



Medicaid Renewals

What you should know

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Connect with us.

PEOPLES HEALTH

A UnitedHealthcare Company

Connection

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PEOPLES HEALTH
A UnitedHealthcare Company

**5 STAR
RATING**

Fall/Winter 2023

Greetings, and thank you for being a Peoples Health plan member!

I'm thrilled to share the exciting changes we have planned for 2024. We've been working closely with our parent company, UnitedHealthcare, to bring you even **greater benefits and member resources**, including our new member website and a **new member ID card** to unlock special perks. Wait until you see what these new features mean for you! Start learning about them on the next page.

Peoples Health has grown into one of the largest Medicare Advantage companies in Louisiana, with more than **100,000 members**, and we're honored that so many Louisiana residents trust us to be their Medicare Health Team. Being part of the UnitedHealthcare family allows us to enhance our benefits and resources in significant ways to better meet the needs of all our members.

You may see the UnitedHealthcare logo on more communications you receive about your plan. Even so, your plan is still a Peoples Health plan. And you are still a Peoples Health member. We're proud to give you the **value and experiences** of a national company, with the flavor and **high-touch customer service** of a local company. Our service to you is our first priority, and that doesn't change.

When you need us, we're right alongside you in your communities. Our **Peoples Health Medicare Center** is in the heart of Metairie, and we have service centers in some areas, too.

We'll help you learn how to use all the benefits and tools available to you. You should have received some information from us to help you get the most out of your plan. Read more on the following pages about **what's in store for 2024**.

Nothing matters more than your health, and you deserve a health plan that takes your well-being seriously. We're here to support you and your health today, tomorrow and into the years ahead.



Suzi Swoop O'Brien
CEO



Read Your 2024 Plan Materials

Your *Annual Notice of Changes* is a summary of what's new and different with your Peoples Health plan, starting January 1, 2024. Its easy-to-read charts tell you about benefits being added and changes to your costs. Be sure to read it, so you know what to expect at the start of the year.



Use your new member ID card

We're sending a new ID card to you for 2024. **Starting January 1**, you'll need to show it each time you get care and—if your plan offers Part D drug coverage—fill a prescription.

Your new card will look a lot different from your previous Peoples Health ID card. See page 3 for more about what's changed.





Important Changes Help You Get the Most Out of Your Plan

We're looking forward to the new year and the great features you'll have with your 2024 Peoples Health plan. Read on to learn more!

Your 2024 Plan ID Card Has a New Look

All members are getting a new ID card to use beginning January 1, 2024. Members in our Peoples Health Group Medicare plans will get an **ID card specific to our group members**. All other members will get an ID card called a **UCard**. You should receive your ID card any day now if you haven't already.

Key things to know:

- **We have new customer service phone numbers!** And the number for your plan is on the back of your ID card. Always call this number when you need to reach us by phone. See page 10.
- **You have a new member website!** The link for it is also on the back of your ID card. Learn more about changes to your member website on page 4.
- **You'll have a new member ID number on your card.** So, it's extra important to use your new card at the start of the year.

UnitedHealthcare is our parent company, and you may see the UnitedHealthcare name or logo on many resources we offer you and materials we send to you. You may even get some letters directly from UnitedHealthcare.

These are related to your enrollment in your Peoples Health plan, so be sure to pay attention to them.



For members getting a UCard: A bonus convenience of your UCard is that your Healthy Benefits Plus credit for over-the-counter items is added to it. **What does this mean?** You can use your UCard to make approved purchases! Keep an eye out for your Healthy Benefits Plus welcome letter for more details.

Peoples Health Group Medicare members: You'll get a new Healthy Benefits Plus prefilled debit card for buying over-the-counter items in 2024 if your plan offers this benefit. Keep an eye out for your Healthy Benefits Plus welcome packet, which explains the convenient options you have for buying the items you need.

Explore Your New Member Website

Once you get your new 2024 member ID card, you can sign up for the new member website for Peoples Health members.

Key things to know:

- The website has a new name. We've partnered with UnitedHealthcare on this tool for you, so you'll see the UnitedHealthcare name on it. The website gives you access to valuable information about your Peoples Health plan membership.
- Once you create an account, use the new website for your 2024 plan activities, including finding providers and viewing your plan's *Evidence of Coverage* and claims information.

Three things to note:

- Want to see an online version of your 2024 *Annual Notice of Changes*? Visit www.peopleshealth.com.
- Need to see 2023 claims information? Log in to your 2023 member website: www.mypeopleshealth.com.
- Already have an OptumRx account? You'll easily be able to get to it through your new member website!

More to look forward to

Get continued support for your health and wellness through your new member account. You'll have access to:

- Health articles
- Community resources
- A customized health checklist created just for you
- Chat and message features to connect with our friendly and knowledgeable customer service advocates

Quick Tip

Sign Up for the Website



Go to the link on the back of your 2024 member ID card (or see page 10).



Follow the prompts.



You'll need your new member number on the front of your ID card.

Be informed about your plan and your health.




Reduce clutter, get plan info faster

To get or keep getting certain plan materials electronically instead of having paper documents clog your mailbox, set your preferences in the new website. See page 6 for more about digital communications.



Use Plan Tools to Your Advantage

Many resources are available to help you take an active role in managing your health. These are in addition to your member website—and some you can even access through your member website, like Renew Active and Healthy Benefits Plus. Use this page to keep track of passwords and login information for your plan accounts. Then store the page in a safe place!



Peoples Health	What It Is and How to Use It	Website Login Information
Member website	Use for important plan activities: find providers, view plan materials and claims information, and more. Use the link on the back of your member ID card to create and log in to your account.	Username: _____ Password: _____
Renew Active	Same great fitness benefit, different name. www.uhcrenewactive.com Or call the number on the back of your member ID card. Use your same member access code to unlock your fitness memberships.	Username: _____ Password: _____
Healthy Benefits Plus	Most members have a benefit for buying approved health and wellness items. Read your plan materials for more about your plan's benefit. See your Healthy Benefits Plus welcome letter for your benefit's website and phone number.	Username: _____ Password: _____
Peoples Health Rewards	As a member, you're eligible to earn a reward for completing certain health activities. www.peopleshealth.com/rewards 1-888-286-0216	Username: _____ Password: _____

Connecting you to quality health care providers

We have new website search tools for you to use in 2024 to help find providers and health and fitness locations in your Peoples Health plan network. Many of these tools have the UnitedHealthcare logo and offer you an expanded network to choose from.

To get started, visit www.peopleshealth.com/searchtools. Here, you'll see tools to help you find the following. You may get a pop-up message in some cases to let you know you're leaving the Peoples Health website. That's OK! The search is the right one for your plan.

- Physicians and other providers, including hospitals
- Medications
- Pharmacies
- Behavioral health providers
- Dental, hearing and vision providers

You can also search the network from your member website account, plus get personalized cost estimates for covered services. If you have trouble finding or using these tools, call customer service (see page 10).

Digital Savvy

Maintaining confidence in this age of electronic communications

As Peoples Health continues to grow and the world around us becomes more digitally connected, we look for ways to get information to you and communicate with you how you want. Many of our members tell us they expect information in electronic and mobile formats. And we're listening!

We're communicating with you more through email and our secure member website, as well as through text messages. This gets important information to you fast and in ways most useful to you. An added bonus of paperless communications is that it helps us lessen our carbon footprint. Of course, we're always available by phone when you need us. Just call the number on the back of your member ID card.

Many provider offices also communicate digitally, as well as offer telehealth (virtual options) for care. You're covered at \$0 for many virtual services. See your plan's *Evidence of Coverage* for more information.

Some things that make digital communications easier:

- Have reliable internet access
- Have a device (computer or mobile phone) that meets system requirements for telehealth
- Know how to change settings on a device (for example, browser or camera settings)
- Have access to email
- Be able to download a mobile app

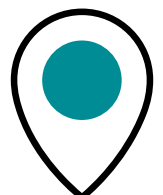
Need help with any of these?

Check for community resources at your local library.



In the New Orleans-Metairie area?

Visit us for in-person help at the Peoples Health Medicare Center in Metairie. Our representatives can help you get set up with your Peoples Health member website, plus answer benefit questions. See pages 10 and 12 for more about the Peoples Health Medicare Center.



Stay On Top of Your Health

Get the preventive care you need

Preventive care is important for your health and may help catch issues early. Ask your primary care provider (PCP) to recommend a personalized preventive care plan based on your health and medical history. Below are a few activities important for everyone to schedule.

Annual wellness visit

Your preventive care starts with your annual wellness visit with your PCP.

Your plan covers this visit once a year at no cost to you. If you haven't had it yet this year, schedule it before the year is out, or schedule it for the top of 2024. An annual wellness visit is a great way to kick off the year, meet with your PCP and create a plan for prevention.

Blood pressure checks

Routine blood pressure checks are the only way to know if your blood pressure is in a healthy range. Your blood pressure normally rises and falls throughout the day, but if it stays high for a long time, it can damage your heart and increase your risk of heart disease.

Your doctor may check your blood pressure during your appointments. You can also use an at-home blood pressure monitor.

Ask your doctor at your next office visit to help you set a blood pressure goal. Ask how to reach and maintain it, and discuss any results of at-home checks.

Besides helping with preventive care and health screenings, your PCP can help you:

- Make smart lifestyle choices to improve and maintain your health
- Better understand your medical conditions
- Coordinate any specialist care to avoid duplicate and expensive tests
- Manage your prescriptions and identify possible harmful interactions

Your plan also offers a routine physical exam once a year at no cost to you. For an even more detailed visit with your PCP, think about combining your annual wellness visit and your routine physical into one visit. That way you have more time with your doctor in a single trip.



See your doctor every six months or at least once a year to discuss your blood pressure.

Flu Shot Basics



How much is a flu shot?

There's no cost to you for a flu shot, and you're better protected when you get one.



Where do I get a flu shot?

Talk to your doctor about getting the shot, or visit your neighborhood pharmacy. Remember to bring your member ID card with you.



When should I get a flu shot?

Flu season usually starts around October and is most often worse in the winter months. So, it's smart to get your flu shot as early as possible—meaning now!



Who should get a flu shot?

The Centers for Disease Control and Prevention recommends that everyone age 6 months and older get an annual shot to help protect against the flu—even healthy people.

It's especially important for anyone at high risk of serious complications, such as people older than 65 and those with certain health conditions.

More ways to protect yourself:

- Get a COVID-19 booster if your doctor recommends it.
- Feeling sick? Stay home.
- Wash your hands thoroughly throughout the day, especially after you've been in a public place or if you sneeze or cough.
- Avoid close contact with others and maintain a physical distance from others when in public spaces.
- Clean and disinfect frequently touched surfaces, like doorknobs, tables, countertops and phones.

Learn more about healthy habits at www.cdc.gov/flu/prevent/actions-prevent-flu.htm.

Colon cancer screening

Colorectal cancer is a common, yet highly detectable, form of cancer. And early detection through regular screenings is key to preventing and treating it.

Who's at risk?

Everyone older than age 45 is at risk, along with anyone who has a:

- Family history of colorectal cancer or polyps
- Personal history of inflammatory bowel disease or colorectal polyps
- Previous diagnosis of colon cancer or another cancer, such as breast cancer, ovarian cancer or uterine cancer

A few screening tests are available to check for the condition. These include a colonoscopy, a Cologuard® test, a fecal occult blood test (also called FOBT) and a flexible sigmoidoscopy. **Talk to your doctor about the screening that's right for you.**



Recognize the Signs of Depression and Take Steps to Feel Better

Depression may not look the same for everybody. But there are some common signs that may point to feelings of depression when they happen often for weeks or months.

- Feeling sad, anxious or “empty”
- Losing interest in your favorite activities
- Overeating or not wanting to eat at all
- Having difficulty sleeping or sleeping too much
- Feeling very tired
- Having aches, pains, headaches, cramps or digestive problems that don’t get better with treatment
- Having thoughts of death or suicide

If these describe you, schedule a visit with your doctor right away to talk about how you’re feeling. Or call one of the following:

To find local resources – 211

Suicide and Crisis Lifeline – 988 (call or text)



Big life changes or certain times of year can be stressful. Focusing on your emotional well-being during these times is especially important.

Be around people you love or see them virtually. Spending time with family and friends—or even new acquaintances—may help improve your mood.

Stay active. Exercising reduces stress, anxiety and feelings of depression. Find a physical activity you enjoy and make it part of your regular routine.

Eat for a better mood. Diet impacts how we feel physically, mentally and emotionally. Eat foods that help support a happy body and mind—like fresh produce, whole grains and lean proteins.

Meditate. It may help manage stress and improve mental clarity.

Find a furry friend. Studies show that being around animals can help lift mood. Consider adopting or fostering a pet or volunteering at a local animal shelter.

Talk to a therapist. People often think of therapy as a way to fix something broken. The truth is, seeing a therapist can be a way to proactively manage stress and be on top of your mental well-being. Choosing a provider who specializes in mental health and depression and that you’re comfortable with can make all the difference toward helping you feel better. **To get started finding a network behavioral health provider, visit www.peopleshealth.com/searchtools.**

Working through topics that affect your emotional well-being may take some time. Ask your therapist questions that help shape a care plan that’s comfortable for you. Stay on track with follow-up visits, and stick to prescribed medication regimens.



Stay in Touch

We're available when you need us.

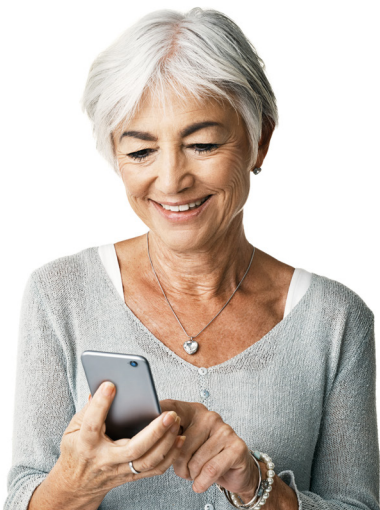
Send Us an Email, Chat With Us or Call Us

Send a secure message through your member website. Log in to your account and choose the email option or the live chat feature.

If you need to speak to one of our customer service representatives, for the best service, choose the right phone number for your plan. TTY users call 711. We have free language interpreter services available for non-English speakers.

Our standard daily hours are 8 a.m. to 8 p.m.

Contact us during the customer service time frames noted below for your plan.



Plan	Customer Service Number
Peoples Health Choices 65 (HMO-POS) Peoples Health Choices Gold (HMO-POS) Peoples Health Choices (PPO) Peoples Health Patriot (PPO)	1-877-369-1907
Peoples Health Secure Complete (HMO-POS D-SNP) Peoples Health Secure Health (HMO-POS D-SNP)	1-877-367-1803

Member Website: www.mypeopleshealthplan.com

Customer Service Time Frames: Seven days a week, October through March
Monday through Friday, April through September

Plan	Customer Service Number
Peoples Health Group Medicare (HMO-POS)	1-866-556-8167
Peoples Health Group Medicare (HMO-POS) Office of Group Benefits	1-866-877-5403

Member Website: www.peopleshealthretiree.com

Customer Service Time Frames: Monday through Friday
To reach us on a weekend in October through March, call 1-866-616-8308.

Visit Us

For in-person assistance from a customer service representative, visit us at the following location, Monday through Friday, from 8 a.m. to 5 p.m. Parking is free and convenient. Appointments are recommended.

Peoples Health Medicare Center
3017 Veterans Memorial Blvd.
Metairie, LA 70002

Write to Us

Send your letter to our business office address **(for written correspondence only)**:

Attn: Customer Service
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 toll-free hotline at **1-800-455-4521**. You may choose to remain anonymous. We have a nonretaliation policy for all callers.

Important Information for Members with Medicaid

We may have sent a postcard or an email to you about Louisiana Medicaid restarting its annual renewal process after a temporary pause during the COVID-19 pandemic. This process is to verify that people receiving Medicaid continue to be eligible for the program.

Each person is assigned a month to get renewal information. Not everyone gets information at the same time. Medicaid is continuing to send renewal packets through April 2024.

What you should do

- You may have already received a renewal packet from Medicaid, but if not, make sure Medicaid has your current contact information, so you get your renewal information.
- If Medicaid sends a renewal packet and you don't respond, you may lose your Medicaid coverage, even if you're still eligible.
- If you need help with your renewal packet or your Medicaid status changes, call us. We can help you complete your packet or enroll in a new Peoples Health plan.
- One of our representatives at the Peoples Health Medicare Center can also help with your renewal packet if needed. See page 10.



Need To Confirm Your Information With Medicaid?

Contact Medicaid.

1-888-342-6207

Monday through Friday, from 8 a.m. to 4:30 p.m.

TTY: 1-800-220-5404

Find a local Medicaid office: ldh.la.gov/medicaidoffices

Additional options to confirm your information with Medicaid:

Use the Medicaid self-service portal at <http://mymedicaid.la.gov>

Email mymedicaid@la.gov

Additional option to reapply for Medicaid:

Visit www.medicaid.la.gov (click the blue Apply or Renew Medicaid box)

Need Help With Your Renewal Packet or Had a Change in Your Medicaid Coverage?

Contact Peoples Health.

1-833-421-0812

Monday through Friday, from 8 a.m. to 8 p.m.

TTY: 711



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, and your responses help us see how we can help you improve your health in the areas where you may have risks. We share information from the assessment with your primary care provider (PCP), too, because it may be helpful to your PCP when planning your care.

Are you in a special needs plan (and 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.

Fraud Alert: Protect yourself from Medicaid renewal scams

Keep in mind:

- Medicaid will never ask you for money to update your information or to apply for or renew coverage.
- Never share your bank or credit card information with anyone that claims to be from Louisiana Medicaid or the Louisiana Department of Health.
- If you believe a phone call, text or visitor is part of a renewal scam, hang up or close the door and call Louisiana Medicaid.

What's Happening at the Peoples Health Medicare Center

The Peoples Health Medicare Center is a convenient place to meet with a Peoples Health representative face-to-face if you are in the Orleans and Jefferson parish areas and have questions about your plan or benefits. Do you know we host community activities there, too? These might include educational programs on Medicare, preventive health and wellness, Peoples Health benefits, and more.

Learn more about upcoming events and how to sign up at www.peopleshealth.com/center. Reservations are required for events.

Train Your Brain

Test your mind-strength with this puzzle!

S H E A L T H E D U C A T I O N C L A S S
 E N T D B Z K Y K M L L Y G T M L N J Q P
 N D D B N Z P K K Z T M P B V R R R Y L T
 I C O M M U N I T Y T H E A T R E M I L M
 O T V G R R P X D J J M G Q B D W B Y M N
 R L T I X T X Y J N J D L I Z M R Y X V J
 C M B Q R J M L B R B M K S N A U Z Z Y L
 E Q R K K T L P W L X Q E N R E Y Z B D V
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 E U M X C B Y D L G T F I L Q P N N O Y L
 R L M N D R Y D E L T R B G Z W T X J M N
 E C T M D Y A N R E E I B B Z J N T T X N
 V K R K B R I F R E N A T D Y Z B T W J L
 E O L B P L D N T G V Y R D Y T N Q N X J
 N O R T N L O N O P Q L G N V L D W G D J
 T B P O K O U Y G N A V Y M I V T J Y Q X
 S J B R N L D J Q R B R D T Z N J Z Z R T
 T W N X O W B P M Y T K T Q D L G G N V K
 T J N V D L M M D V R T R Y R P Y N L D D

Social Life: Community Activities to Engage and Connect

- | | |
|---------------------------|-----------------------|
| 1. Bingo | 7. Virtual learning |
| 2. Zumba | 8. Online games |
| 3. Volunteering | 9. Book club |
| 4. Craft party | 10. Movie night |
| 5. Health education class | 11. Library afternoon |
| 6. Senior center events | 12. Community theatre |

Stumped? Answers to the right. Don't peek if you don't have to!
 Word search made at www.puzzle-maker.com.

D D L N Y P R R R R V L D W M L D N J L
 K V N G L D D L K L Y M P M O X N W L
 L Z Z R N Z L D H R R D R D T N H R L
 X O Y L L V M A V N G A L O O L B L
 J D G M D L A V N G L O P O N O R I O N
 J X N O N L A Y R D L G A L D N L B L
 L J M L Z Z A D L A N A L H R B L A V
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 N J M X L M Z G Z B L B E L B R A N W L E
 L Y L N N D L L O P N L G L G L X W L E
 D O L A V M O X X A V M A V M A V M A V
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 J L Z Z A V M A V M A V M A V M A V M A V
 L X X L Z M B Y L L X L X L X L X L X L
 N L G R R P X D J J M G Q B D W B Y M N
 L C O M M U N I T Y T H E A T R E M I L M
 L N D B N Z P K K Z T M P B V R R R Y L T
 E N T D B Z K Y K M L L Y G T M L N J Q P
 S H E A L T H E D U C A T I O N C L A S S

CELEBRATING 20 YEARS OF CHAMPIONS!



Since 2003, Peoples Health and the New Orleans Saints have honored more than 185 people as Peoples Health Champions.

Each of our Champions has demonstrated how life experience can lead to extraordinary accomplishments. We call it Excellence Through Experience.

We're currently accepting nominations. To be considered, there are only two qualifications.

Your Champion nominee must:

1. Have performed a notable achievement after age 65
2. Be a Louisiana resident



NOMINATE A CHAMPION

We're always looking for new Champions—people older than age 65 who are doing amazing things, not in spite of their age, but because of it! Meet our Champions and learn how to nominate your own: <https://champions.peopleshealth.com>.



Peoples Health – Patron Saints Partner since 2002

Tell your friends about Peoples Health

If you have friends with Medicare in Louisiana, do them a favor: tell them about Peoples Health.

Your friends deserve the quality and service that you've come to expect from Peoples Health. Tell them about your favorite Peoples Health benefits. Then have them call us to learn about the benefits available to them.

1-855-301-9663 (TTY: 711)
peopleshealth.com

We look forward
to serving them.



5 Stars Again!

When you care about your plan members, when you help people reach their health goals, when you're supported by an organization that gives you the tools you need to make a difference in people's lives, it all adds up to quality.

We are honored and proud to announce that Medicare continues to recognize the quality Peoples Health brings to the needs of Louisiana residents.

Medicare has awarded Peoples Health a rating of 5 out of 5 stars again.

Louisiana is a state like no other. Peoples Health grew up here and has served people with Medicare since 1994. As locals, we believe we have a unique perspective, affording us a better understanding of the needs of our plan members.

As part of the UnitedHealthcare family of plans, we are backed by

one of the world's largest health insurers. While we remain local and headquartered in Louisiana, we now have access to tools that we could only wish for when we started out. You can see the benefits of this relationship in the plan benefits you enjoy.

Be sure to tell your friends about Peoples Health. We're here for you. And we'd like to be here for your friends, too. Have them give us a call. There's no obligation.



2022 • 2023 • 2024

**Our 5-Star rating means our
5-Star Enrollment Period is going on now.**

Tell your friends. They could join today with their Peoples Health membership starting on the first day of next month!

Have your friends call us at:

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

Toll-free, 7 a.m. to 10 p.m., daily

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

IMPORTANT PLAN INFORMATION

This is the newsletter for Peoples Health plan members.



Connect with us on social media.

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. Out-of-network/noncontracted providers are under no obligation to treat Peoples Health members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services. This information is not a complete description of benefits. Call the number on the back of your ID card for more information. Every year, Medicare evaluates plans based on a 5-star rating system. Peoples Health plans under Medicare contract H1961 are rated 5 out of 5 stars for 2024. A 5-star Special Enrollment Period may be used one time between December 8 and November 30, provided you meet the plan's enrollment requirement.

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**The Connection —
a newsletter for you. Open Now!**