

Connection

Keys to Your Health Plan

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Welcome, new members, to the Peoples Health family! And to those of you who've been with us, thank you for continuing to trust in us to be your health plan. We're more than 100,000 members strong. And we remain committed to helping you get the care you need, when you need it. We hope this issue offers tips to help you better use the great benefits available to you.

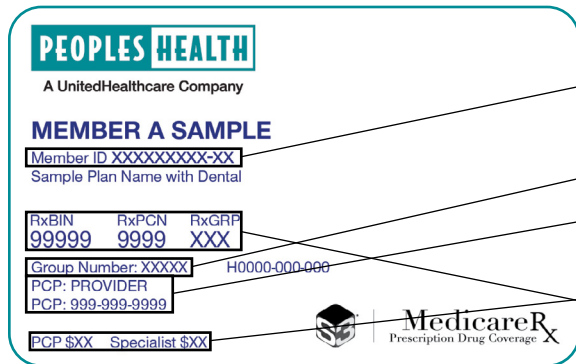
—Suzi Swoop O'Brien, CEO

Why It's Important to Carry Your Member ID Card With You

Your member ID number and the group number on your Peoples Health plan ID card allow health care providers to check your coverage and file claims for the health services you receive. These numbers also help our customer service team answer questions about your benefits and claims.

Remember:
If you were a member last year, your ID number has changed.

Some things on your ID card:



- **Member ID number** – a number assigned only to you that links to your benefits and coverage
- **Group number** – the number for your health plan
- **PCP name and phone number** – your primary care provider's information for easy reference
- **Copay amounts** – your costs for doctor visits
- **Pharmacy benefit information** – numbers your pharmacy needs to fill your prescriptions

The back of your ID card has your member website and the phone number to connect with customer service. It also has information providers and pharmacists must use to submit claims.

Need a temporary copy of your ID card? Find a digital copy that you can print in your member website.

Using Your UCard

Most Peoples Health members have a UCard, sometimes referred to as a UnitedHealthcare UCard. It's your member ID card and much more. It makes it easier to access benefits and programs, so you can take advantage of what your plan has to offer.

Reach for your UCard when you:

- Check in at your provider's office
- Fill a prescription
- Buy over-the-counter (OTC) items, using the barcode, number and security code on the back
- Go to the gym

Members in our Peoples Health Group Medicare plans get an ID card specifically for group plans. Group members enrolled in a plan that offers an OTC benefit get a preloaded debit card to use for OTC purchases.

Notice of Privacy Practices

We've updated our Notice of Privacy Practices for 2024. The notice provides information about how we may use and disclose your medical information. Find it at www.peopleshealth.com under **Member Resources**. Click the **Plan Documents** button and then the **Privacy** link or the link for your plan to see it in your *Evidence of Coverage*.

Learn How to Use Your New Member Website

You've created your member website account for 2024. Now what? Start by exploring these:

Haven't yet created your account?

Get the link to your member website from the back of your Peoples Health ID card, then sign up today!



These are just a few things you can do. There's so much more! Your member website makes it easy to use plan information and resources.



Find Care tab

- Find network doctors, clinics and hospitals in your area
- Check doctor reviews and ratings
- Save a list of providers



Pharmacies & Prescriptions tab

- Check the prescription drug list
- Check your prescription drug costs
- Find out if your medications have coverage requirements
- Sign up for home delivery to fill your prescriptions with ease



Claims tab

- Follow claims from start to finish for the health care services you receive
- Check your Explanation of Benefits reports



Health & Wellness tab

- Use your Renew Active fitness benefit
- Explore wellness articles and community resources
- Find virtual care
- Take a health assessment



My Account button

- Set account preferences
- Update your phone number, mailing address or email address
- Communicate with us



Is there a way to know how much of my dental allowance I have left to spend?

Select the **Claims** tab in your member website, then choose **Spending & cost summary**. The Dental section shows how much you've spent toward your annual maximum.

Get your health info through our mobile app

Easily check your health information wherever you are. Download the UnitedHealthcare mobile app using your mobile device for instant access to your Peoples Health plan details.



An Annual Wellness Visit—A Key Step Toward Your Health Goals

An annual wellness exam is a piece of your wellness care puzzle that shouldn't be overlooked. Be sure to have a face-to-face visit at least once a year with your primary care provider (PCP), along with getting preventive care, such as screenings and immunizations. Preventive care is important to support your health and help avoid illness.

Prepare for your doctor visit

Five things to take with you

1. **Your member ID card.** Use it to check in at your appointment. Bring a photo ID, too, like a driver's license.
2. **A complete list of medications you take.** Include all over-the-counter products, prescription drugs, vitamins and supplements you currently use. Some medicines and even "natural" products can interact with each other, which can be dangerous.
3. **Health history notes.** It's helpful for your doctor to know details about your family medical history and personal health history.
4. **Questions and concerns you want to talk about.** It can be hard to remember everything you want to cover during the visit. Write a list to bring with you, and note any symptoms you're having.
5. **A buddy.** Doctor visits often cover a lot of information. Having a family member or friend with you can help ensure you catch all the details.

Quick Tip: Bring your bottles and containers in a bag if it's easier than making a list.

Why visit your PCP?

Your PCP usually has easy access to your records, knows the bigger picture of your health and may even offer same-day appointments to meet your needs.



Quick Tip: Jot down must-remember items in a notepad. Ask your doctor for a printout of instructions, too.

Seven things to ask your doctor

1. What vaccines, screenings or medical tests do I need?
2. When will I get my test results?
3. Does my family history raise my risk for any health problems?
4. What are some steps I should take to stay healthy?
5. Can I get any follow-up instructions in writing?
6. When should I schedule my next appointment?
7. How should I contact you if I have questions after this visit?

Find a network PCP:
[www.peopleshealth.com/
searchtools](http://www.peopleshealth.com/searchtools)



5 Ways to Stay on Top of Your Medications

Sticking with your medication routine can be difficult, especially if you take several medications. But you should follow your doctor's orders as closely as possible. This means taking the right dose at the right times and not stopping your medication without talking to your doctor first.

Examples of not taking medication as prescribed

Let's say your doctor tells you to take one pill, twice a day—once in the morning and once at night. Using the medication incorrectly would be:

- Taking one pill per day
- Taking three pills per day
- Taking both pills at the same time
- Stopping the medication without approval from your doctor

What happens if you don't take medication as prescribed?

Changing your medication routine without your doctor's knowledge can be dangerous to your health. It can make your condition worse, cause problems with your overall health and even lead to a hospital stay.

So get comfortable talking to your doctor about your medications. Besides explaining possible side effects, your doctor can answer questions and maybe offer more tips for developing a medication routine that works for you.

Try these tips for sticking with your medication plan:

1. Keep your medication somewhere visible.
2. Set an alarm on your cellphone for each medication.
3. Use a pillbox with a compartment for each day of the week; this helps you know if you've taken your medications for the day.
4. Sign up for your pharmacy's refill reminder program to help you pick up your medications on time.
5. Ask your doctor about getting a long-term supply of your medication, so you can save time by making fewer trips to the pharmacy. Depending on your Peoples Health plan, you're covered for a 100-day or a 90-day supply of your maintenance medications, which are those you take regularly. Most members also save money by getting a long-term supply.

Optum Rx is your plan's mail-order pharmacy. Fill prescriptions through it for delivery right to your home—a good option if you have trouble getting to the pharmacy. Find Optum Rx in your member website, or call the number for your plan:

Peoples Health Group Medicare plans: 1-888-279-1828

All other plans: 1-877-889-6358

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 Medicare Advantage LA-0004 (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

Group 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.

PEOPLES HEALTH

A UnitedHealthcare Company

Rated 5 Stars for 2024!



**Only Peoples Health earned Medicare's
highest rating in Louisiana for 2024.**



5 out of 5 stars for 2022, 2023 and 2024

Our 5-Star Enrollment Period Is Going On Now!

Peoples Health offers the only Medicare plans in Louisiana to earn a 5-star Medicare rating. It's Medicare's highest rating. And it means a special enrollment period through November for Peoples Health.

If you have friends with Medicare but not Peoples Health, this is their chance to get the quality and benefits you enjoy. Have them give us a call to see if a Peoples Health plan is right for them.

Tell your friends: 5 stars mean their Peoples Health coverage
could start as early as next month. Have them:

Call **1-855-301-9663** (TTY: 711)
8 a.m. to 8 p.m., seven days a week



Or scan this
QR code

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.

Read more on the *Connection* blog at www.peopleshealthconnection.com.

Do You Know? Every year, Medicare sends surveys to a random selection of people with Medicare to ask about their health experiences with their doctors and health plans. Not everyone gets a survey, but if you do, fill it out! Your opinion makes a difference. Survey results help us understand where we need to improve to provide the best health care possible.



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 with Medicare. 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 Dec. 8 and Nov. 30, provided you meet the plan's enrollment requirements. Y0066_MARCH2024NEWS_C



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