealth.com/memberresources. For instance, learn how to use your plan's OTC benefit.



Your Opinion Matters

If Medicare sends you a survey, please fill it out. The survey is your chance to help us serve you better.

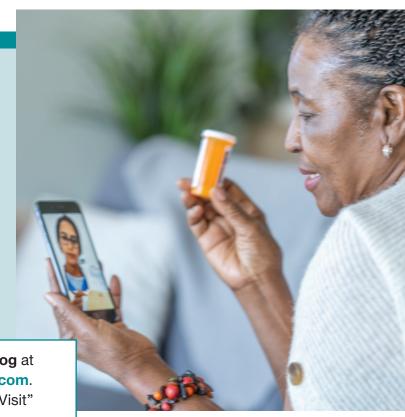
Have Items at the Ready **Before a Virtual Visit**

To help make the most out of a virtual, or telehealth, visit, have these items handy before your visit starts:

- Medical history if possible—list of allergies, medications, surgeries, family history
- Reason for the visit, including symptoms, when they began, how long they last, their severity
- · Preferred pharmacy name
- A list of questions you want to ask the doctor
- Pen and paper to take notes

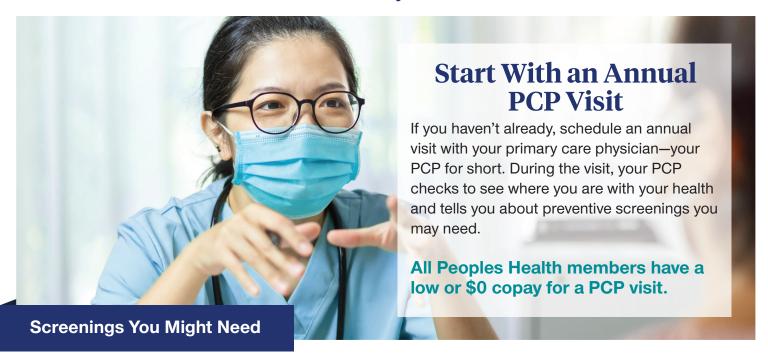


Read more on our Connection blog at www.peopleshealthconnection.com. Type "Tips for a Good Telehealth Visit" in the Search field.



lanning for your annual care is something you want to do, ideally, at the start of the year, so you can space out your annual doctor visits, lab work and preventive screenings across the months. Thinking about ways to increase your overall well-being also means setting a schedule to do things for yourself for your health. These may include taking steps to control blood pressure and cholesterol and maintain a healthy weight through diet and regular physical activity.

Read on for more about activities to increase your overall health.



Mammogram

What it does: Regular screenings help catch breast

cancer in its early stages

Who gets it: Women, ages 45 and older

Bone density screening

What it does: Quick, painless screening measures the strength of your bones (strong bones mean less chance of osteoporosis developing and less chance of breaks)

Who gets it: Women ages 65 and older

Colon cancer screening

What it does: Regular screenings can help find precancerous growths called polyps and remove

them before they turn into cancer

Who gets it: See page 8 for an explanation of who needs this screening and the different types

Blood pressure screening

What it does: Routine checks are the only way to tell

if your blood pressure is too high, which increases your risk of heart disease and stroke

Who gets it: Everyone

Cholesterol screening

What it does: Routine checks tell if your cholesterol is too high, which can cause plaque to build up in

your arteries and restrict blood flow

Who gets it: Everyone

Reminder: Stick to **Your Medications**

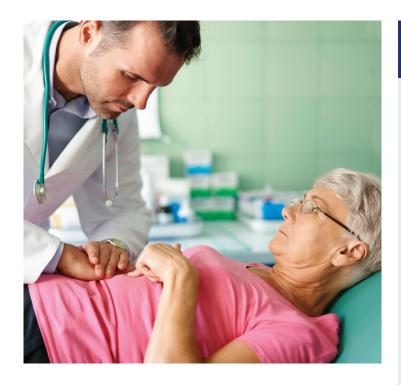
Always take your medication exactly as your doctor prescribes. For instance, medication for blood pressure or cholesterol may be needed to control high levels and avoid serious health events. Be sure to talk with your doctor about any side effects you may be having. And never change how you take your medication without talking to your doctor.



Colon Cancer Screenings

Early detection can be lifesaving

Reprinted by permission, Renew by UnitedHealthcare magazine, winter 2020



According to the American Cancer Society (ACS), colon cancer is the third most common cancer diagnosed in both men and women in the United States. Detecting the disease early—before it has had a chance to spread—increases the 5-year relative survival rate by about 90%. However, less than half of colon cancers are found at this stage. Why? Because around a third of people who should get tested for colon cancer have never been screened.

Colon Cancer 101

Colon cancer—sometimes referred to as colorectal or rectal cancer—starts in the colon (large intestine) and usually begins as a polyp. Polyps are growths that are often noncancerous, but some can develop into cancer. Colon cancer may not cause symptoms right away, but if it does, they might include:

- A change in bowel habits that lasts for more than a few days
- Rectal bleeding or blood in the stool
- Cramping or abdominal (belly) pain
- Weakness, fatigue or unintended weight loss

Colon Cancer Screenings: Four W's

Who: You!

What: A screening test is used to look for disease when a person may or may not have symptoms. ACS recommends completing one of four screenings to test for colon cancer. Check with your doctor to determine which one is right for you.

- Colonoscopy (every 10 years): This is the most reliable screening test available. A doctor can check the entire length of the colon's lining using a thin tube fitted with a tiny camera.
- Flexible sigmoidoscopy (every 5 years): A doctor examines the lining of the lower third of the colon using a shorter tube fitted with a tiny camera.
- Cologuard[™] (every 3 years): A simple home-use kit collects stool samples that are analyzed for altered DNA and blood in the stool.
- Fecal occult blood test (every year): A simple home-use kit collects stool samples that are analyzed for hidden blood.

When: Those between 45 and 75 years old should get screened, according to the Centers for Disease Control and Prevention. If you believe you're at an increased risk of colon cancer, talk with your doctor.

Where: This depends on the type of screening. A Coloquard[™] or fecal occult blood test will be done in your home. A colonoscopy or flexible sigmoidoscopy will be performed in an outpatient surgery center by your doctor.

A healthy diet is your body's first line of defense in preventing and lowering high blood pressure, according to Harvard Medical School. In fact, lifestyle changes—including to your diet—can help lower your numbers in as little as two weeks. Here's what to keep in mind:

Embrace fruits and vegetables.

Eat plenty of fruits and vegetables high in potassium, magnesium and fiber. For vegetables, try tomatoes, carrots, broccoli, sweet potatoes and greens. Apples, pears, grapes, bananas, peaches and oranges are good fruit options.

How much? Aim for 4 to 5 daily servings of each.

Snack on nuts, seeds and legumes.

Almonds, sunflower seeds, kidney beans, peas and lentils are good sources of magnesium, potassium and protein.

How much? Keep it to 4 to 5 servings each week since these foods are high in calories.

Focus on lean meat, poultry and fish.

When eating meat or poultry, choose lean varieties

and trim away the skin and fat. For fish, try to eat heart-healthy fish including salmon, herring and tuna. How much? Stick to 6 ounces or less per day (about the size of two decks of cards).



Check out our Honey, Soy and Sesame Broiled Salmon recipe on page 14.

Cut back on sodium.

Make sure canned foods are low-sodium, and replace salt with herbs and spices when cooking. How much? Consume no more than 2,300 milligrams of sodium daily.

Switch to low-fat dairy products.

Milk, yogurt and cheese are great sources of calcium and protein—but they're also high in saturated fat, which is not recommended for those with blood pressure concerns. Therefore, try to stick to low-fat and fat-free products.

How much? Limit low- and no-fat dairy intake to 2 to 3 servings each day.



Spring Clean Your Exercise Routine

Reprinted by permission, Renew by UnitedHealthcare magazine, spring-summer 2021

Physical activity can help keep you active and energized. Try these tips.



Register for an event

Commit to a virtual or in-person challenge, competition or event that fits your goals and physical activity of choice. Consider training to walk or run a 5K, or sign up for a local gardening club.

Get out of the house

If you tend to exercise in your home or at the gym, going outdoors can make your workouts feel new again. Plus, fresh air and sunshine can offer moodboosting effects. Strength-train or garden in the backyard, walk or bike around your neighborhood, take a yoga or stretching class in the park, or swim at a local beach or pool.

Get friends and family involved

Engaging in activities with others can help you stay motivated. Do virtual workouts with friends, plan for weekly walks with your partner or join a support group through social media.

Before you start any new exercise program, it's important to discuss your level of physical activity with your doctor. Ask if you should start, increase or maintain your current exercise level.

Try something new

When smaller tweaks aren't enough, it might be time to try an entirely new type of activity. Luckily, there are tons of great options, including:

- Water aerobics
- Tennis
- Dancing (Zumba classes or on your own)
- · Tai chi or Pilates
- Lawn bowling
- Golf
- Resistance training
- Croquet



(V) Got a Minute? Check out our wellness videos at www.peopleshealth.com/wellness.

Common Types of Urinary Incontinence

There are several types of urinary incontinence, which is the unintentional loss of bladder control. Symptoms, medical history and pattern of emptying the bladder help tell the type.

Urge (or "overactive bladder"): Most common in older adults, this type can cause urine to begin leaking when you drink liquid, hear running water or can't get to the bathroom quickly enough.

Some medications can also cause urinary incontinence. Incontinence is treatable and can often be cured. Talk to your doctor today about managing your bladder.

Stress: This most common type can cause you to leak urine when you walk, exercise, sneeze, cough, laugh or get up from sitting or lying down.

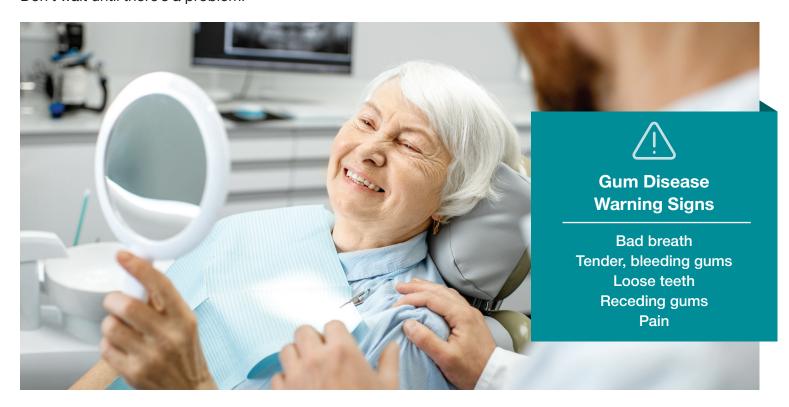
Mixed: This is a combination of urge and stress incontinence.

Overflow: The bladder doesn't empty all the way during voiding, which can lead to urine leakage. It is more common in older men who may have had prostate issues.

Functional: Health problems, such as arthritis, can keep you from getting to the toilet in time.

Take Care of Your Dental Health

Be sure to see your dentist—at least once per year—to have your teeth cleaned. Don't wait until there's a problem.



Good dental hygiene, good practice

The best ways to avoid problems are to practice good dental hygiene by brushing twice a day for at least 2 minutes each time, flossing every day, and scheduling regular preventive cleanings with your dentist to remove tartar and plaque. When plaque isn't removed and it builds up along the gum line, it can cause gum disease.

Your dentist checks your teeth during preventive visits and can identify and repair issues before they turn into bigger problems.



Most Peoples Health plans cover two preventive cleanings per year. Check your plan's Evidence of Coverage for more about your dental benefit.

Connection between dental health and overall health

Poor dental hygiene is often associated with certain diseases, including heart disease, diabetes, pneumonia and rheumatoid arthritis.

- **Diabetes:** People with diabetes have a weakened immune system, which may make it harder to keep bacteria in the mouth from causing gum disease and raising blood glucose levels.
- Heart disease: Gum disease allows bacteria to get into your bloodstream and puts you at risk for heart attack and stroke.
- Respiratory conditions: Gum-disease bacteria can be inhaled into your lungs and increase your risk of pneumonia and infections.
- Rheumatoid arthritis: Gum disease can increase the severity of arthritis.

When you schedule regular dental cleanings, you're taking an important step to help improve your overall health and reduce the risk of these conditions.

Stay in Touch



We're available when you need to reach us. If you contact us by message or phone on a weekend or holiday, we'll reach out to you within one business day.

Send Us a Message

Send us a message through www.mypeopleshealth.com.

Call Us During Express Lane Hours

For the fastest service, call toll-free 1-800-222-8600, Monday through Friday, between 8 a.m. and 10 a.m. or 4 p.m. and 8 p.m. TTY users call 711. Our standard hours are seven days a week, from 8 a.m. to 8 p.m.

Visit Us

For in-person assistance from a member services representative, visit us at the following location. Parking is free and convenient.

Peoples Health Medicare Center

3017 Veterans Memorial Blvd. Metairie, LA 70002

Write to Us

Write to us at our business office address (this address is for written correspondence only; see Visit Us for where to go for in-person help):

Attn: Member Services

Peoples Health Three Lakeway Center 3838 N. Causeway Blvd. **Suite 2500** Metairie, LA 70002

Compliance & Ethics HelpCenter

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



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 that gets sent to your old address can be forwarded to your new one.



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

- · Decision-making is based only on appropriateness of care, appropriateness of 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.

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



Peoples Health Champion Leona Tate

On January 31, 2020, at age 65, Leona Tate led her foundation, the Leona Tate Foundation for Change, to acquire the building that housed the former McDonogh 19 Elementary School that she helped desegregate.

Why did she do it?

Leona made history on November 14, 1960, as one of four 6-year-old Black girls, escorted by federal marshals through shouting crowds, to integrate a pair of all-white schools in New Orleans. Leona, along with Tessie Prevost and Gail Etienne, integrated McDonogh 19 on St. Claude Avenue, while Ruby Bridges went to William Franz Elementary.

How did she do it?

Leona spent a lifetime not making a big deal about her experience, not having it define her life. But in so many ways it does define her, just as her experience carved a path to a better, more equitable world.

Leona watched as the school was closed in 2004 and then devastated by and abandoned after Hurricane Katrina—all but forgotten, even though the building has a history so deep and a story so

important. Leona realized that no one else was going to tell the story. So she took it on herself, put together a foundation and went to work.

Her goal: Connect with the past with an eye to the future

Nearly 60 years since Leona and those three other girls changed the trajectory of history, Leona's foundation broke ground on March 9, 2020, on the renovation of the McDonogh 19 building into the Tate Etienne Prevost Center—an interpretive education center focused on desegregation and civil rights with the upper floors designated to affordable senior housing.



Know a Peoples Health Champion? Nominate them! Go to https://champions. peopleshealth.com/nominate-a-champion.



Ever wonder how we might work with your doctor to make sure you get 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 get the best health care possible. Contact member services for a copy, and we'll mail it to you within three business days.

Honey, Soy and Sesame Broiled Salmon

Reprinted by permission, Renew by UnitedHealthcare magazine, winter 2021

Just a few ingredients pack a lot of flavor in this Asian-inspired dish. Broiling the salmon gives it a nicely browned top with a moist, perfectly cooked center.

Ingredients:

- 2 teaspoons low-sodium soy sauce
- 1 teaspoon toasted sesame oil
- 1 teaspoon honey
- 1 teaspoon garlic, finely chopped
- 1 teaspoon grated ginger
- 4 oz salmon fillet with skin
- 2 teaspoons green onions, thinly sliced

Directions:

In a storage bag, combine the soy sauce, sesame oil, honey, garlic and ginger. Add the salmon and turn to coat. Seal bag and let sit for 15 minutes.

Heat broiler with oven rack 6 inches from heat. Line a small, rimmed baking sheet with foil.

Remove the salmon from the marinade, letting any excess marinade drip off. Place salmon skin-side down on the prepared baking sheet.

Broil to desired degree of doneness, 6 to 8 minutes. If salmon is browning too much, loosely place a piece of foil over the top. Lift fillets off of the skin (which should stick to the foil), using a metal spatula. Place on a serving plate and garnish with green onions.

Calories: 269, Total fat: 14g, Saturated fat: 3g, Cholesterol: 70mg, Sodium: 494mg, Carbs: 8g, Dietary fiber: 1g, Sugars: 6g, Protein: 25g

Complete Your Health Risk Assessment

Learn what to pay attention to with your health when you complete a health risk assessment.



What is a health risk assessment? It's a series of questions that Medicare requires us to ask to help identify issues important to your health and well-being.

When should you complete it? It's important to have an initial assessment

when you first enroll in your Peoples Health plan, and then complete one again every year. Your health could change year over year, and your responses

help us see how we can help you improve your health in the areas where you might have some risks.

We share information from the assessment with your primary care physician, too, because it may be helpful to your physician when planning your care.

Are you in a special needs plan (have Medicare and Medicaid)?

One of our care team members will call you to complete your assessment by phone.

In one of our other plans?

We'll contact you when it's time to complete your assessment.



Your friends with Medicare deserve the same quality and service from their medical coverage that you enjoy. And they'll get just that when they choose a Peoples Health Medicare Advantage plan.

The Centers for Medicare & Medicaid Services has awarded our plans 5 out of 5 stars for 2022. That's the highest possible rating! The best part? Your friends can enroll in a 5-star Peoples Health plan right now.

Tell them to call today to enjoy 5-star benefits with a Peoples Health plan starting next month.

Picture your friends with Peoples Health.

Give them this number to call.

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

Toll-free, 7 a.m. to 5 p.m. CST, Monday through Friday

PEOPLES HEALTH

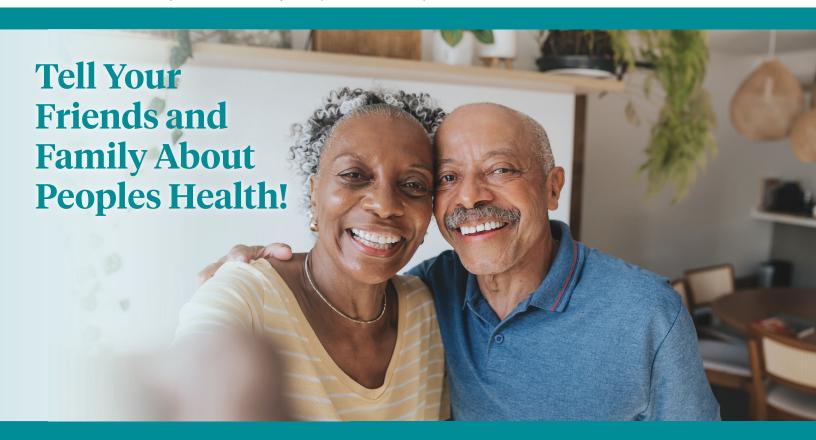
Three Lakeway Center 3838 N. Causeway Blvd., Suite 2500 Metairie, LA 70002 Prsrt Std U.S. POSTAGE **PAID** PEOPLES HEALTH

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. Every year, Medicare evaluates plans based on a 5-star rating system. Peoples Health HMO and HMO D-SNP plans under Medicare contract H1961 are rated 5 out of 5 stars for 2022. Peoples Health PPO plans (contract H4544) are too new to be rated. Y0066_MRCH2022NEWS_C



The Connection — a newsletter for you.

Open Now

