

Connection

Know Your Peoples Health Plan

Understand your benefits to get the most out of them

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Take Control of Your Health

Because it matters:

- Focus on your mental well-being
- Schedule an annual wellness visit
- Know flu shot facts from myths
- See how small steps make a difference

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Get Digital Savvy

Let's face it, the world is becoming more digital. It's the way we connect with family and friends—through email, text and social media messaging. Your providers may be using mobile tools, too, and communicating through secure websites, as well as email and texts. This gets important information to you fast and in ways that could be useful when you're on the go.

Some things make digital communications easier:

- A computer or mobile phone
- An email account
- Reliable internet access
- Knowing how to change settings on a device (such as for a browser or camera)
- Knowing how to download a mobile app

Need help? Tap into resources available to you. See the back cover for details.

Louisiana's Older Adults: A Growing and Vital Community

Older adults in Louisiana—and across the country—are a fast-growing group. More people are reaching retirement age and living longer, healthier and more active lives. We remain committed to serving the people of Louisiana with the highest quality health care possible. We're here to help the residents of our community navigate their health journey every step of the way. That means you and your friends and family. So, tell those you know about Peoples Health!

Healthy Habits

Keep your blood sugar and blood pressure levels on track! How? Have them checked regularly.

Blood sugar levels can tell if you're at risk of—or have—diabetes. An **A1c blood test** shows your average blood sugar level over the past two to three months. It measures the amount of blood sugar attached to your red blood cells. Too much can lead to diabetes.

Blood pressure levels can tell if you're at risk of heart disease. Blood pressure normally rises and falls throughout the day. But if it's high for a long time, it can damage the heart. Your doctor does checks during your appointments. But ask about ways to check your pressure on your own, such as with an at-home blood pressure monitor or at a local pharmacy.

Talk with your doctor about your personal goals and ways to keep your numbers at a healthy level.



Normal blood pressure reading: around 120/80mmHg



Learn more:

- uhc.com/health-and-wellness/health-topics/diabetes/blood-sugar
- uhc.com/news-articles/healthy-living/testing-your-blood-pressure-at-home-may-save-you-money-and-your-health

Protect Yourself From Fraudsters

Every year, millions of older adults are taken advantage of by criminals with financial, health care, romance and lottery schemes. If something seems too good to be true, it usually is just that—not real. And many schemes target people enrolled in Medicare.

Fraud schemes to be on the lookout for

- Asking for your Medicare or health plan numbers
- Bribing you to see a doctor you don't know for services you don't need
- Offering “no cost” or “low-cost” medical items
- Offering cheek swabs for DNA testing

Don't fall victim by being too trusting or polite

- **Never give out personal information (like your Social Security number) to someone you don't know.**
- **Don't answer unsolicited calls.** But if you do, don't press any key “to be connected with a live agent.” Just hang up.
- **Mark unsolicited emails as junk then clear your email junk folder.** Don't click links or unsubscribe, because that might be another way a sly scammer gets your information.



Report suspected fraud

Call the number on the back of your plan ID card.

Use the Federal Trade Commission's online form at reportfraud.ftc.gov.

Call the National Elder Fraud Hotline at 1-833-372-8311.

Your Peoples Health Plan: Care, Commitment and Comprehensive Benefits

As we step into 2026, Peoples Health is excited to continue supporting your health and well-being with the benefits and services you rely on—and so much more. We're proud to offer a host of extra benefits designed to help you live your healthiest life.



You've still got great coverage for PCP visits

As a Peoples Health member, you enjoy \$0 or low-cost primary care provider (PCP) visits, depending on your plan. Your first point of contact for managing your health is your PCP, who coordinates your care, monitors chronic conditions and keeps you on track with preventive services. Learn more on page 5.

Extra Benefits, Working for You

Most members enjoy these benefits. We designed them with your needs in mind—because your health journey is personal, and your plan should meet your needs.

- **Vision:** Annual eye exams and allowances for eyewear support your eye health.
- **Dental:** Coverage for preventive and comprehensive dental services, including cleanings, exams, X-rays and more, keep you on top of your oral health.
- **Hearing:** Routine hearing exams and coverage for hearing aids keep you connected to the world around you.
- **Fitness:** Access to fitness programs and gym memberships helps you stay active and energized.
- **Respite care:** Support for caregivers through temporary relief services gives peace of mind to you and your loved ones.
- **Home-delivered meals:** Nutritious meals delivered to your door after a hospital stay support your recovery and overall health.

Know Your Plan, Know Your Coverage

Be sure to review your plan materials to see what's changing and how your coverage works for 2026, including for your prescription drugs. Being informed means you can make the most of your plan and avoid surprises.

Plan materials – what are they?



Annual Notice of Changes – explains what's different for 2026



Evidence of Coverage – full coverage details for your plan



Complete Drug List – shows all plan-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:



Questions? We're here to help. See page 7. Also visit [peopleshealth.com](https://www.peopleshealth.com) for tools and resources.

Make Time for Your Mental Health

When someone asks how you're doing, it's easy to say, "I'm fine." But if you're feeling stressed, worried or sad, it's OK to say you're not OK. And if it's your doctor asking, talking about how you feel is the first step to getting the care you need.

Talk openly with your primary care provider (PCP)

It's not always easy to talk about depression, anxiety, stress or other problems that affect your emotional, mental or behavioral health. But your PCP is someone you can trust. Your PCP can support you in finding a counselor or therapist or give you tips to feel better.

Mental health is as important as physical health

You might think you should be able to control mental or emotional problems on your own. This is not so! Counselors and therapists specialize in supporting people with these types of problems. They can figure out your symptoms and recommend the right tools and treatment.

Take steps toward the care you need

- **Talk to people you trust.** Don't keep your feelings to yourself.
- **Be open with your PCP**—your advocate.
- **Get the right care.** Learn about your feelings to feel better.

Your plan covers mental health care, including virtual visits through Optum. See your plan's Evidence of Coverage and [liveandworkwell.com](https://www.liveandworkwell.com) for more information.



Have a plan to manage hard times

A therapist can help you make one to handle what may seem like a crisis event. Seeing a therapist regularly might help you avoid an emergency department (ED) visit for a mental health concern. The ED may not be the best place for mental health care. If you do have a stay for a mental health crisis, be sure to see your PCP within a week of your stay.

View strategies to improve emotional health:

[nih.gov/health-information/emotional-wellness-toolkit](https://www.nih.gov/health-information/emotional-wellness-toolkit)



A respite for caregiver well-being

Most Peoples Health plans offer a respite care benefit for eligible members. It offers caregivers a temporary break from caregiving duties. Learn more at [peopleshealth.com/member-resources/respite-benefit](https://www.peopleshealth.com/member-resources/respite-benefit).

Caregiver Support



If you're reading this newsletter for a loved one, thank you. Caregiving is a big job, and you deserve support, too. Call us to ask about our caregiving resources (see page 7) or visit [uhc.com/caregiving](https://www.uhc.com/caregiving).

Explore health and well-being resources for both you and your loved one at [optumwellbeing.com](https://www.optumwellbeing.com).

More tools to support others

Assisting someone with a mental health issue can be especially challenging. Visit [uhc.com/health-and-wellness/mental-health](https://www.uhc.com/health-and-wellness/mental-health) to find a network provider, understand common mental health conditions, and get information for crises and emergency care hotlines.

Don't Wait Until You're Sick to See Your Doctor

If you haven't had an annual wellness visit yet this year, now's the time to schedule it. Take advantage of this no-cost* visit. It's a chance for your primary care provider (PCP) to monitor your health and medications, plus work with you to create a preventive care plan. And it's a chance for you to discuss lifestyle changes and your health goals.

Reminder:

With your Peoples Health plan, you're also covered for:

- Regular visits with your PCP—your first stop for care
- An annual flu shot
- Regular preventive care, including:
 - Colorectal cancer screening
 - Diabetes screening
 - Retinal eye exam
 - Mammogram screening (women)
 - Prostate cancer screening (men)
 - Bone density test
 - Kidney health evaluation
 - Blood pressure screening

Be in charge of your health and get the preventive care you need. See the next page for more about these important services.

Set yourself up for the new plan year—**quick tips** to stay on top of your meds

Need help remembering to fill your regular medications? Ask your doctor about a long-term supply instead of a 30-day supply. Then sign up for auto-refills with your pharmacy.

Or get prescriptions filled and delivered to your home through **Optum Rx Mail-Order Pharmacy**. 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



Flu Shot Myths—and the Facts Behind Them

Myth 1: The flu shot can give you the flu.

This is one of the most common misunderstandings. The flu shot is made from an inactive virus or a tiny part of the virus. That means it can't give you the flu. Some people might feel a bit sore or tired after the shot, but that's just the body building protection—not the flu!

Myth 2: Healthy people don't need a flu shot.

Even if you're strong and healthy, you can still catch the flu—and spread it to others. The flu can make anyone sick, and it sometimes can be serious. Getting the flu shot helps protect you and the people around you.

Myth 3: You don't need a flu shot every year.

The flu virus changes every year. That means last year's shot won't protect you now. Scientists make a new flu shot each year to match the newest version of the virus. So, it's important to get an annual flu shot to stay protected.

Questions? Talk to your doctor or pharmacist.

The Power of Preventive Care: Small Steps, Big Impact

Regular screenings and checkups can help catch issues early and give you peace of mind about where you are with your health. Read on to learn how taking steps to get key preventive services supports your health and well-being. Talk with your primary care provider if you have questions.



Blood pressure check

Regular blood pressure checks are the only way to know if your blood pressure is in a healthy range.



Blood sugar test to screen for diabetes

An annual A1c test checks the sugar in your blood and is important to help diagnose, treat and manage diabetes.

See more about blood pressure and blood sugar in **Healthy Habits**, page 2.



Bone density test

Osteoporosis is a disease that weakens bones. A bone density test is a quick and painless way to measure your bone strength. As we age, bone regeneration slows, making bones more fragile. This means your body may lose bone faster than it can replace it, and a minor fall can end in a fracture. If a test shows signs of osteoporosis, your doctor can help you create a plan to avoid fractures and other complications.



Colon cancer screening

Regular colon cancer screenings can help find growths, called polyps, before they become cancerous or find cancer early. There are several screening options available, including a colonoscopy or at-home stool tests. Ask your doctor about the option that's right for you.



Kidney health evaluation

Some medications and many common health conditions—including diabetes, high blood pressure and infections—can cause kidney problems. Annual testing and monitoring is done through a simple urine test and a blood test to check kidney function and kidney damage (which may not show symptoms). These tests, when done together, give key information about kidney health.



Mammogram

Breast cancer is the second most common cancer among women, and risk increases with age. Research shows that early detection saves lives—regular mammogram screenings can catch cancer before it becomes life-threatening, and this improves the chance of a full recovery.



Prostate cancer screening

The prostate is a small gland in the male reproductive system. Prostate cancer often grows slowly and may show no early symptoms. All men are at risk, but African American men are at a higher risk. A screening test can find cancer or pre-cancer before symptoms appear.



Retinal eye exam

A retinal eye exam with an optometrist or ophthalmologist is the best way to find medical conditions like glaucoma and cataracts. This is a valuable exam, even if your vision seems fine. Some eye conditions don't show early symptoms. Diabetes, for example, can silently damage the eyes and, if untreated, may lead to vision loss or blindness.

Stay in Touch

We're available when you need us.

Email, Chat 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 4 p.m. Parking is free and convenient. Appointments are recommended.

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

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

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).

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.

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:

- [“Keeping Brain Health and Emotional Wellness in Mind”](#)
- [“Help Using Computers and Online Technology”](#)

Also explore the article about top digital tools at uhc.com/news-articles/healthy-living/digital-literacy-tools.

Digital training could be at your fingertips.



If you need a bit of help using computers, smartphones and online tools, check with your local library or council on aging. These agencies may offer classes.

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. Benefits, features and/or devices may vary by plan/area. Limitations, exclusions and/or network restrictions may apply. Y0066_NOV2025NEWS_C



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