



Annual Wellness Activities to Monitor Your Health
Resources at your fingertips
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PEOPLES HEALTH

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A Message From Our CEO

Greetings, members—

We’re kicking off the new year with a focus on you!

Taking steps every year toward your health is valuable to being as well as you can be. So in this issue, we explore a few key activities for understanding and enhancing your health. If you’ve ever wondered what the difference is between a wellness assessment that we offer you and a wellness visit that your doctor offers you, then be sure to read **Annual Activities to Keep Your Health on Track** beginning on page 4.

On page 6, in **Don’t Call Me Senior: Resetting Expectations for Healthy Aging**, we look at how growing older can mean tapping into strengths you may not know you have.

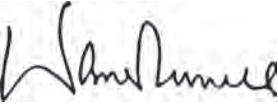
Talking with our members and learning what motivates them *motivates us*. Check out our member spotlight, where we got to know Janice L. and why pickleball became her favorite sport (page 12).

I’m proud to say that we’ve maintained our Medicare star rating, earning Louisiana’s highest rating for Medicare Advantage plans for 2020. Medicare rates Peoples Health plans as 4.5 out of 5 stars for 2018, 2019 *and* 2020. And the relationships we build with you—our members—have a lot to do with that.

Medicare considers a number of factors when rating plans, including quality, which is directly tied to members’ experiences with their plans. To find out how satisfied members are, Medicare goes straight to the source—and surveys members to get their opinions. Your plan’s rating is valuable to know because quality matters.

Thank you for trusting in us to be your health plan.

Sincerely,



Warren Murrell
CEO



Earn Rewards for Taking Care of Your Health

Stay on top of your health, and get rewarded for doing so! Through Peoples Health Rewards, you can earn gift cards from retailers, like Amazon, Shell and Walmart, just for getting certain recommended health care services. For instance, schedule your annual **comprehensive wellness assessment** this year and collect a gift card after you complete it. See page 4 for how this assessment helps you.

Here’s what you need to know about the 2020 Peoples Health Rewards program:

- We kicked it off Feb. 1.
- Be on the lookout for a postcard in the mail with details.
- Health care activities are different for each member. Yours depend on the services that benefit you.
- Learn more about your recommended activities and the rewards waiting for you. Call **1-888-286-0216**. TTY users call 711. Or visit <http://www.peopleshealth.com/rewards>.



Just a Reminder— Be Sure to Use Your New Peoples Health ID Card

We sent you a Peoples Health member ID card to begin using Jan. 1, 2020. Make sure your doctor and pharmacy are aware of the Rx information on the front of your card and the provider contacts on the back. They need these when filing claims for your health care and processing your prescriptions. Here are the details needed for your prescriptions:

RxBin Number	610097
RxPCN Number	9999
RxGroup Number	MPDPHP

Remember to carry your ID card with you at all times. If you misplace it, you can see and print a digital copy of it anytime in the member portal. Don’t yet have an account? Sign up today!



Your Member Portal

✓	Get plan documents
✓	View claims
✓	Find providers
✓	Change your PCP
✓	Send us messages
✓	Update personal Information

<http://www.mypeopleshealth.com>

Is There a Benefit to Medicare Surveys?

Medicare sends out health surveys every year to a randomly selected group of people with Medicare. These surveys ask about health care experiences, including with doctors and health plans. This is Medicare’s way of checking in to see how well plans are providing care.

So if you get one of these surveys in the mail, there is a benefit to filling it out! Give honest responses. Your survey answers are confidential, which means you get to say what you think without worrying about whether anyone knows the opinions you share.

Most importantly, survey results are a way to help us understand where we need to improve to provide you with the best health care possible.

Your voice makes a difference in your health.



DO YOU KNOW?

You’ve got a 4.5-star plan! That means for 2020, we have Medicare’s highest rating for Medicare Advantage plans in Louisiana. And we’re the only Medicare Advantage organization in the state to have this rating for three years in a row. Learn more about star ratings at <https://www.peopleshealth.com/the-importance-of-medicare-star-ratings>.

Annual Activities to Keep Your Health on Track

It’s smart to check on your health every year and take preventive steps, and there are a few ways to go about it.

Consider the following activities for a firm handle on your health. You can get all of these **every year at no cost**. And all help you better understand and manage your health—just in different ways.



How to Get These Activities

Get them annually because your health could change from year to year.

Set Health Goals With A Peoples Health Comprehensive Wellness Assessment

We developed this activity with your well-being in mind. It’s a chance for a personalized, one-on-one meeting with a licensed, qualified and fully trained Peoples Health nurse practitioner to review where you are with your health. We’ll go over steps you can take to be healthier, and we keep your primary care physician in the loop, too, on what we talk about.

What happens during a comprehensive wellness assessment?

You can ask any questions you have about your health. The nurse practitioner helps you understand your Peoples Health benefits and connects you with plan resources and other resources you may need. The nurse practitioner also:

- Talks with you about your medical history, current treatments and medications
- Gives you a checklist of topics including preventive screenings to discuss with your primary care physician
- Helps you establish or update your personal health goals

Where to get it: A Peoples Health Service Center

It takes about an hour to complete. The length of time depends on the detail of your medical history and the topics we discuss with you.

Tip: Earn a reward through the Member Rewards Program for getting a comprehensive wellness assessment. See page 2 for more about this.

Learn What to Pay Attention to With a Health Risk Assessment

Medicare requires that we give all of our members this assessment. It helps you understand how healthy you are in a number of different areas and helps identify your health risks.

What happens during a health risk assessment?

We ask you a list of questions about your health. Your responses help us see how we can help improve your health in areas where you might have some risks. We share information from your HRA with your primary care physician, too, because it may be helpful when your physician creates your care plan.

Where to get it: See **How to Get These Activities**

Get Insight From Your Doctor With an Annual Wellness Visit

Medicare covers this visit for all people who’ve been on Medicare for at least one year. It’s a way to have an in-depth visit with your primary care physician and get counseling on making healthy lifestyle choices. It shows where you are with your health now, which is where your doctor begins planning for your care.

What happens at an annual wellness visit?

Your doctor focuses on having a full history for you, identifying your personal health risks and defining a screening schedule for you. He or she will:

- Ask about your medical and family history
- Check your height, weight, blood pressure and cognitive abilities
- Assess your risk for depression
- Talk to you about the screenings and preventive services you need and your risk factors
- Talk with you about advance care planning if that’s a topic you want to discuss

Where to get it: Your doctor’s office

Note! An annual wellness visit is not the same as an annual physical, which is more involved and likely includes lab tests and exams of different parts of the body. But all members are also covered for an annual physical exam at no cost through their Peoples Health plan.

For a comprehensive wellness assessment, call us at **1-866-780-5788**. TTY users call 711. When you’re due for one, we’ll schedule a time that works for you.

For a health risk assessment: *If you’re a member of a special needs plan (and have Medicare and Medicaid),* one of our care team members will call you to complete the assessment by phone. We do this once a year, but also whenever you have a change in your health status. We’ll send you an individualized care plan, within 30 to 60 days if not sooner, containing your goals for improving your health. You can see these goals anytime in your MyPeoplesHealth account.

If you’re in one of our other plans, you can complete your assessment over the phone, online or by filling out a paper form that we can mail to you. We’ll let you know when it’s time to do it. You’ll get your results within 7 to 10 days. When you take the assessment online, your results are available immediately.

For an annual wellness visit, call your primary care physician and ask to schedule an appointment. Be sure to state that it’s for your annual wellness visit.

Don't Call Me Senior

Resetting Expectations for Healthy Aging

It's a given—we're all going to age. But getting older doesn't have to mean slowing down! The years ahead could be some of your best if you set yourself up to enjoy them by taking care of your health.

Do you know you can feel happier and make better decisions as you get older? Your brain changes in ways that may broaden your perspective, helping you solve problems that might have stumped your younger self.

You may even look and feel better through exercising and eating healthier. Research shows that older adults gain more from healthy lifestyle changes than any other age group. You might fully retire or just work a little less. Either way, you'll have more time to devote to interests and passions or seek out chances to learn and grow professionally and personally.

Age at Your Own Pace

Each one of us goes through different kinds of changes. Many changes can be managed by making small adjustments.

Occasional forgetfulness? Take part in different types of activities to keep your mind sharp. Try reading, puzzles, painting and playing games.

Decreased energy? Get more sleep and eat foods with plenty of fiber and protein that offer steady energy throughout the day.

Minor aches and pains? Try swimming, bike riding or other exercises that are easy on your joints, stretch daily, and stay hydrated to ward off inflammation.

Trouble managing weight? Do strength training exercises to build muscle and improve metabolism. Find ways to cope with stress, such as meditating.

Decreased mobility and balance? Have a healthy weight to reduce stress on your joints, and eat foods rich in calcium or vitamin D to support bone health.

Find a wellness event in your area

We host workshops and classes on a variety of topics, including healthy living, disease prevention, exercise and mental health. Visit <http://www.peopleshealth.com/wellness>.

Your Doctors: Partners in Your Health

Build relationships with doctors you trust. They can help you:

- Catch issues early, when they're easier to treat
- Set health goals and stay on the right track

Tell your doctor if you experience:

- Chronic pain
- Trouble hearing or seeing
- Leaking urine
- Constant fatigue
- Extreme personality changes
- Depression

These are not normal signs of aging and should always be discussed with a doctor. Even if these aren't signs of something serious, your doctor can address any health concerns and offer treatment for the symptoms.



Healthy Aging Tip

By making your health a priority now, you can avoid or manage many conditions that come with aging.



Your Healthy Aging Toolkit

Preventive care

Stay on top of your health by getting regular preventive care—even if you feel healthy. Doing so can protect you from illnesses like the flu and help you prevent or delay some health conditions. Talk to your doctor about which checkups, screenings and vaccines are right for you.



Exercise

Exercise your brain with hobbies and by challenging yourself to learn new things. Aim to be physically active on most days to keep your bones, joints and heart strong. Get plenty of sleep, and change up your exercise routine if you need to. Also, be sure to tell your doctor before you start a new workout routine.



A balanced diet

Eat a balanced diet to stay at a healthy weight and give your body the energy it needs. The nutrients in healthy foods can also lower your risk for chronic diseases. Generally, a balanced diet includes plenty of whole grains, fruits, vegetables, and lean proteins. Limit sweets and processed foods.



Social activities

Being socially active can help with your outlook, memory and brain function. Volunteering, traveling and exploring your passions are all great ways to do this. You can also get together with like-minded people and start a group around one of your interests.



Get Prescriptions Through Mail Order

You can fill prescriptions for 90-day supplies of the medications you take regularly. There are several ways to do this through OptumRx, our preferred mail-order provider:

- Go to <http://www.optumrx.com> to order online. The first time you order this way, you'll need to create an account.
- Use the OptumRx app.
- Call **1-888-658-0539**, 24 hours a day, seven days a week. TTY users call 711.
- Complete a mail-order form, which you can find on our website at <http://www.peopleshealth.com/mailorderform>.

Your doctor can also send e-prescriptions for the medications you need. Just let your doctor know that you want your prescriptions through mail order and that OptumRx is your preferred pharmacy. OptumRx will fill your medication and ship it to you within five business days after receiving your complete order.

Members in most plans pay \$0 for 90-day supplies of tier 1 and tier 2 medications through OptumRx mail order.



Getting Enough Sleep Can Boost Your Health

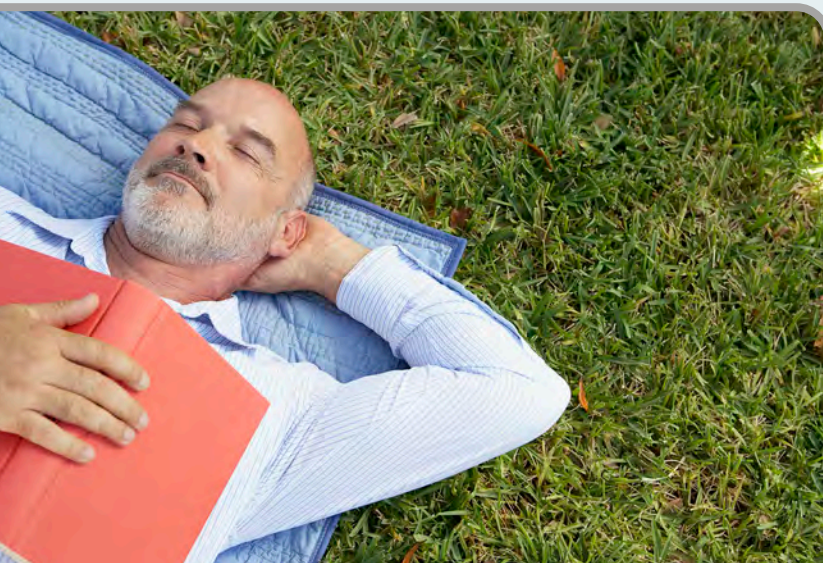
Sometimes it can be tough to get the recommended seven to nine hours of sleep a night. But research shows it's important to our mental, emotional and physical health.

While you sleep, your body works to repair cells and control how it uses energy. This helps protect you from all kinds of issues, from chronic health conditions to infections. Sleep also improves brain function. When you don't get enough, your reflexes, ability to concentrate and mood all suffer. Chronic lack of sleep can even increase the risk for depression.

Get more shut-eye:

- Try meditating, reading or another calming activity before going to bed.
- Turn off screens two hours before bed. The blue light that most televisions, computers and cellphones give off can confuse your body, making it harder to fall asleep and leaving you groggy the next day.
- Go to bed at the same time each night. This allows your body to regulate its internal clock, helping you fall asleep faster and wake up more easily.

Everyone's different, so if you have continued sleep problems, be sure to talk to your doctor.



Protect Your Vision With Annual Screenings

Living pain-free isn't always a good thing. Glaucoma in its early stages often has no symptoms, so people with it can be unaware until the disease damages their vision. Since last month was National Glaucoma Awareness Month and March is Save Your Vision Month, now's a great time to get screened for this common disease.

Who's at risk?

Anyone older than age 60, or anyone with increased eye pressure, a family history of glaucoma, a serious eye injury or diabetes.

Tell your doctor if you have any of these symptoms:

- Increased vision loss
- Blurred vision
- Halos around lights
- Problems focusing
- Loss of peripheral vision

Unfortunately, there's no cure for glaucoma, and if untreated it can cause permanent vision loss. An annual eye exam is key to detection and prevention. It might just save your sight.

There's a difference between an ophthalmologist and an optometrist. Both are eye doctors, but the first one treats serious medical eye conditions and the second one does routine exams to check vision. Find out more at <https://www.peopleshealth.com/member-resources/vision-benefit>.



A **glaucoma screening** is a comprehensive eye exam that can detect abnormal pressure in the eye early enough for successful preventive treatment.

A **diabetic retinal eye exam** can identify early signs of disease. Diabetic retinopathy, cataracts and glaucoma are eye problems often associated with having diabetes.

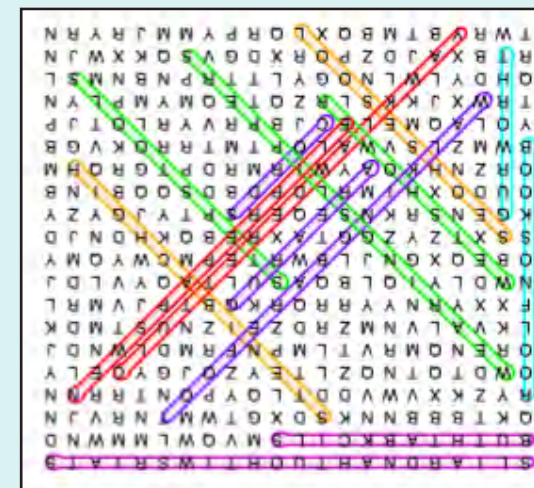
Our Quality Improvement Program

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.



Answers to puzzle on page 14.





Talk With Your Doctor

About your wellness and health care experiences

Be sure to ask about these things:

- How to reduce the risk of falls
- Bladder control and possible treatment options
- How to be more physically active
- Ways to improve feeling sad or blue
- Getting preventive testing, such as for osteoporosis with a bone scan of the back or hip
- Why preventive testing is important

Time-Saving Tip: If you need more than one preventive screening or test, ask your doctor which ones you can get during the same visit or schedule on the same day.

Safely Dispose of Unused Medications

Your Doctor Agrees You No Longer Need

It's safest to never throw medication out with the trash. So every April, the U.S. Drug Enforcement Administration hosts National Prescription Drug Take Back Day as an anonymous and convenient way for people to get rid of unused or expired prescription drugs and over-the-counter medications. Collection sites are also available year-round. Visit <https://apps2.deadiversion.usdoj.gov/pubdispsearch> to find one near you.

When you can't get to a collection site, remember these tips:

DO'S

Do follow disposal instructions on the medication packaging.

Do take these steps when disposing of medication in your household trash:

1. Mix—but don't crush—the medication with dirt, cat litter or used coffee grounds.
2. Put the mixture in a plastic bag or sealed container before placing in the trash.
3. Remove all personal information from the empty bottle or packaging and discard it.

DON'TS

Don't flush medication down the toilet **unless** there are no disposal instructions on the packaging **and** the medication is on the FDA's list of flushable medications (find this list at <http://www.fda.gov>).

Don't give away unused medication. This is extremely dangerous. Some nonprofits accept limited types of medication donations. Contact the organizations for details.



Stay in Touch!

Our member services team is available seven days a week, from 8 a.m. to 8 p.m. If you contact us on a weekend or holiday, we'll reach out to you within one business day. Call toll-free **1-800-222-8600**. TTY users call 711.

Express Lane Hours

For the fastest service, call Monday through Friday, between **8 a.m. and 10 a.m.** or **4 p.m. and 8 p.m.**

Write or Visit Us

You can write to us or visit us at the following address. Our office hours are Monday through Friday, from 8 a.m. to 5 p.m.

Attn: Member Services
Peoples Health
Three Lakeway Center
3838 N. Causeway Blvd.
Suite 2200
Metairie, LA 70002

Send Us a Message

Email questions to phn.member@peopleshealth.com or send us a message through <http://www.mypeopleshealth.com>.

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 toward all callers.

Decisions About Your Coverage

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

DO YOU KNOW?

On April 1, 2020, the United States Census Bureau will begin the 2020 census and ask everyone to complete a questionnaire.

A census is taken every 10 years to count the country's population. Funding for many senior centers and other senior support services is tied to census results.

You might see census workers in your neighborhood now. **Be cautious, though, to only share personal information with someone from the bureau.** Workers have a photo ID badge with a U.S. Department of Commerce watermark and an expiration date on it. The bureau will **never** ask for your social security number, your bank account or credit card numbers, or money or donations. For more information, visit <https://2020census.gov>.



Fraud Alert:

Beware of Companies Offering Free Foot Tubs and Prescription Foot Soaks

Medicare recently let us know that some pharmacies and companies are calling people with Medicare and offering free foot tubs, along with prescription medications to mix with water to create a foot soak. The medications are usually antifungal and antibiotic, but when used in this way, they don't work or may even be harmful. **In some cases, they can hurt your skin, especially if you have foot ulcers.** The companies then bill health plans for the items.

As a reminder:

- Never give your social security number, Medicare number or Peoples Health member ID number to anyone you don't know. Medicare and Peoples Health already have this information and will not call you to ask for it.
- Always speak with your doctor about your medication needs.

For more information, call our Compliance & Ethics HelpCenter (see number at left).

Pickleball: Serving up Fitness and Friends

Peoples Health member Janice L. grew up in a shotgun double in New Orleans’ upper Ninth Ward on Poland and St. Claude avenues. She was one of 7 children in a close-knit family. Her paternal grandmother lived two blocks away. Janice’s mother—who had served as an Army nurse in WWII and was raised on a farm in South Dakota with 14 siblings of her own—nurtured the idea of “family” and the importance of taking care of others.

Today, Janice lives in Slidell, where she kayaks on the bayou behind her house and carries on that tradition of family in the devotion she showers on her grandchildren.

For her, being active has always been second nature. “I played tennis for 25 years,” she said. “I swam, rode my bike...you name it, I’d do it. I don’t want to miss a trick. I want to do it all.”

Playing pickleball, though, has become one of her favorite activities, ever since she discovered it at her gym 5 or 6 years ago.

Why Pickleball?

“Pickleball is a wonderful sport that people have really embraced, because it fills so many needs for seniors,” said Janice, a self-styled promoter of the game.

“Pickleball is a game that many seniors play. Why? Because it’s during the day and we’re all retired. Here’s how it works—I tell you, you tell him, he tells her—it’s word of mouth. Most seniors are involved in a lot of different things. We’ve worked hard and raised our families. Now it’s our turn to play!”

Four years ago, when her pickleball group didn’t have enough courts to play on, Janice reached out to the city and asked for more. She got an answer, too, in the form of an entire gym that her and her teammates now have access to every day, all day.

“Here’s how I was raised,” Janice said, “if you don’t ask, you don’t get.”

Finding Players or a Group

Players connect with one another through Facebook, and pickleball groups are generally community based. Each group has its own Facebook page, and they post about games, gyms, court closings, etc. All the information about pickleball is shared this way, and anyone can request to join a group.

“This is a great way to see what pickleball and the groups are all about,” said Janice.

“If you go anywhere, anywhere at all, you can find a pickleball game. You don’t have to call anybody, but just go to USA Pickleball Association...click on the state, and you can find a game.”

Embracing the Game

The rules are easy to learn, and people of all mobility levels can play. The USA Pickleball Association recognizes wheelchair pickleball as a competitive sport.

To play doesn’t require a lot of planning, and since the game is easy on the body, some players play as often as every day or even twice a day.

“It fills a lot of voids for seniors,” said Janice. “So that’s a big thing to me; it’s very social. Another thing is, it keeps you in great shape.”

“When you show up [to a game, and] you’re new, we show you how to play. I tell everybody, if you’re new, your job is to go online and learn how to play pickleball. So go learn the rules and watch some videos. This makes you better. And practice.”

You can play the game as energetic or gentle as you want. But make no mistake, it gets competitive at times. “Oh, I want to win,” said Janice. “But it’s really more about the social aspect than anything. I’ve made some wonderful friends playing pickleball.”

Janice L., Peoples Health plan member since 2014



Pickleball is fast becoming one of the most popular sports in retirement communities throughout Louisiana.

A blend of tennis, table tennis and badminton, it was developed in 1965 when a congressman and a business man “pickled” together elements of these sports to create a game for their families to play. This new sport used a Wiffle ball, ping-pong type paddles and a badminton net. It became a hit, and by 1990, it was played across the country. Today, it’s an official game in many Senior Olympic competitions.

Pickleball is great exercise and it offers social connection through its team dynamics, supporting the body, mind and spirit.

Learn more about the game, including how to find games in your area, at <https://www.usapa.org>.

Senior Olympic games across Louisiana are gearing up for spring events! Find games in your area at <http://www.Isog1.org/home.html>.



TRAIN YOUR BRAIN

Test your mind-strength with this puzzle!

Fall Hazards

- | | |
|------------------|--------------------------|
| Throw rug | Slick bathtub |
| Area rug | Wet shower |
| Books on floor | Cluttered walkway |
| Newspaper pile | Loose shoes |
| Wearing slippers | Step stools |
| Walking barefoot | Stairs without handrails |
| Cords | High cabinets |

Word search made at www.puzzle-maker.com.
Stumped? Answers on page 9.



Health in Motion

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



Peoples Health Champion
Dr. Juan Gershanik has learned that with passion and perseverance you can accomplish many things and that most successes are accomplished only with the help of others.

What did he do?

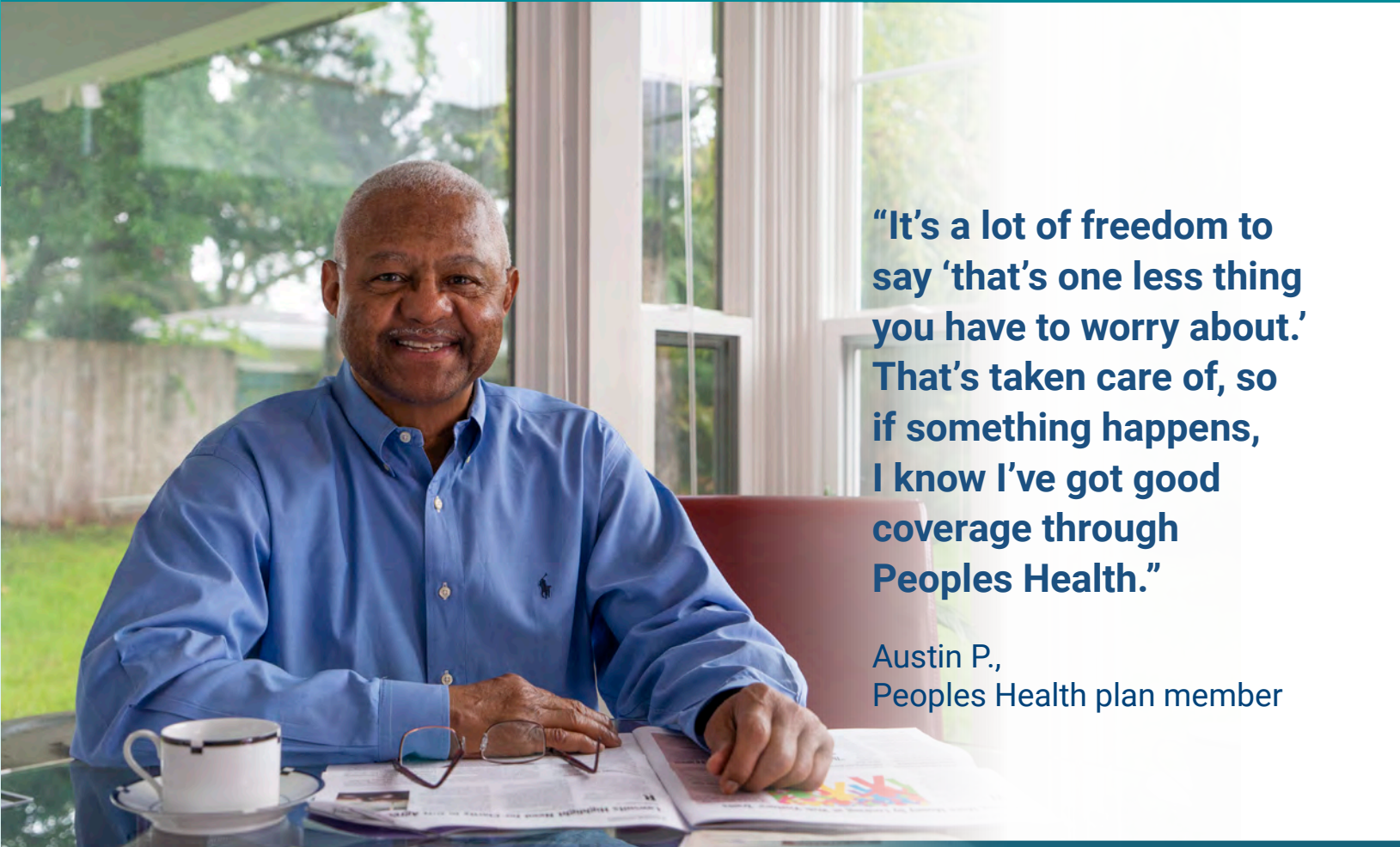
On November 10, 2018, at age 76, Dr. Gershanik dedicated an 18-foot-tall monument to the Latin American workers who helped rebuild New Orleans after Hurricane Katrina. He says they—who brought New Orleans back to life after the storm—are the real champions.

How did he do it?

Dr. Gershanik is well known for his work with premature and at-risk infants, but he had never before commissioned a piece of art—much less a monument. His challenge was having it clearly convey a message. Even after choosing Italian sculptor Franco Alessandrini as the artist, it took years of back and forth design changes to get a piece that represented the hard work of those men and women.

Why did he do it?

The monument is in Crescent Park, along the Mississippi, just downriver from the New Orleans French Quarter. With its depiction of the teamwork that brought a city back from the brink, it stands as a new statement of resilience.



“It’s a lot of freedom to say ‘that’s one less thing you have to worry about.’ That’s taken care of, so if something happens, I know I’ve got good coverage through Peoples Health.”

Austin P.,
Peoples Health plan member

**If you love Peoples Health, tell your friends.
They may still be able to enroll!**

Medicare offers several exceptions that allow people to join a Medicare Advantage plan outside of the Annual Enrollment Period at the end of the year.

If you have friends or family that could benefit from Peoples Health, have them call us. We’ll find out if they can enroll for 2020 benefits.

In addition to a \$0 Premium Plan, your friends may enjoy these great benefits:

- Part B Premium Give Back
- \$0 Over-the-Counter Items
- \$0 Fitness Center Membership
- \$0 Hearing Aids
- \$0 Dental X-Rays, Exams and Cleanings
- \$0 Eyeglasses or Contacts
- Rewards for Certain Healthy Activities

Three Lakeway Center
3838 N. Causeway Blvd., Suite 2200
Metairie, LA 70002

IMPORTANT PLAN INFORMATION

This is the newsletter for Peoples Health plan members.



Peoples Health is a Medicare Advantage organization with a Medicare contract to offer HMO plans. Enrollment depends on annual Medicare contract renewal. Every year, Medicare evaluates plans based on a 5-star rating system. Peoples Health is rated 4.5 out of 5 stars for 2018, 2019 and 2020—the highest rating given to any Medicare Advantage or special needs plan in Louisiana listed in the publication “Medicare & You” for 2018, 2019 and 2020.

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PEOPLES HEALTH

The Connection—
a newsletter for you

OPEN NOW

