

Connection

Gearing Up for 2027

Take smart steps for a strong year

- Read about plan changes
- Use tools that benefit your health
- Focus on preventive care

Pages 2-4

On Your Game Every Day

Put into play the tips and habits packed in this issue

- Know what to do for bladder health
- Stop falls before they happen
- Boost your balance
- Practice medication safety
- Pay attention to your mental well-being

Starting on page 5

Things to Note

Your Opinion Counts!

If Medicare sends you a survey, take a few minutes to fill it out. It's your chance to share your experiences, and that can make a difference. It helps us help you. We learn what's working well and where improvements are needed to better serve you.

Extras to Keep You Going Strong

Explore all your plan offers to enjoy the full range of your benefits. Designed with you in mind, extras go beyond what Medicare covers and support your overall well-being. See *page 3 for more*.

Start Planning for 2027

1 Read About Updates for Jan. 1

Know what's covered and how your benefits work. Be informed to make the most of your plan and avoid surprises.

2 Line Up Preventive Care Appointments

Spread them throughout the year. But start with your annual wellness visit with your primary care provider to help you map out how.

Do you know? Through your member website, you can see a list of recommended tests and screenings based on your age and sex. **Then go a step further:** Under **Health & Wellness**, see all your needed care, plus the care you've completed, in one spot. Scroll down and look on the left side of the page.

More tips are on page 4.

3 Let Us Know if You Move or Change Your Phone Number

We'll update our records with your new contacts so you don't miss important information from us. Notify the post office, too, if you move. That way, any mail sent to your old address can be forwarded to your new one.

**Got Part D drug coverage?**



4 Make it Easier to Manage Your Medications

Get fewer trips to the pharmacy. Talk to your doctor about long-term supplies of your maintenance medications. These are ones you take regularly to treat an ongoing condition. A long-term supply is up to 90 or 100 days, and it could save you money, depending on your plan.

Get convenience. Longer supplies help avoid missed refills because you have more on hand for a longer time. Try one of your plan's mail-order pharmacies, like Optum® Home Delivery Pharmacy, and skip the retail stop altogether. **Learn more at [peopleshealth.com/partd](https://www.peopleshealth.com/partd).**

Plan materials—what are they?
Annual Notice of Change – explains what's different for 2027
Evidence of Coverage – gives full coverage details
Complete Drug List – shows all covered drugs

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:

Download on the App Store

GET IT ON Google Play



Note This! We help you take an active role in your health.

Sometimes we reach out with health reminders. We focus on topics valuable to your overall well-being. This is part of how we help you manage your health and coordinate your care. If we call, please answer! It's a chance to ask questions. And if we send an email, postcard or letter, please read it.

Enhancements for 2027

The new plan year brings new opportunities for your health goals and peace of mind. We're excited to share updates that make your health plan easier to use and resources to help you get more from your coverage. It's all about you feeling prepared, supported and confident in the year ahead.



Your health is at the forefront of everything we do.

Enrolled in a Peoples Health dual-eligible special needs plan (D-SNP)?

Our D-SNPs offer the richest benefits of all our plans, and we want to make sure you're in the plan that best aligns with your Medicaid level. We've made Medicaid level eligibility clearer for each plan and created segments to serve specific parishes.

We're setting you up for the start of the year in the plan that's right for your current Medicaid level and parish of residence.

Medicaid level could change at any time. If yours changes after Jan. 1, we'll let you know, and you'll then need to take action to enroll in the plan that meets your new level.

New ID card and a new separate credit benefit card

All members: You're getting a new member ID card to use whenever you visit a provider or fill a prescription (if your plan offers Part D drug coverage).

If your plan offers a benefit credit, such as for over-the-counter health and wellness items: You'll get a separate UCard,* which will be your benefit award card for spending credits.

Keep an eye out for your new plan card(s) to use starting Jan. 1.

Note: The phone number for your credit benefit is changing Jan. 1. See the back of your benefit card for the new number to order items or get information.*

*Members in Peoples Health Group Medicare (HMO-POS) with a credit benefit get a benefit debit card, and the phone number is not changing.

You've got extras: Keep them working for you

Vision: Annual eye exams and an eyewear allowance to support eye health

Dental: Coverage for cleanings, exams, X-rays and more

Hearing: Routine exams and hearing aid coverage to stay connected

Fitness: Access to a gym membership to stay active

Respite care: Caregiver support through temporary relief services for peace of mind†

Home-delivered meals: Nutritious meals delivered to your door after a hospital stay to support recovery

For more about extra benefits, visit peopleshealth.com/members or see your Evidence of Coverage.

†Most plans offer this benefit.



Questions? We're here to help. See page 6. Also visit peopleshealth.com for tools and resources.

Plan Ahead for Better Health

Staying healthy is more than treating illness when it happens. Preventive care gives you and your care team the chance to catch issues early and take action sooner.

Steps Everyone Should Take

1. Schedule an annual wellness visit*

Review your medications, health risks, preventive care needs and overall health with your primary care provider (PCP). And create a personalized plan for staying healthy.

2. Get recommended screenings

Your PCP may recommend screenings based on your age and risk factors. Some common ones include:

- Blood pressure checks
- Cholesterol testing
- Diabetes screenings
- Colorectal cancer screenings
- Vision and hearing evaluations
- Bone density testing when appropriate

3. Keep vaccinations up to date

Vaccines remain one of the best ways to prevent serious illness. Talk with your doctor about those you need.

4. Make healthy lifestyle choices

Small daily habits can have a big impact on long-term health. Focus on:

- Eating a balanced, nutritious diet
- Being physically active
- Maintaining a healthy weight
- Getting adequate sleep
- Managing stress
- Avoiding tobacco products
- Limiting alcohol consumption



A flu shot is recommended for most people, once per year. The flu can cause serious illness, especially in older adults. Ask your PCP or pharmacist about getting the shot.



More Actions for Women

Consider these important steps to support overall health:

- Stay current with breast cancer screenings as recommended by your doctor
- Discuss cervical cancer screening
- Review bone health and need for osteoporosis screening

More Actions for Men

Men often postpone routine health care visits. But these are important even when no symptoms are present:

- Talk with your doctor about recommended cancer screenings, including prostate cancer screening
- Discuss any changes in your health, energy levels or overall well-being

*\$0 when you see a network PCP

Take Control of Bladder Health With Simple Daily Habits

Bladder leaks are more common than many people realize. And they happen more with age, but it's not a normal part of growing older.

Reduce symptoms and improve control

Try these tips:

- **Drink enough water.** Not drinking enough can irritate the bladder. Sip fluids throughout the day rather than drinking large amounts at once.
- **Avoid trigger foods.** Common irritants include caffeine, alcohol, spicy foods, carbonated beverages, artificial sweeteners and citrus foods. Keep track of what you eat and drink to find out what affects you.
- **Maintain a healthy weight.** Extra weight can put pressure on the bladder. This may lead to leaks and the sudden need to urinate. Losing even a small amount of weight may help.
- **Strengthen your muscles.** Kegel exercises can make the muscles around the bladder stronger. Bladder training means going to the bathroom on a schedule and slowly increasing the time between visits.
- **Don't smoke.** It can irritate the bladder and cause coughing that may lead to leaks.
- **Eat a fiber-rich diet.** Fiber helps prevent constipation, which puts extra pressure on the bladder.

If bladder leaks affect your daily activities and sleep, talk with your primary care provider. Treatments are available, and a care plan can help you be active, confident and comfortable.



Steady on Your Feet

Fall injuries can be serious and make it harder to be independent, but many falls can be prevented. Understand your risk and how to lower it to keep you doing what you enjoy.

Stop falls in their tracks

- **Stay active.** Balance naturally changes with age. Regular exercise can improve balance, strength and flexibility. Walking, stretching and tai chi may be good options. Ask your doctor about exercises that work for you.
- **Use assistive tools.** This could be a cane or walker if your doctor recommends it, eyeglasses if you need them, or supportive shoes with low heels and rubber soles.
- **Make your home safer.** Keep floors and walkways clutter-free. Add nonslip pads under rugs, keep rooms well lit, and install handrails near stairs and in bathrooms. Also use a nonslip mat or bathing chair in your shower or bathtub. In the kitchen, keep often-used items within easy reach.
- **Stay up to date on medical care.** Get regular vision and hearing exams. Ask your doctor about a screening for osteoporosis, a condition that makes bones weak and easy to break. Tell your doctor if you feel dizzy or have trouble with balance.



See page 7 for balance tips.



Stay in Touch

We're available when you need us.

Message or Call Us

Log in to your member website and send us a secure message or select the live chat feature. To speak with a Customer Service representative, call the number on the back of your member ID card.

Contact us during the hours and time frames noted below for your plan type. TTY users call 711. Language interpreter services are available for non-English speakers.

HMO-POS Dual-Eligible Special Needs Plans (D-SNPs)

Member website: mypeopleshealthplan.com

Customer service hours: 8 a.m. to 8 p.m.

October through March: seven days a week | April through September: Monday through Friday

HMO-POS Plans and HMO-POS Chronic Condition Special Needs Plans (C-SNPs)

Member website: mypeopleshealthplan.com

Customer service hours: 7 a.m. to 10 p.m.

October through March: seven days a week | April through September: Monday through Friday

HMO-POS Group Plans

Member website: peopleshealthretiree.com

Customer service hours: 8 a.m. to 8 p.m., Monday through Friday

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

Visit us at the following location, Monday through Friday, from 8 a.m. to 4 p.m.

Parking is free and convenient.

Peoples Health Medicare Center

3017 Veterans Memorial Blvd.

Metairie, LA 70002

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

Attn: Customer Service

Peoples Health

Three Lakeway Center

3838 N. Causeway Blvd., Suite 2500

Metairie, LA 70002

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

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.

Boost Balance With These Exercises

Toe stand – build up calf muscles

1. Hold on to a stable counter or chair.
2. With back straight and knees bent, push up to tips of toes.
3. Slowly lower down. Repeat 10 to 15 times.

Standing on one foot – increase reactivity

1. Hold on to a stable counter or chair.
2. Shift weight to left leg.
3. Bend right knee and lift heel behind you.
4. Hold for 10 seconds, then lower heel to floor.
5. Repeat 10 times. Then repeat with left foot.

Ankle pump – strengthen ankles and shins

1. Sit in chair.
2. Lift right foot. Point and stretch foot 10 to 15 times.
3. Repeat with left foot.

Belly breathing – be centered

1. Put hands on belly.
2. Breathe in, allowing air to fill your belly.
3. Breathe out, using belly to push out all air.
4. Repeat 10 to 15 times.

Medication Safety: Start With Good Communication at Your Doctor's Office

As we age, our bodies may respond differently to medications. Some may stay in the body longer or cause stronger side effects. Medications can interact negatively with each other, too. For example, both opioids (pain medicines) and benzodiazepines (medicines often used for anxiety or sleep problems) cause drowsiness and slowed breathing.

Talk to your doctor about the medications you take to see if you still need them. Your doctor might lower the amount you take or stop ones you no longer need.

And for all your medications, make sure you understand:

- Why you're taking it
- When and how to take it
- The pros and cons of taking it
- Possible side effects
- Whether it can be taken with your other medications

Side effects to tell your doctor about:

Difficulty breathing
Sleepiness
Confusion
Dizziness
Falls

Never stop or start medication without first checking with your doctor.

Don't Ignore Depression

Depression doesn't look the same for everybody. But there are some common signs. Talk with your doctor about how you're feeling and what to do for your well-being.

Pay attention if any of these describe you:

- Feeling sad, anxious or "empty"
- Losing interest in favorite activities
- Overeating or not wanting to eat
- Having difficulty sleeping or sleeping too much
- Having thoughts of death or suicide

Lifestyle changes may help. See the back cover for an article to read on our *Connection* blog.



Other Support

Find local resources: call **211**
Suicide and Crisis Lifeline:
call or text **988**

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.**

Keep your health on track—download the [preventive care checklist](#) from our blog at [peopleshealthconnection.com](#).

Then read more on the blog. Use the Search tool to find these articles:

- [“Recognize the Signs of Depression and Take Steps to Feel Better”](#)
- [“Help Prevent Falls at Home”](#)

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. Optum® Home Delivery Pharmacy is one of the mail service pharmacies in the plan’s network. You are not required to use Optum Home Delivery Pharmacy for medications you take regularly. You may also use other network mail service pharmacies to fill prescriptions.

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Manage your communication preferences with us through your member website. Automated calls can get important information to you faster and may use an auto-dialer, artificial voice or prerecorded technology. To opt in to automated calls, log in to your member website and go to **My Account > View all account settings > Communications > Automated calls**. Or call the Customer Service number on your ID card to update your preferences.

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