

About Peoples Health

Established in 1994, Peoples Health provides Medicare beneficiaries in Louisiana with Medicare benefits and services designed to help them optimize their health. Peoples Health is headquartered in Metairie, with satellite offices throughout our service areas.

By the Numbers

Health plan members: **60,000+**

Contracted physicians: **4,200**

Contracted hospitals: **90+**

Contracted ancillaries: **500**

Parishes served: **64**

Community Leadership

Peoples Health actively supports the community, sponsoring many social, cultural, athletic and health organizations. A few of the organizations the company proudly sponsors include:

- Louisiana and Greater New Orleans Senior Olympics
- American Heart Association
- United Way of Southeast Louisiana,
- Jefferson Performing Arts Society
- The New Orleans Jazz and Heritage Festival
- LSU Athletics
- New Orleans Saints
- New Orleans Pelicans

Physician Contracting Manager

Hunt Graham

(504) 681-8817

william.graham@peopleshealth.com

www.peopleshealth.com

Great Things Are Happening at Peoples Health!

- Over 60,000 southeast Louisiana residents are Peoples Health plan members.
- Peoples Health is a local organization, employing hundreds of locals in New Orleans, Baton Rouge, the River Parishes and the Northshore – and still growing!
- Peoples Health has been repeatedly recognized as one of *New Orleans CityBusiness*' Best Places to Work.

Plan Rating

The Medicare program rates how well health and drug plans perform in different categories and how well plans perform overall, on a scale of one to five stars. Star ratings are calculated each year and may change from one year to the next. Peoples Health is the highest rated Medicare Advantage plan in the state at 4.5 stars in 2018.

What We Offer Our Medicare Plan Members

- Peoples Health takes a proactive approach to managing the overall well-being of our members.
- Our robust provider network ensures our members always have access to care – with over 4,200 physicians available; 500 ancillary facilities to provide advanced services; and over 90 hospitals to ensure members can receive medical attention 24/7.
- We have dedicated staff to answer any questions members may have by phone, email or face-to-face.

A Member-Centric Model of Care

The Peoples Health model of care supports member health by keeping members at the center of their care. Each member is surrounded by a team that provides a comprehensive array of services, including:

- Enhanced primary care practice support
- Calls to new members to ensure continuity of care for ongoing services when joining a Peoples Health plan
- One-on-one member guidance for managing chronic conditions, including diabetes, chronic kidney disease, chronic obstructive pulmonary disease, cancer and heart failure

Provider Resources

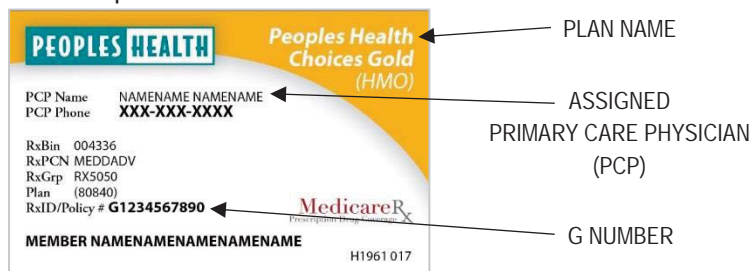
Provider Portal

Get quick access to the information you need to effectively treat your Peoples Health patients. Join the many providers that find using the portal faster and easier than calling for information.

Provider Portal lets you and your authorized staff do the following:

- Search and review claims status, amounts paid, paid dates, check numbers, and claims history
- View and download a member's detailed benefit information, summary of benefits, and copay amounts
- Verify patient eligibility such as effective dates, primary care physician, benefit utilization, authorizations and more
- View member's annual maximum out of pocket amount, and other benefit accumulators
- Access network search tools and other quick links
- View and print patient clinical information through Member Viewer and Provider Resource Central

Many search functions require the member's G number (member ID) which can be found on the front of the Peoples Health ID card.



For access to the resources described above, visit peopleshealth.com/providerportal.



Provider Resource Central & Member Viewer Tab

Provider Resource Central houses additional tools and clinical information:

- **Access patient clinical history and submit authorization requests in Member Viewer.**
 - Updated regularly to help you coordinate care and establish a clear picture of the patient's overall health and clinical history.
 - Member Viewer Profile Summary—the orange button—provides a printer-friendly summary of the patient's recent clinical history to aid in chart prep, prior to appointments.
- **Stay up to date on the latest Peoples Health news and initiatives.** The home page is updated periodically with important reminders, tips and tools.
- **Access an interactive Provider Reference Guide,** to quickly search for information on Peoples Health policies and procedures.
- **Reference educational materials,** such as FAQs and coding guidelines related to current initiatives like advanced care planning and substance use disorders.

Provider Resource Central & Member Viewer are accessible to all Provider Portal users except the "Billing" role.



peopleshealth.com/providerportal

Peoples Health Website

Our website is another valuable resource with useful information for providers. You can review information about our company, look up plan benefits, contact the Provider Relations department and get the latest on industry news.

Visit www.peopleshealth.com and click the **Provider Tools** menu. In this section of our website, you can:

- Access network provider search tools
- Search the online formulary and download pharmacy request forms
- Update your demographic information
- Explore a Frequently Asked Questions page
- Review compliance program information, and CMS Fraud, Waste & Abuse resources
- Send us questions or comments

Peoples Health Authorization Requirements Search Tool

Use the online authorization requirements search to quickly identify whether a procedure requires authorization. Simply enter a valid procedure code and place of service combination to determine if an authorization is required. Access the search feature from the Provider Tools tab of the public website or from the Quick Links in Provider Portal.

The screenshot shows the top navigation bar of the Peoples Health website with links for 1-800-978-9765, Información en Español, Search Site, Member Portal, Provider Tools, and Contact Us. Below this is a secondary navigation bar with links for Shop Plans, Medicare Facts, Member Resources, and Find a Doctor. The main header area features the Peoples Health logo and the text 'Your Medicare Health Team'. The central section is titled 'Authorization Requirements Search'. Below the title, there is a sub-header 'Peoples Health Authorization Requirements Search' and a link to click here if having problems. An important update notice states that for PHN Employee Plan authorization requirements for dates of service on or after April 1, 2016, contact Gilsbary party administrator at 1-800-643-4416, option 4. A note explains that the search tool identifies authorization requirements for specific procedure codes by place of service, and that Medicare service that cannot be provided in network requires authorization. At the bottom, there are input fields for 'Procedure Code' and 'Place of Service', a 'Search' button, and a 'Printer Friendly' link. On the right side, a vertical menu lists various resources: Authorization Requirements Search, Contract With Peoples Health, Frequently Asked Questions, Model of Care for SNPs, My Health Connection, Provider Network, Provider Plan Documents and Forms | 2017, Provider Plan Documents and Forms | 2018, Provider Portal – New, Provider Resource Central, and Update Provider Information.

Provider Relations & Provider Services

As a participating provider, you have a dedicated Provider Relations representative who will visit your office(s) to deliver educational materials, train your staff and answer questions related to Peoples Health procedures and clarify any questions.

Additionally, our Provider Services call center staffs local representatives to answer questions related to:

- Claims processing and payments
- Authorizations
- Provider appeals
- Medical management and care coordination

