

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: **100,000+**

Contracted physicians: **5,300+**

Contracted hospitals: **100+**

Community Leadership

Peoples Health actively supports the community, sponsoring many social, cultural, athletic and health organizations. A few the company proudly sponsors include the Greater New Orleans Senior Games, Jefferson Chamber of Commerce, Jefferson Community Foundation, 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, Second Harvest Food Bank of Greater New Orleans and Acadiana, The National WWII Museum, and various hospitals and 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 seven years consecutively.* From 2018 to 2021, Peoples Health earned a rating of 4.5 stars and from 2022 through 2024 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.

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Medicare Advantage Health Plans

- Peoples Health Choices 65 (HMO-POS) Greater New Orleans and Baton Rouge Area
- Peoples Health Choices 65 (HMO-POS) Northshore – *St. Tammany, Tangipahoa, Washington*
- Peoples Health Choices 65 (HMO-POS) Southland – *Assumption, Lafourche, St. Mary, Terrebonne*
- Peoples Health Choices 65 (HMO-POS) Rural Southeast – *Plaquemines, Point Coupee, St. Bernard, St. James, St. John the Baptist, West Feliciana*
- Peoples Health Choices Gold (HMO-POS) – *Alexandria, Lafayette, Lake Charles, Monroe, Shreveport areas*

Two plan options, available statewide, with a nationwide out-of-network benefit:

- Peoples Health Choices (PPO)
- Peoples Health Patriot (PPO) – *does not offer Part D prescription drug coverage*

Two special needs plan options for dual-eligible beneficiaries (those with both Medicare and Medicaid) are available statewide:

- Peoples Health Secure Complete (HMO-POS D-SNP) – *requires full Medicaid benefits*
- Peoples Health Secure Health (HMO-POS 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 the health care needs of our plan members and provides a comprehensive array of services, including:

- Calls with registered nurses or social workers to ensure continuity of care when new members need services transitioned to their Peoples Health plan
- Post-hospital discharge follow-up calls to ensure access to resources and an understanding of care
- Virtual wellness assessments via telehealth
- A complex care 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
- Social services
- Medication management
- Service centers
- Fitness centers and online brain exercises and activities

Accreditation

Peoples Health plans are accredited by NCQA, a private nonprofit organization dedicated to improving health care quality. To learn more about NCQA, visit www.ncqa.org.

Peoples Health has earned Medicare's highest rating for 2024.



*Every year, Medicare evaluates plans based on a 5-star rating system. Peoples Health plans under Medicare contract H1961 earned a 5-star rating for 2024.