



## Using Routine Benefits

Common answers to questions about hearing, vision and dental

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**PEOPLES HEALTH**

A UnitedHealthcare Company

# Connection



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**PEOPLES HEALTH**  
A UnitedHealthcare Company

**5 STAR RATING**

Peoples Health earned Medicare's highest rating. **AGAIN!**

Spring/Summer 2023

# Greetings,

Peoples Health members!

We've packed this issue of the *Connection* with articles, tips, FAQs and resources to keep you on the track to better health.

As a Medicare Advantage organization with multiple 5-star plans, we take quality and helping our members have an active role in their health very seriously. When we perform well, it means we're doing the right things to guide you in using your benefits fully to get the right care at the right time.

**Our commitment remains to support you in reaching your health goals, by enhancing the ways we help coordinate your care and by making it easier for you to manage your health activities.**

Take time to read "The Importance of Coordinated Care" (page 4). This article may be helpful as you plan for your preventive care this year, especially visits with your primary care physician. Thinking about the services you'll need and creating a schedule for the year is a great way to space out doctor appointments. Our Things to Note column is also a must read (page 6). It explains how to use your enhanced routine benefits for hearing, vision and dental. Then check out Your Health Matters (page 8)

to understand how certain chronic conditions affect kidney health and to take a step toward knowing your risks.

And there's more! Explore a fun way to get in some physical activity (page 11), and find inspiration for your next spring gathering with our lemony shrimp pasta primavera recipe on page 12.

We hope you enjoy the issue. Thank you for trusting in us to be your health plan.

We care for you and are here for you.



Suzi Swoop O'Brien  
CEO



## High Five!

Have you heard? Medicare rated Peoples Health HMO-POS plans—which include our special needs plans—as 5-star plans for 2023. For two years in a row, we've earned this top rating, and we're thrilled about it! It's a clear indication of how seriously we take your health and well-being and how focused we are on delivering quality customer service to you.

We hope you share this news with your friends and family. Let them know you chose the right Medicare Advantage plan and that they can become a Peoples Health member, too. **Our 5-star status means anyone with Medicare in Louisiana can join one of our 5-star plans for the 2023 plan year through a one-time special enrollment period anytime through Nov. 30, 2023.**



# Access plan information anytime, anywhere

The more you know about your benefits, the more you can benefit from them.

Your plan includes many benefits and programs—all designed to help improve your health and quality of life. The **MyPeoplesHealth** website and app make it easy to learn more about your benefits and manage your health information.

### Take advantage of MyPeoplesHealth today!

Log in from your computer or mobile device at home or on the go. Don't have an account? It takes just minutes to create one. If you need help, call member services and **press #** to speak to a MyPeoplesHealth specialist.

### Another way to understand your benefits:

Visit [www.peopleshealth.com](http://www.peopleshealth.com) to review and download your plan documents. Also check out our **Member Resources** page for even more details about the benefits available to you.

*my* **PEOPLES HEALTH**

Your Member Website and App

	Get plan documents
	View claims
	Request an ID card
	Find medications and providers
	Change your PCP
	Send us messages
	Update personal information

[www.mypeopleshealth.com](http://www.mypeopleshealth.com)

Try the app: App Store or Google Play

## Save These Links

Use these online tools to find what you need:

- [www.peopleshealth.com/member-resources](http://www.peopleshealth.com/member-resources)
- [www.peopleshealth.com/pharmacies](http://www.peopleshealth.com/pharmacies)
- [www.peopleshealth.com/physicians](http://www.peopleshealth.com/physicians)
- [www.peopleshealth.com/hospitals](http://www.peopleshealth.com/hospitals)
- [www.peopleshealth.com/providers](http://www.peopleshealth.com/providers) (labs, urgent care centers, durable medical equipment providers and more)
- [www.peopleshealth.com/fitnesscenters](http://www.peopleshealth.com/fitnesscenters)
- [www.peopleshealth.com/formulary](http://www.peopleshealth.com/formulary) (drug list)
- [www.peopleshealth.com/dental](http://www.peopleshealth.com/dental)
- [www.peopleshealth.com/vision](http://www.peopleshealth.com/vision)
- [www.peopleshealth.com/otc](http://www.peopleshealth.com/otc)

# The Importance of Coordinated Care

Keep your health care team in the loop and take steps toward making the most out of every appointment

*Reprinted by permission, Renew by UnitedHealthcare magazine, May 2022*

Having a primary care physician (PCP) you like and trust is one of the most important ways to manage your health. In addition to providing your annual physical and wellness visit, your PCP can act as your main point of contact for all things health. Your PCP can also connect you to specialists, review your medications and even create a personalized care plan to help keep you healthy. Just remember: It's important that you and your providers work together to coordinate your care.

## Be prepared for appointments

Before your appointment, take steps to be prepared:

- ✓ Write down any specialists or other health care providers you see. This will help your PCP coordinate your overall care. (And let your specialists know who your PCP is, too.)
- ✓ Write down your prescription medications, over-the-counter medications, supplements and vitamins. Include dosages and how often you take them.
- ✓ Fill out any paperwork in advance and make sure your PCP has access to your medical records.

If your PCP orders bloodwork, X-rays or other tests during your visit, remember to ask when you can expect to receive your results. Also ask if a follow-up appointment is needed.

Lastly, always tell your PCP about urgent or emergency care visits. Share any information like diagnoses, treatment, prescriptions and therapy recommendations.

Whether it's coordinating care or managing treatments, keeping your PCP up to date on your care helps your PCP make the best choices for your health and well-being.



## Some Types of Specialists and What They Treat

### Allergist

allergies, asthma

### Cardiologist

heart, blood vessels

### Dermatologist

skin

### Endocrinologist

hormone-related conditions

### Gastroenterologist

digestive system

### Nephrologist

kidneys

### Neurologist

nerves, spine, brain

### Oncologist

cancer

### Pulmonologist

lungs, heart

### Rheumatologist

autoimmune diseases that affect bones, joints, muscles



## Need help finding a provider?

Search for a PCP or other health care providers at [www.peopleshealth.com](http://www.peopleshealth.com) under the **Find** tab. Or contact member services (see page 10).



## Managing medications

During your appointment, be sure to discuss your medications with your PCP. This includes medications prescribed by a different provider or that you bought without a prescription. You should always take your medication as your doctor prescribes. If you've been having any problems getting your medications or with side effects, this would be a good time to mention it to your PCP. Below are some questions you might ask. Your doctor can answer all of these:

- Why do I need the medication and am I taking it correctly?
- Should I expect any side effects from my medications?
- If I have side effects, what should I do?
- If I start to feel better, can I stop taking the medication?
- How often should I follow up with you or my other doctors after starting a new medication?
- Is there a generic or lower-cost option for my medications?
- Can I get a long-term supply of my medications?

Most Peoples Health plans offer Part D drug coverage and help make it easier to manage and refill prescriptions. Consider filling prescriptions through our mail-order pharmacy for delivery right to your home. This may be a good solution if you're having trouble getting to the pharmacy to fill your prescriptions.

## Reminder: Use Your Annual Care Checklist at Your Next Wellness Visit

We created a checklist for you in the fall/winter 2022 issue of the *Connection* that covers important questions to ask your primary care physician (PCP), preventive care screenings you should consider getting, and more. Get your checklist:

- Find it on our *Connection* blog at [www.peopleshealthconnection.com](http://www.peopleshealthconnection.com).
- Type "Annual Care Checklist" in the **Search** field.

Print the checklist and take it to your next appointment to help get the care you need. Together, you and your PCP can decide which tests and health care services are right for you.



**Find a pharmacy near you or fill prescriptions through a network mail-order pharmacy:**

[www.peopleshealth.com/pharmacies](http://www.peopleshealth.com/pharmacies)

## Your Opinion Matters

If Medicare sends you a survey, please fill it out. The survey is your chance to help us serve you better.

# How Do I...???

### ? How do I use my routine hearing benefit?

Get started by reaching out to UnitedHealthcare Hearing for help setting up a hearing test—which you can take online—and finding a network hearing exam provider. Even if you already work with a hearing provider, it's important to call to make sure your visits are covered.

UnitedHealthcare Hearing representatives are available Monday through Friday, from 8 a.m. to 8 p.m. Be sure to dial the right number for your plan:

#### **Are you a special needs plan member?**

Call 1-877-704-3384.

#### **All other plan members:**

Call 1-855-523-9355.

#### **You can also find a hearing provider at**

[www.uhchearing.com/medicare](http://www.uhchearing.com/medicare).

### ? What kinds of hearing aids can I get, and how do I get them?

Through UnitedHealthcare Hearing, choose from a wide selection of name-brand hearing aids and get custom-programmed hearing aids. The type of device you get depends on your degree of hearing loss and on how and where you choose to get care. Hearing aids can be fitted in person with a network provider or select models can be delivered to you with virtual follow-up care.

You **must** get your hearing aids through UnitedHealthcare Hearing. Your plan does not cover hearing aids purchased outside of UnitedHealthcare Hearing, including over-the-counter hearing aids. Hearing aid accessories and optional services are also not covered by your plan but are available for purchase.

### ? How do I use my routine vision benefit?

You get one routine eye exam per year at \$0 with a network provider. Here are some other key points about your benefit:

- You are covered for one pair of single vision, bifocal, trifocal or standard progressive eyeglass lenses.
- You have an allowance to cover the cost of one pair of eyeglass frames to fit your lenses, which you can get from network retail or online eyewear providers, such as Walmart and Glasses USA.
- You can choose to use your allowance for one pair of covered formulary contact lenses, instead.
- You have the option to upgrade your eyeglass lenses for an additional cost.
- You are responsible for any additional cost of frames priced more than your allowance or for the cost of non-formulary contact lenses.

**To get started, find a network routine vision provider at [www.medicare.myuhcvision.com](http://www.medicare.myuhcvision.com).**

### ? How do I use my routine dental benefit?

**Start by finding a network dental provider at [www.uhcmedicaredentistsearch.com](http://www.uhcmedicaredentistsearch.com).** Choose **\*National Medicare Advantage Network** from the Select a Network drop-down menu.

You have access to a national network of dental providers and out-of-network dental services, so you have flexibility in how to receive your dental care. You may be responsible for some costs when seeing an out-of-network dentist.

For more information about your benefits, see your plan's *Evidence of Coverage*.

## Member Rewards Program for 2023



Our member rewards program, People Health Rewards, kicked off Jan. 18. You should have received a postcard about it. A Peoples Health comprehensive wellness assessment is an eligible activity for 2023. It's a great way to learn more about your health by reviewing your health history, medications, current treatments and personal health goals. Plus, earn a reward!

### Here's how the program works:

- Complete a recommended activity this year and get valuable information on important health topics.
- Redeem the reward you earn for a gift card from Walmart, The Home Depot or Subway.
- Learn more at [www.peopleshealth.com/rewards](http://www.peopleshealth.com/rewards) or call 1-888-286-0216. TTY users call 711.

## Hurricane Prep Reminder

It's never too early to begin your annual hurricane preparations. June 1 is the start of hurricane season and that's just over two months away. The first step in your preparations might simply be to create or update a list of resources. Here are some to get you started.



Get text messages from Peoples Health. Call member services at 1-800-222-8600 and press # to sign up (TTY: 711).

### Weather Tracking

- ▶ [www.weather.gov](http://www.weather.gov)

### General Hurricane Information

- ▶ [www.louisiana211.org](http://www.louisiana211.org) or call 2-1-1
- ▶ Preparation tips and plan coverage information – [www.peopleshealth.com/hurricane](http://www.peopleshealth.com/hurricane)

### Emergency Help

- ▶ FEMA – [www.disasterassistance.gov](http://www.disasterassistance.gov) or 1-800-621-3362
- ▶ [www.emergency.louisiana.gov](http://www.emergency.louisiana.gov)
- ▶ Call 9-1-1

### Emergency Shelter

- ▶ Text “LASHELTER” to 898211
- ▶ FEMA Transitional Sheltering Assistance Hotel Locator – 1-800-621-3362 (TTY: 1-800-462-7585)

### Food Assistance

- ▶ Disaster Supplemental Nutrition Assistance Program – [www.dcf.la.gov/page/dsnap-registration](http://www.dcf.la.gov/page/dsnap-registration) or text “LADSNAP” to 898211

### Medical Needs

- ▶ Peoples Health Member Services – 1-800-222-8600 (TTY: 711)
- ▶ NurseLine – 1-877-365-7949

### Mental Health

- ▶ Optum Emotional Support Help Line – 1-866-342-6892
- ▶ Disaster Distress Helpline – 1-800-985-5990
- ▶ Suicide and Crisis Lifeline – Call or text 988

# Healthy Kidneys: How to Know if Yours Are

Diabetes and high blood pressure put your kidneys at risk

## What do the kidneys do?

The main job of your kidneys is to filter your blood. They remove waste, balance your body's fluids and release hormones that control blood pressure. They also produce a form of vitamin D and control the production of red blood cells.

Chronic kidney disease is the gradual loss of kidney function over time. When the kidneys stop working correctly, they stop filtering blood, and this causes fluid and waste to build up in the body. This buildup is dangerous. Kidney disease can lead to kidney failure.

## Diabetes and high blood pressure—the two most common causes of chronic kidney disease

If you have either of these conditions, talk to your doctor about being tested regularly for chronic kidney disease. Because kidney disease happens gradually and there are often no symptoms, many people don't realize they have it until it's advanced and they need dialysis.

Approximately 1 in 3 adults with **diabetes** has chronic kidney disease, and both type 1 and type 2 diabetes can cause it. Diabetes—also a long-term health condition—affects how your body turns food into energy. It occurs when there's too much sugar in the blood because the body doesn't make enough insulin or can't properly use the insulin it makes to process blood sugar into energy. High blood sugar can damage blood vessels in the kidneys.

**High blood pressure** can also weaken and damage blood vessels because it constricts and narrows them throughout the body, including in the kidneys. This means blood can't flow as well and oxygen can't be carried as well throughout the body, including to the heart. Checking your blood pressure regularly is the only way to know if it's high.

## Are you at risk for chronic kidney disease?

Other risk factors for developing chronic kidney disease include getting older and ethnicity—being African American, Native American or Asian American. Some risk factors can't be controlled, but managing diabetes and high blood pressure can lower your risk.

Talk to your doctor if you have a family history of kidney disease or if you smoke. Being overweight, having cardiovascular disease and having an abnormal kidney structure may also cause kidney disease. Your doctor can help identify your risks, order tests to check your kidney health and get you on a treatment plan if needed.

High blood sugar and blood pressure levels—along with high cholesterol—affect your kidneys and your heart health. So working with your doctor to manage these conditions is important.

## Take Your Medicine

If you take medicine to treat diabetes, high blood pressure, kidney disease, high cholesterol or other health conditions, follow your doctor's or health care professional's instructions carefully, and be sure to fill your prescriptions on time. Always ask questions if you do not understand something, and never stop taking your medicine without talking to your doctor or pharmacist first. Stopping your blood pressure or cholesterol medicine, for example, without first talking to your health care team could lead to serious health consequences.



# Back to Basics: Cholesterol

What it is and how to keep it under control

Reprinted by permission, *Renew* by UnitedHealthcare magazine, May 2022

**According to the Centers for Disease Control and Prevention, about 38% of American adults have high cholesterol, putting them at risk for heart disease and stroke. But what is cholesterol, and how does it work?**

## What is cholesterol?

Cholesterol is a fat-like substance found in blood. The body uses it to perform important tasks like building cells, making hormones and digesting fatty foods, but too much cholesterol can increase health risks. Your liver makes all the cholesterol your body needs, but some cholesterol also comes from your diet.

There are two types of cholesterol: high-density lipoproteins (HDL) and low-density lipoproteins (LDL). HDL—or “good” cholesterol—carries excess cholesterol back to the liver, where it can be flushed from the body. LDL, or “bad” cholesterol, can build up in arteries and increase the risk of heart attack or stroke.

## Are you at risk for high cholesterol?

High cholesterol can be genetic, but it’s often the result of unhealthy lifestyle choices. Factors that can increase your risk for unhealthy LDL cholesterol levels include:

- Age
- High stress levels
- Physical inactivity and obesity
- Smoking, alcohol and poor diet

## How do you know if you have high cholesterol?

**There are no symptoms, so the Mayo Clinic recommends that those 65 and older get cholesterol tests annually.**

Fortunately, high cholesterol is treatable. Aside from lifestyle changes, your doctor may recommend medication.



## Eat this, not that

*What to eat—and avoid—to help lower or maintain cholesterol levels.*

### Do eat:

- **Oats and whole grains.** These foods contain lots of soluble fiber that helps lower LDL cholesterol levels. Experts recommend eating 5 to 10 grams of soluble fiber each day.
- **Beans.** With so much variety (garbanzo, black, pinto and more), eating beans is an easy and delicious way to help lower bad cholesterol.
- **Vegetable oils.** Instead of solid fats like butter or lard, cook with liquid oils like canola or olive oil. Decreasing your intake of saturated fat, which is often found in butter, can help reduce your LDL cholesterol.

### Limit or avoid:

- **Red meat.** Beef, pork and lamb are especially high in saturated fat. According to the Cleveland Clinic, you should limit your weekly intake of red meat to 6 ounces or less.
- **Fried food.** Foods that are fried are often high in cholesterol and saturated fat. Try a baked or grilled option instead—or use an air fryer.
- **Baked goods.** Avoid desserts that contain lots of butter and shortening. Make your own sweets at home and have fun experimenting with butter substitutes like applesauce.



## Stay in Touch

We're available when you need to reach us. If you contact us by message or phone on a weekend or holiday, we'll reach out to you within one business day.

### Send Us a Message

Send your message through [www.mypeopleshealth.com](http://www.mypeopleshealth.com).

### Call Us During Express Lane Hours

For the fastest service, call toll-free **1-800-222-8600**, Monday through Friday, between **8 a.m.** and **10 a.m.** or **4 p.m.** and **8 p.m.** TTY users call 711. Our standard hours are seven days a week, from **8 a.m.** to **8 p.m.**

### Visit Us

For in-person assistance from a member services representative, visit us Monday through Friday, from **8 a.m.** to **5 p.m.**, at the following location. Parking is free and convenient.

**Peoples Health Medicare Center**  
3017 Veterans Memorial Blvd.  
Metairie, LA 70002

### Compliance & Ethics Help Center

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.

## Do You Know?

When 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



## 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.

## Moved Recently or Changed Your Phone Number?

Let us know so we can update our records with your new contact information. Notify the post office, too, if you moved. That way, any mail sent to your old address can be forwarded to your new one.

Answers to puzzle on page 13: 1-f-E; 2-a-F; 3-d-D; 4-e-H; 5-b-B; 6-c-G; 7-g-I; 8-h-A; 9-i-C; 10-j-J



## Make a Splash

Take to the water for a low-impact, full-body workout

*Reprinted by permission, Renew by UnitedHealthcare magazine, May 2022*

If you're not already enjoying the benefits of swimming, now might be the time to start. Swimming, as well as other activities like water aerobics and yoga, is an excellent form of exercise no matter your age. But older adults in particular can benefit from swimming, thanks to the many perks the low-impact activity offers.

### A heart-healthy choice

As an aerobic activity, swimming increases your heart and breathing rates. Over time, this can help lower blood pressure and reduce the risk of heart disease and stroke. If you already have heart disease, high blood pressure or Type 2 diabetes, exercises like swimming may help you live longer, according to the American Heart Association.

### Gentle on joints

Swimming is one of the few forms of cardio exercise that's not weight bearing, which makes it ideal for people with joint issues, such as arthritis. The buoyancy of the water helps cushion joints so pain doesn't worsen. In fact, swimming may even relieve joint stiffness and pain.

### Strengthens muscles

The backstroke, sidestroke or doggy paddle can help older adults delay or reverse age-related muscle loss (called sarcopenia). You need resistance to strengthen your muscles. On land, the resistance comes from the pull of gravity. But with swimming, the resistance comes from the water itself.

### A safe option

For those who generally avoid exercise because of osteoporosis or a fear of falling, swimming can be a great option. Exercising in a pool is a great way to build balance, strength and fitness in a safe environment. For those who might feel uncomfortable in water, flotation devices are a good option, as is staying in the shallow end of the pool.

### Get started

You can find adult swim classes at many community, fitness and senior centers. Look up fitness locations with a pool through your One Pass fitness benefit. Get started at [www.peopleshealth.com/onepass](http://www.peopleshealth.com/onepass). **Be sure to consult your doctor before beginning an exercise program.**

As with any exercise, swimming can help make everyday functions easier and lower the risk of injury. And the more you can confidently do, the better your outlook on life.



## More fun activities!

Your fitness benefit offers more than a free fitness center membership. Log in to your One Pass account and open your mind with:

### Brain games:

Access a library of brain teasers and activities

### Workout videos:

Get inspiration to calm your mind and relax your body

# Lemony Shrimp Pasta Primavera

Reprinted by permission, *Renew* by UnitedHealthcare magazine, May 2022

Quick, easy, fresh and satisfying, this springtime pasta is packed with vegetables and shrimp and hits all the right notes.

## Ingredients:

- 10 ounces large raw shrimp (26–30 count), peeled and deveined
- 2 tablespoons lemon juice
- 8 ounces dried whole grain fettuccine
- 1 tablespoon olive oil
- 2 cups asparagus, cut into 1-inch pieces
- 1 cup chopped red sweet pepper
- 1 clove garlic, minced
- 1 teaspoon grated lemon zest
- ¼ teaspoon salt
- ¼ teaspoon black pepper
- ½ cup frozen peas, thawed
- ¼ cup grated Parmesan cheese, plus more for garnish if desired
- 2 tablespoons chopped flat-leaf parsley

## Directions:

In a medium bowl, combine the shrimp and the lemon juice. Let sit for 20 minutes. Cook pasta according to package directions. Drain, reserving a ¼ cup of the pasta water.

Meanwhile, heat oil in a 12-inch nonstick skillet over medium heat. Add the asparagus and red pepper and cook, stirring, until just crisp-tender, about 3 to 5 minutes. Add the shrimp and lemon juice, along with the garlic, lemon zest, salt and pepper, and cook, stirring frequently, until just cooked through, another 2 to 3 minutes. Add the cooked pasta, peas, Parmesan and the reserved pasta water and cook, stirring, until hot, about 1 to 2 minutes. Stir in the parsley and serve garnished with more Parmesan if desired.

*Serves 4. Calories: 352; Total fat: 11g; Saturated fat: 1g; Cholesterol: 118mg; Sodium: 332mg; Carbs: 50g; Dietary fiber: 7; Sugar: 3g; Protein: 26g*



## What's Happening at the Peoples Health Medicare Center

The Peoples Health Medicare Center is a convenient place to meet with a Peoples Health representative face-to-face if you have questions about your plan or benefits. But do you know we host community activities there, too? These might include educational programs on Medicare, preventive health and wellness, Peoples Health benefits, and more.

Recent events explored heart health and brain health.

**Look for our class in March on colorectal cancer—a highly detectable form of cancer. Know your risks and ways to prevent it.**

Learn more about upcoming events and how to sign up at [www.peopleshealth.com/center](http://www.peopleshealth.com/center). Reservations are required.

# Complete Your Health Risk Assessment

Learn what to pay attention to with your health when you complete a health risk assessment.

**What is a health risk assessment?** It's a series of questions that Medicare requires us to ask to help identify issues important to your health and well-being.

**When should you complete it?** It's important to have an initial assessment when you first enroll in your Peoples Health plan, and then complete one again every year. Your health could change year over year, and your responses help us see how we can help you improve your health in the areas where you may have risks.



We share information from the assessment with your primary care physician, too, because it may be helpful to your physician when planning your care.

**Are you in a special needs plan (and have Medicare and Medicaid)?** One of our care team members will call you to complete your assessment by phone.

**In one of our other plans?** We'll contact you when it's time to complete your assessment.



## Match That Lyric

Test your pop-culture knowledge! Plug in the missing song lyrics from the options below. Then draw a line to match the song to the artist.

1. I can't get no \_\_\_\_\_
2. I heard it through the \_\_\_\_\_
3. These \_\_\_\_\_ were made for walkin'
4. Wake up little \_\_\_\_\_
5. Come on-a my \_\_\_\_\_, my \_\_\_\_\_ a come on
6. I'm walking to \_\_\_\_\_
7. Born on the \_\_\_\_\_
8. \_\_\_\_\_ is on my side
9. Moon \_\_\_\_\_, wider than a mile
10. \_\_\_\_\_, in the name of love

- A. Irma Thomas
- B. Rosemary Clooney
- C. Andy Williams
- D. Nancy Sinatra
- E. The Rolling Stones
- F. Marvin Gaye
- G. Fats Domino
- H. The Everly Brothers
- I. Creedence Clearwater Revival
- J. The Supremes

(a) grapevine (b) house (c) New Orleans (d) boots (e) Susie  
(f) satisfaction (g) bayou (h) time (i) river (j) stop

Stumped? Answers on page 10.

# Healing Through Sound

A look into the power of sound therapy and what it could do for you

Reprinted by permission, *Renew* by UnitedHealthcare magazine, May 2022



Music can touch us emotionally, but potential benefits have caught the attention of medical practitioners. In fact, meditation and healing have been linked with sound for centuries, according to *Psychology Today*. So, how does this practice work, and could it be right for you?

## What is sound therapy?

The British Academy of Sound Therapy broadly describes it as a practice combining sound, music or specialty instruments with self-reflection techniques. While researchers are still learning how sound heals, many studies have shown that it can help improve health and well-being.

## Types of sound therapy

One popular option is music therapy. Music therapy isn't just for the musically inclined; anyone can participate. It could include composing, playing an instrument, singing or simply listening to music. According to the Cleveland Clinic, music therapy has positive, holistic effects. These benefits can include:

- Lower blood pressure
- Managed pain
- Increased motivation and self-reflection
- Improved memory
- Reduced stress and anxiety
- An overall happier mood
- Masked tinnitus (ringing or buzzing in the ears)

Another form of sound therapy is the sound bath—a practice that goes back centuries. The National University of Natural Medicine defines a sound bath as a “therapeutic mind-body practice in which the patient or participant reclines in a comfortable position...as they ‘bathe’ in the sounds produced by instruments.” The low frequencies and vibrations of the sound are believed to help the body relax, improving stress and sleep. Sound baths may also help ease pain and can potentially improve pain from previous operations or conditions like arthritis. Sound therapy has even been used to treat tinnitus.

## How to get started

The word “therapy” might bring to mind a psychologist’s office (and people do benefit from guided sessions), but you can benefit from sound therapy at home, too. Sleep apps on your phone—many of which are free—use sound and music to help you meditate or get better sleep.

Whether you visit a sound therapist or practice from home, being in the presence of sound may help create a positive change within you.

## Learn more

Check out our Guided Relaxation video, which uses music therapy, at [www.peopleshealth.com/wellness](http://www.peopleshealth.com/wellness).





# Peoples Health earned Medicare's highest rating. Again! ★★★★★

Your friends with Medicare deserve the same quality and service from their medical coverage that you enjoy. And they'll get just that when they choose a Peoples Health Medicare Advantage plan.

The Centers for Medicare & Medicaid Services has awarded our HMO-POS plans 5 out of 5 stars for 2023. That's the highest possible rating! The best part? Your friends can enroll in a 5-star Peoples Health plan right now.

**Tell them to call today to enjoy 5-star benefits with a Peoples Health plan starting next month.**

## **Picture your friends with Peoples Health.**

Give them this number to call.

**1-855-301-9663** (TTY: 711)

Toll-free, 7 a.m. to 5 p.m. CST, Monday through Friday

Three Lakeway Center  
3838 N. Causeway Blvd., Suite 2500  
Metairie, LA 70002

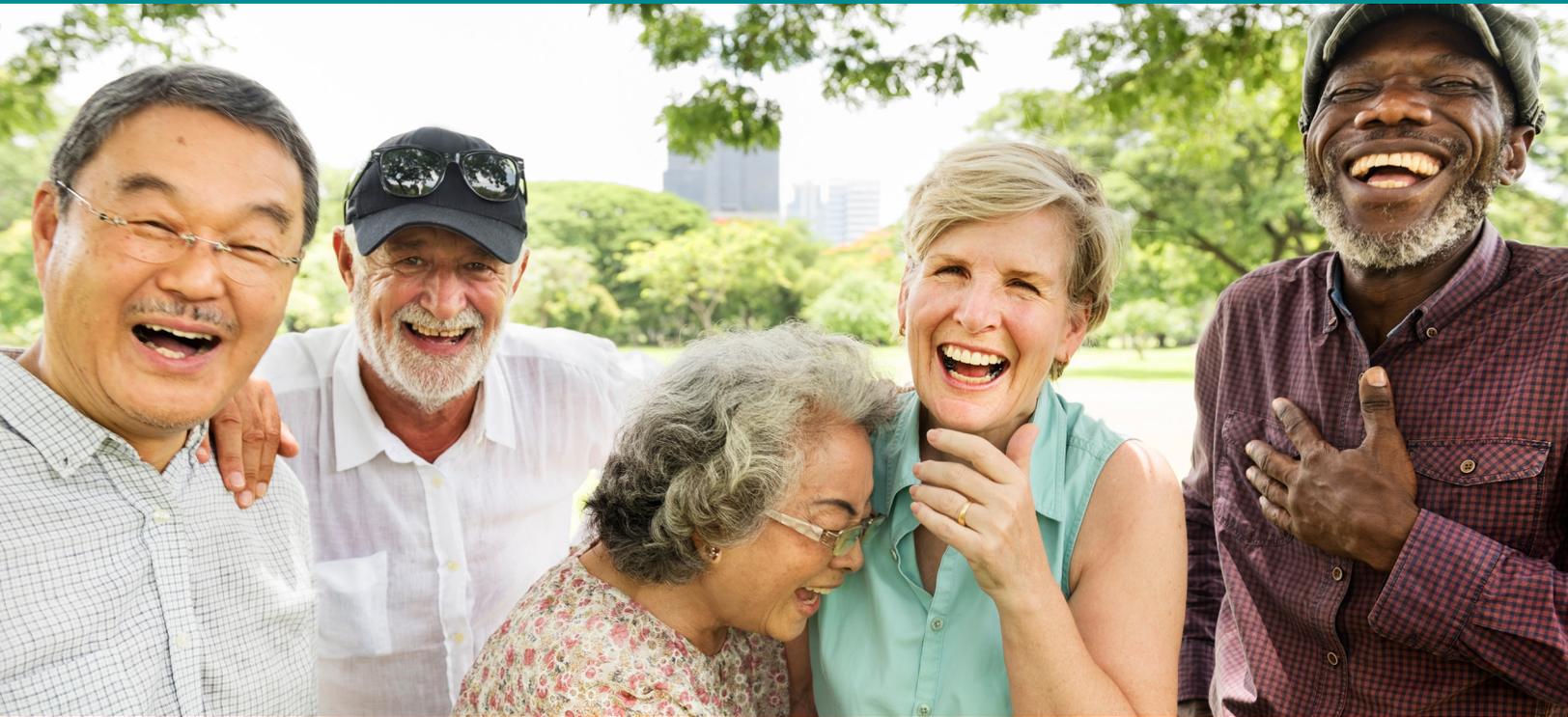
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**IMPORTANT PLAN INFORMATION**

This is the newsletter for Peoples Health plan members.

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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. Out-of-network/noncontracted providers are under no obligation to treat Peoples Health members, except in emergency situations. Please call our customer service number or see your *Evidence of Coverage* for more information, including the cost-sharing that applies to out-of-network services. This information is not a complete description of benefits. Call 1-800-222-8600 (TTY: 711) for more information. One Pass is a trademark of Optum, Inc. and/or its affiliates. ©2023 Optum, Inc. 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 2023. Y0066\_MRCH2023NEWS\_C



**The Connection —  
a newsletter for you. Enjoy!**