

Connection

Healthy Habits

Pay attention to the mind-body connection

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QUICK TIPS

1. Got a survey from Medicare? Fill it out! Your answers help us better serve you.
2. Be prepared for weather events. It's never too early to make a plan for how to keep you and your family safe. Check out peopleshealth.com/learn/emergency-preparedness.
3. Test your home safety. Make it part of spring cleaning! Find tips at peopleshealthconnection.com. Type "A Safe Home Is a Comfortable Home" in the Search tool. Also see **Do you know?** on page 3.

Habits for Healthier Living

Healthy habits can keep your health in check and help you feel good and be happier. Two to focus on are **physical activity** and nurturing **emotional wellness**.

Get up and exercise because moving matters

According to the Centers for Disease Control and Prevention, regular physical activity is one of the most important things you can do for your health.

A good fitness goal is anywhere between 2.5 and 5 hours of moderate-intensity physical activity each week. Split it up however you like. This could be 30 minutes, 5 days a week, or any other combination.

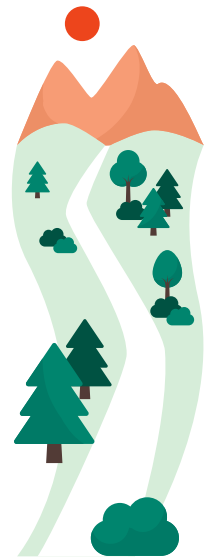
Check with your doctor before starting or changing your exercise routine.

Focus on emotional health because it shapes your overall well-being

Emotional health includes your emotional, psychological and social well-being. It's how you think, act and feel. And when you're strong in your mind-body connection, you may feel more clear-headed, energized and motivated.

Try these to give your inner self some care:

- Start a gratitude journal
- Spend time with family and friends
- Get quality sleep
- Head to the gym or your favorite group fitness class
- Fuel your body with nutritious foods
- Try meditation, yoga or massage therapy
- Make time for hobbies
- Go outside



Resources to check out:

uhc.com/health-and-wellness/fitness/exercise-and-mental-health

uhc.com/health-and-wellness/nutrition

Printable checklists with strategies to improve emotional health – nih.gov/health-information/emotional-wellness-toolkit



Try these to get your heart pumping

Brisk walking
Dancing
Swimming
Jogging
Bike riding
Sports



Thank You for Getting Your Flu Shot

So many of you took the step to protect your health with an annual flu shot this season. Keep up the great work staying on top of your preventive care.

Remember, your doctor can help with many aspects of your health. Just ask if you have questions about other preventive health activities you need, such as screenings and tests.

You made a healthy choice!
Flu season lasts as late as May.

Benefit Reminders

Having a good understanding of your plan's benefits is the best way to get the most out of them. Below are a few highlights, but, as always, **view your plan's Evidence of Coverage for full benefit details.**



Stay on top of your Part D coverage

Keep tabs on your Explanation of Benefits documents. We provide these to outline the costs and coverage of your health services and prescription drugs. Depending on your plan, you may get one document for health services and another for prescription drugs. These help you understand how your plan processes claims and what costs you may be responsible for. Log in to your member website and look under the **Coverage & Benefits** tab.

Also be sure to watch the video at uhc.com/medicare/medicare-education/inflation-reduction-act-part-d-changes.html to know how the 2025 Part D changes—including elimination of the coverage gap—may affect you.

See the [Fall/Winter 2024 Connection](#) on the Peoples Health website for a summary of key Part D changes.

Do you know?

If your plan has an over-the-counter items (OTC) benefit, you can purchase home and bath safety devices through it. Use your OTC credit on covered devices like bathmats, grab bars and shower chairs. These are good investments for enhancing home safety and preventing falls. Shop in-store or online. Visit your member website to find participating stores, check your balance or place an online order.

Get the full benefit of your benefit

Some OTC credit amounts expire monthly, others quarterly. Check your plan materials for your time frame, and use your credits before the expiration date. March 31 is the end of the month and the end of the first quarter.

Respite care helps the caregivers of members diagnosed with dementia

Most members have a respite care benefit to tap into if needed. It gives the regular caregivers of members diagnosed with dementia a temporary break from caregiving duties. Members must meet plan rules and medical criteria to access the benefit.

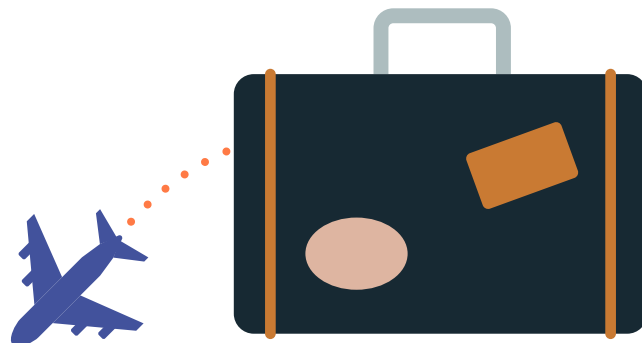
It's crucial for caregivers to keep themselves healthy and confident in their role. So taking a break when needed is a valuable thing to do. Eligible members pay \$0 for each session with a network respite care provider, and up to 12 sessions are covered.

More caregiver resources
uhc.com/caregiving

Your coverage travels with you

UnitedHealth Passport® is a benefit most members have. If your plan offers it, you have flexibility to use your plan as usual when away from home or out of your plan's service area. You'll pay plan cost-sharing for covered services when you visit a network provider in the Passport service area. Your plan's out-of-pocket maximum will apply to the covered services you receive under Passport.

All you'll need to do in advance is call the Customer Service number on the back of your member ID card to tell us to activate the program and help you find a network provider.



3 Reasons to Consider Home Delivery for Prescription Medication

Today, it's possible to order just about anything online and have it delivered to your home, including prescription drugs. If you haven't been getting your prescription drugs from your plan's mail-order pharmacy, here are three reasons to try it.

1. Convenience

Traveling to a pharmacy for a refill takes time, and wait times can be long. Using your plan's mail-order pharmacy means packages are delivered right to your door, and you can even sign up for automatic refills. This can be especially helpful for people with mobility issues or those who live in an area with few retail pharmacy locations or only distant ones.

2. Longer-term supplies may save you money

In-person pharmacies often issue medications for a span of one month or several weeks. With a mail-order pharmacy, some medications are available in a long-term supply of three months or more. This makes it easier to stay stocked.

Ask your doctor about a long-term supply of your maintenance medications. These are drugs you take on a regular basis for a long-term medical condition. Depending on your plan, you may be able to get up to a 100-day supply. And depending on the medication, it might save you money to get the longer supply.

3. Easier to be consistent taking your meds

"Medication adherence" is a fancy way of saying "taking medications as directed." A big reason some people may not do this is simply being unable to get to the pharmacy to pick up a new prescription or refill.

Using a mail-order pharmacy can help you take your medication when it's needed. And this might help you better maintain your health.

Source: [uhc.com/news-articles/medicare-articles/3-reasons-to-consider-home-delivery-for-prescription-medication](https://www.uhc.com/news-articles/medicare-articles/3-reasons-to-consider-home-delivery-for-prescription-medication)

Optum Rx Mail-Order Pharmacy

Get prescriptions filled and delivered to your home.

See 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

THE BOTTOM LINE

Taking advantage of your plan's mail-order pharmacy may save time and help you take your medications as directed—and that can cut down on unnecessary doctor visits. Plus, it could save you money. It's a quick pharmacy switch that may have a big impact.

UnitedHealthcare® App For Peoples Health Members

- ✓ Get plan documents
- ✓ View claims and coverage
- ✓ Find medications and providers
- ✓ Change your PCP
- ✓ Send us a message
- ✓ Update personal information

Try the app:





Your Bladder May Be Telling You Something About Your Health

You may not realize it, but your bladder offers a window into your overall health. And any changes in your bladder habits are something to bring up with your primary care provider.

Here are some signs to look for and what they might mean for your health.

Burning sensation when you urinate: This may mean you have a urinary tract infection (UTI). UTIs are common in older adults and can be caused by dehydration, high blood sugar or other factors. Visit your health care provider if you notice a burning sensation. Left untreated, a UTI can spread to your kidneys.

Leaking urine: Known as urinary incontinence, leakage can be caused by UTIs, excessive caffeine or alcohol intake, constipation, being overweight, aging, or diseases like multiple sclerosis, diabetes and Parkinson's disease. Solutions are available and may include lifestyle changes, pelvic floor exercises or other treatments.

Urinating often: Frequent trips to the bathroom could mean you drink a lot of fluids, use diuretics, are overdoing the caffeine or have a UTI. It could also signal a more serious issue, like diabetes or complications of sickle cell anemia (a genetic disorder), interstitial cystitis, pelvic organ prolapse in women, or an enlarged prostate in men. Tell your doctor if you urinate more than 8 to 10 times a day.

Pink, red or brown urine: Ideally, urine should be light yellow. If your urine is pink or reddish, there's likely blood in your urine. This could be a sign of infection, kidney stones, tumors or bladder cancer. Brown or dark yellow urine may indicate dehydration.

Difficulty urinating: If you rarely feel the need to urinate, suddenly can't urinate or have trouble emptying your bladder, you may have urinary retention. **This condition requires immediate attention** and can be caused by cancers, tumors, bladder stones or diabetic neuropathy.

Changes in your normal habits may be clues to a more serious problem. Talk with your doctor if you have any of these symptoms. Your doctor may perform tests to diagnose the issue and determine a treatment plan.

Read more: [uhc.com/news-articles/medicare-articles/5-things-your-bladder-is-trying-to-tell-you-about-your-health](https://www.uhc.com/news-articles/medicare-articles/5-things-your-bladder-is-trying-to-tell-you-about-your-health)

Stay in Touch

We're available when you need us.



Message or Call

Log in to your member website and send us a secure message or choose the live chat feature. Need to speak with a Customer Service representative? Choose the right phone number for your plan.

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. TTY users call 711. We have free language interpreter services available for non-English speakers.

Plan	Customer Service Number
Peoples Health Choices 65 (HMO-POS) Peoples Health Choices Gold (HMO-POS) Peoples Health Medicare Advantage Giveback LA-4 (HMO-POS) Peoples Health Medicare Advantage Patriot No Rx LA (HMO-POS) Peoples Health Complete Care LA-5 (HMO-POS C-SNP) Peoples Health Complete Care LA-6 (HMO-POS C-SNP) Peoples Health Complete Care LA-7 (HMO-POS C-SNP) Peoples Health Choices (PPO) Peoples Health Patriot (PPO)	1-877-369-1907
Peoples Health Dual Complete LA-S5 (HMO-POS D-SNP) Peoples Health Secure Complete (HMO-POS D-SNP) Peoples Health Secure Health (HMO-POS D-SNP)	1-877-367-1803

Member Website: mypeopleshealthplan.com

Customer Service Hours: October through March – seven days a week
April through September – Monday through Friday

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: peopleshealthretiree.com

Customer Service Hours: Monday through Friday

Note: To reach us on a weekend October through March, call 1-866-616-8308.

Visit

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

Main office phone: 504-849-4500 (save to your cellphone contacts; always call your plan's Customer Service number when you need help, but on occasion we might call you from the office)

Write

Send your **written correspondence** to our business office address:

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

New for 2025:

Peoples Health Chronic Condition Special Needs Plans (C-SNPs)
for people with
diabetes or chronic heart conditions

Do you—or does someone you care about—have diabetes, congestive heart failure or a cardiovascular disorder? Call today to learn about a plan designed to address these conditions. You or your loved one may be eligible to enroll today to receive:

- Lower copays for specialist visits*
- Lower costs for certain drugs*
- A monthly allowance for healthy food and health and wellness items

Call today to learn more.

1-855-301-9663 TTY: 711
7 a.m. to 10 p.m., daily



Or visit us online at
peopleshealth.com/csnp

The healthy food benefit is a special supplemental benefit only available to chronically ill enrollees with a qualifying condition, such as diabetes, chronic heart failure and/or cardiovascular disorders, and who also meet all applicable plan coverage criteria. Contact us for details.

*Compared to some other Peoples Health plans

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 at peopleshealthconnection.com. Use the Search tool to find these articles:

- [“Common Types of Urinary Incontinence”](#)
- [“Get Ready for Your Doctor Visits”](#)
- [“What to Know When It Comes to Sun Protection”](#)

[“Train Your Brain”](#) with a printable word search puzzle.

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. Y0066_MAR2025NEWS_C

Reminder! Schedule Your Annual Wellness Visit

From spring events and Mardi Gras to planning summer cookouts, your calendar may be packed with activities. But there’s one more thing you should add to your to-do list if you haven’t already—and that’s to schedule your annual wellness visit with your primary care provider.

It’s an opportunity to discuss lifestyle changes and your health goals, plus create a personalized plan for your preventive care. You pay \$0 for this visit through your Peoples Health plan when you see a network provider.

So prioritize YOU and schedule this visit today.



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