

December 2022

# PROVIDES PLUS



## THERE IS ONLY ONE LEON

Effective January 1st, 2023 **LEON HEALTH, INC.** (HMO) will be the Medicare Advantage that provides members exclusive access to nationally recognized Leon Medical Centers. **LEON HEALTH** has (3) benefit packages for the Leon Medical Centers patients. Each benefit package offers your patients medical services that meet their needs.



# PROVIDERS RESOURCES

**LEON HEALTH** has made available the following provider resources on our website:

## Claims:

- Detailed claims submission instructions
- Check claim status
- Instructions to claim appeals

## Pharmacy:

- Medication Therapy Management
- Prior Authorization Form Part C
- Prior Authorization Form Part D

## Provider Relations

- Join our Network
- Credentialing
- Practice Address Change Request Form
- Change of Ownership Form
- W9 Form
- Frequently Asked Questions by Providers

## Additional Resources

- News and Announcements
- Clinical Practice Guidelines
- Contact Us
- 2023 Provider & Pharmacy Directory

We welcome you to visit our new website and get familiarized with the additional resources provided to you.

[www.leonhealth.com/providers/](http://www.leonhealth.com/providers/)

**LEON HEALTH** Provider Portal Resources:

Please use the Leon Health Provider Portal to access to the following information:

- Provider account details
- Member eligibility
- View claim status
- Remittance Advice
- Authorization review

Visit our provider portal at:

[www.ehealth-lhp.healthsuiteadvantage.com/](http://www.ehealth-lhp.healthsuiteadvantage.com/)

If you are a PAR provider and do not have access to the provider portal yet, please contact provider services at 833-373-5366 or e-mail provider relations at [providerrelations@leonhealth.com](mailto:providerrelations@leonhealth.com) to request access.

# LEON HEALTH PLANS

## LEON HEALTH BENEFIT PLANS



### MEDIEXTRA

Comprehensive plan with Initial Coverage limit of \$8,000 for Prescription Drugs, \$0 copay amounts on most services with a maximum out of pocket of \$1,000 and great supplemental benefits.



### MEDIDUAL

Dual SNP plan - Great plan for members with Medicaid and Medicare, with \$100 per month for Over the Counter and up to 15 meals monthly and no copays, focused case management and great supplemental benefits.



### MEDIMORE

Unique plan that has \$110 per month Part B Reduction Plan and great supplemental benefits.

For more information about our benefits, please visit our website [www.leonhealth.com](http://www.leonhealth.com)

## ID CARDS SAMPLE

### MEDIEXTRA

**LEON HEALTH** Leon MediExtra (HMO) H4286-001  
Member since: 00/00/2022

Name: Pedro Perez  
ID: XXXXXXXXXXXX

< **BAR CODE** >

Primary Coverage	Copay:
RxBIN: 015574	PCP \$0
RXPCN: ASPROD1	Specialist \$0
RXGRP: LHP01	

PCP: Leon Medical Centers - BIRD  
PCP Phone: 305.642.5366

**MedicareRx**  
Prescription Drug Coverage

### MEDIDUAL

**LEON HEALTH** Leon MediDual (HMO D-SNP) H4286-002  
Member since: 00/00/2022

Name: Pedro Perez  
ID: XXXXXXXXXXXX

< **BAR CODE** >

Primary Coverage	Copay:
RxBIN: 015574	PCP \$0
RXPCN: ASPROD1	Specialist \$0
RXGRP: LHP01	ER \$0

PCP: Leon Medical Centers - BIRD  
PCP Phone: 305.642.5366

**MedicareRx**  
Prescription Drug Coverage

### MEDIMORE

**LEON HEALTH** Leon MediMore (HMO) H4286-003  
Member since: 00/00/2022

Name: Pedro Perez  
ID: XXXXXXXXXXXX

< **BAR CODE** >

Primary Coverage	Copay:
RxBIN: 015574	PCP \$0
RXPCN: ASPROD1	Specialist \$0
RXGRP: LHP01	ER \$120

PCP: Leon Medical Centers - BIRD  
PCP Phone: 305.642.5366

**MedicareRx**  
Prescription Drug Coverage

Visit us online: [LeonHealth.com](http://LeonHealth.com)  
Member & Provider Services 1.844.969.5366 or 305.541.5366 (TTY 711)  
Pharmacy Help Desk 1.800.681.7504

<b>Medical Claims</b> Leon Health Attn: CLAIMS P.O.Box 668680 Miami, FL 33166 Electronic Payer ID: A3565	<b>Pharmacy Claims</b> Leon Health Attn: Medicare Part D P.O.Box 668230 Miami, FL 33166
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*Referrals and prior authorizations may be required.  
This card does not guarantee coverage or payment.*

Visit us online: [LeonHealth.com](http://LeonHealth.com)  
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This card does not guarantee coverage or payment.*





# ADMINISTRATIVE UPDATES | LEON HEALTH DEPARTMENTS CONTACT INFORMATION

## PROVIDER RELATIONS

**PHONE:** (305) 514-4000  
**FAX:** (305) 718-2879  
**E-MAIL:** Providerrelations@leonhealth.com  
**MAIN RESOURCE:** Laura Aravena – Director of Provider Relations

## MEMBER SERVICES

**PHONE:** (305) 541-5366  
**TOLL FREE:** (844) 969-5366  
**FAX:** (305) 718-2860  
**E-MAIL:** memberservices@leonhealth.com  
**MAIN RESOURCE:** Alberto Acosta – Member Services Manager

## CREDENTIALING

**PHONE:** (305) 514-4001  
**FAX:** (305) 718-2873  
**E-MAIL:** Credentialing@leonhealth.com  
**MAIN RESOURCE:** Main resource: Laura Aravena – Director of Credentialing

## ENROLLMENT DEPARTMENT

**E-MAIL:** enrollment@leonhealth.com  
**FAX:** 305-718-2877  
**MAIN RESOURCE:** Main resource: Consuelo Lopez – Enrollment Manager

## PROVIDER SERVICES

**Provider Payment Disputes (Contracted Providers)**  
**FAX:** (305) 718-2872  
**Provider Payment Disputes (Members & Non-Contracted Providers)**  
**FAX:** (305) 718-2862  
**E-MAIL:** providerservices@leonhealth.com  
**MAIN RESOURCE:** Main resources: Alberto Acosta – Member Services Manager

## CLAIMS DEPARTMENT

**FAX:** (305) 631-3960  
**E-MAIL:** claims@leonhealth.com  
**MAIN RESOURCE:** Claudia Llanes – Claims Director

## MEDICAL MANAGEMENT

**UM REFERRALS FAX:** (305) 644-2539  
**BEHAVIORAL HEALTH:** (305) 644-7734  
**CASE MANAGEMENT:** (305) 631-3934  
**MEDICAL CLINICALS:** (305) 644-2144  
**MAIN RESOURCE:** Michelle Bissessar

## PHARMACY DEPARTMENT

**FAX:** (305) 644-2527  
**E-MAIL:** pharmacy@leonhealth.com  
**MAIN RESOURCE:** Aracelis Rivera – Director of Pharmacy Systems

## APPEALS & GRIEVANCES DEPARTMENT

<b>PHONE:</b> (305) 541-5366	<b>E-MAIL:</b> AGDept@leonhealth.com
<b>MEDICAL APPEALS FAX:</b> (305) 718-2862	<b>MAIN RESOURCE:</b> Carlos Garcia- Manager
<b>RX GRIEVANCES FAX:</b> (305) 718-2866	

## UPDATE: CLAIM SUBMISSION P.O. BOX ADDRESS CHANGE

Update your records accordingly and submit all future paper claims to the new address listed.

DEPARTMENT	OLD CLAIMS P.O. BOX	NEW P.O. BOX
Claims	Leon Health, Inc. Attn: Claims Department P.O. Box 668680, Miami, FL. 33166	Leon Health PO Box 61265 Phoenix, AZ 85082-1265

If you have any additional questions, please contact our Claims Department at (305) 718-2840 or via email at [providerservices@leonhealth.com](mailto:providerservices@leonhealth.com).



# WHAT YOU NEED TO KNOW!

**LEON HEALTH PLAN** has partnered with **AVAILITY** to service your electronic data interchange (EDI) transactions and to offer a direct connection to our plan for the following health transactions.

 **Availity is now live as an EDI gateway for the following transactions**

- **LIVE** - Electronic claim submissions (837 P/I)
- **LIVE** - Electronic remittance advices – ERA (835) **(enrollment with Availity required)**
- **LIVE** - Claims Status Inquiry & Response (276/277)
- Coming Soon - Requests and responses for eligibility and benefits (270/271)

**The Payer Name and ID**

- **Payer Name:** Leon Health Plan
- **The payer ID:** A3565

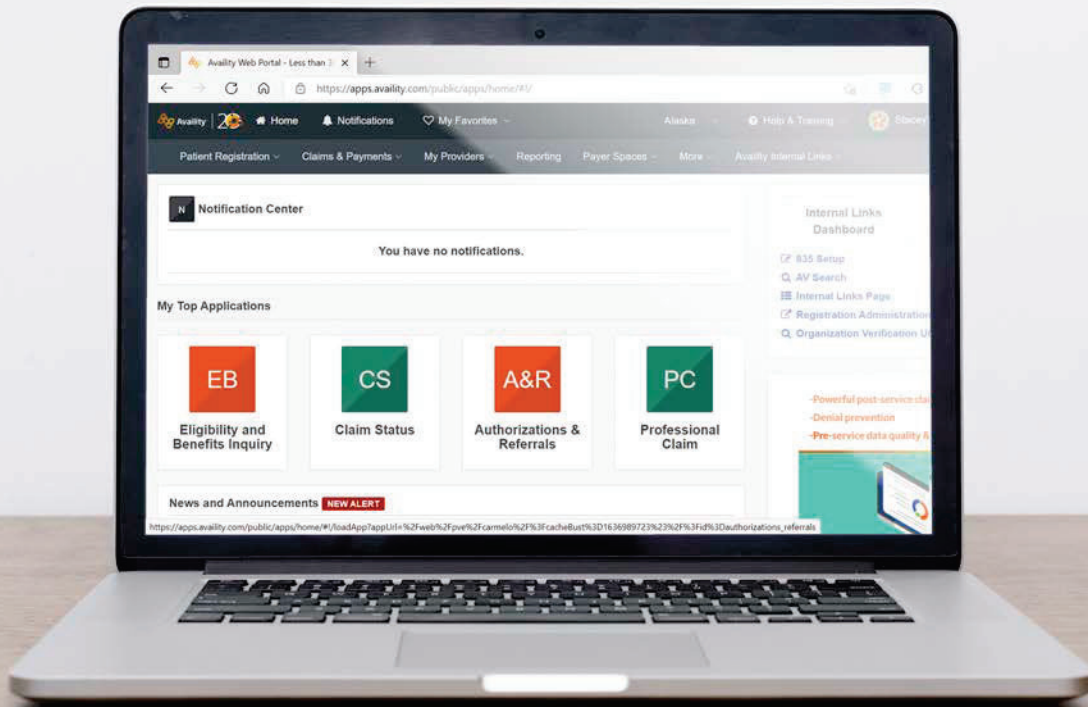
## WHAT YOU CAN DO NOW

Complete the steps below:

1. **Register with Availity to get a customer account.**
  - a. Go to [www.availity.com](http://www.availity.com) and click Register.
  - b. Follow the attached instructions to enroll to receive 835s from Leon

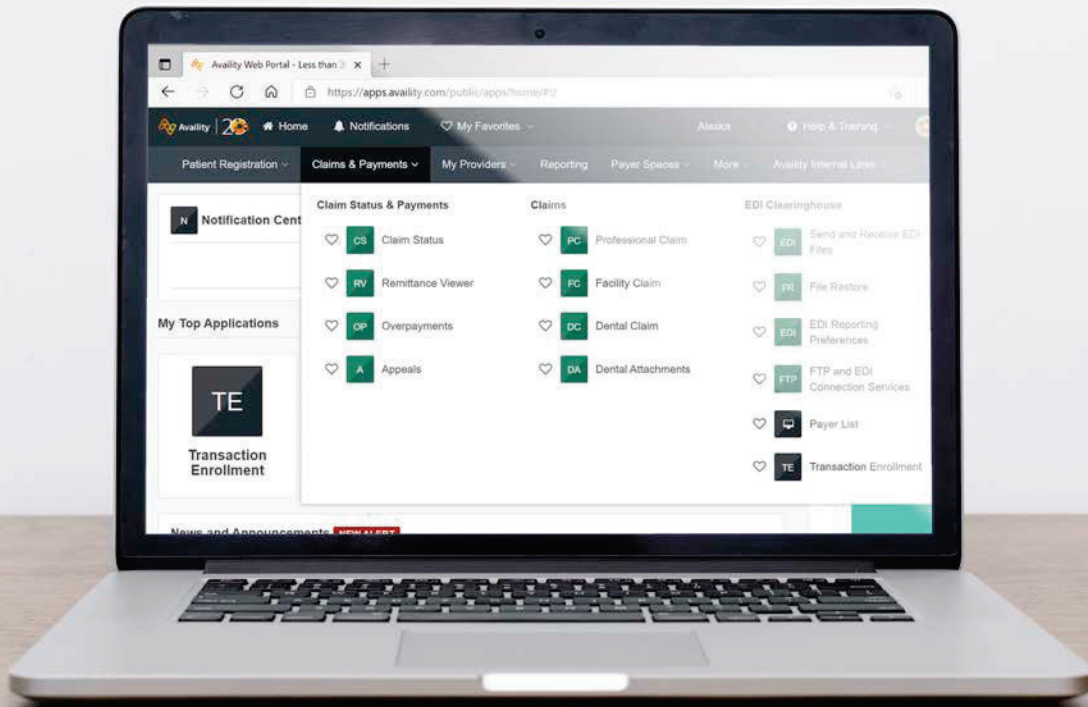


Once provider created an Availity portal account, follow the steps below:



## STEP 1

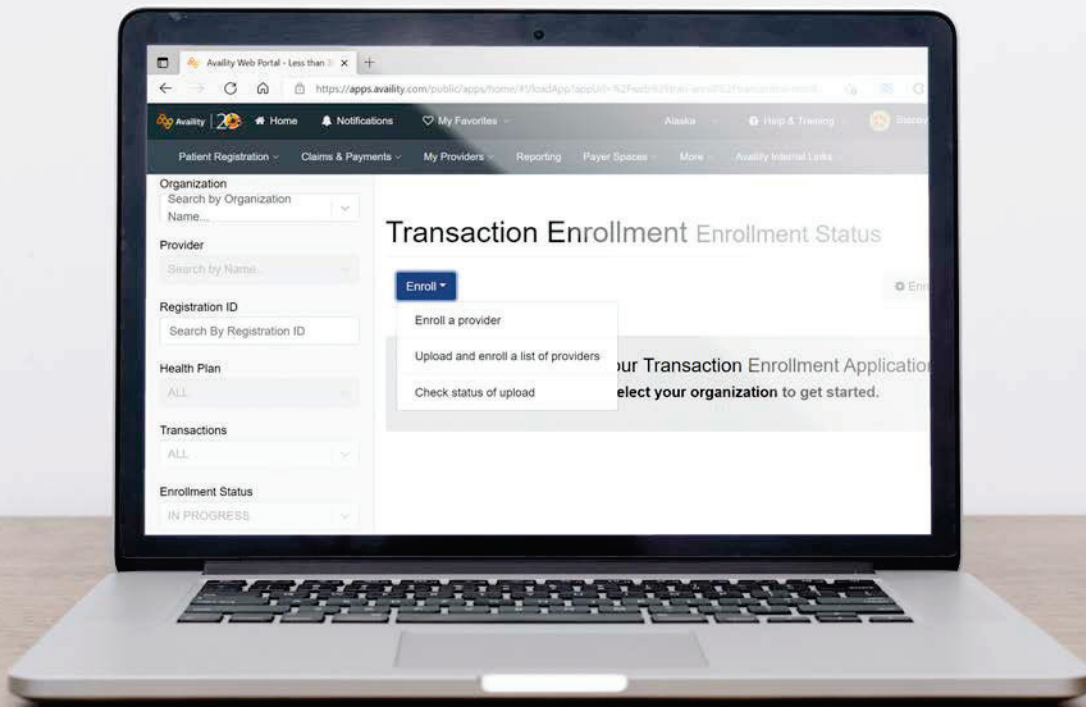
Enrollment: Account administrator should log on and select: "Claims & Payments"



## STEP 2

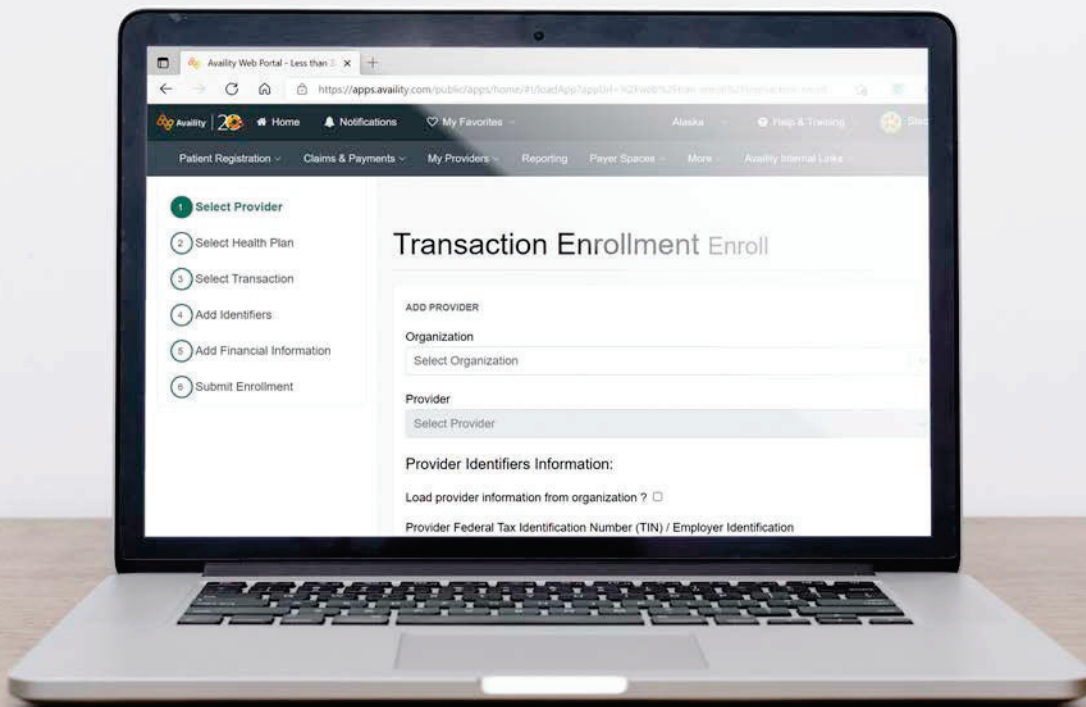
Enrollment: From "Claims & Payments"; select "Transaction Enrollment"





### STEP 3

Enrollment: From "Transaction Enrollment" select "Enroll"



### STEP 4

Enrollment: Follow step by step instructions to enroll for 835 transaction



# QUICK START GUIDE

## AVAILITY PORTAL AND EDI CLEARINGHOUSE

Ready to get started with Availity? We're here to help. Check out these resources.

### REGISTER A NEW ORGANIZATION

Go to [Register and Get Started with Availity's Portal](#) for live and on-demand resources to help you register your organization.

### ADD USERS TO AN EXISTING ORGANIZATION

**USERS:** Ask your organization's Availity Portal administrator to set up your user account and access.

**ADMINISTRATORS:** For step-by-step instructions on how to add new users to your organization, see the [Add users](#) help topics.


### HELP, TRAINING, AND SUPPORT IN AVAILITY PORTAL

Once your organization has registered with Availity, and you have your user account, log in to Availity Portal for access to a variety of help, training, and support resources.



#### HELP

In the Availity Portal menu bar, click **Help & Training > Find Help** to visit the provider help center.

**Tip:** For information about individual fields on Availity Portal application pages, click the blue question mark icons  next to certain fields. You will see the help in a pop-up window.



#### TRAINING

In the Availity Portal menu bar, click **Help & Training > Get Trained** to enroll in live and on-demand training.

**Tip:** Take one of these courses to get started:

- **USERS:** [Get Onboarded to Availity's Portal - Training Program](#)
- **ADMINISTRATORS:** [Availity Portal Administrator Onboarding](#)



#### SUPPORT

In the Availity Portal menu bar, click **Help & Training > Availity Support** to access online support ticketing and online chat. Or, call 1.800.AVAILITY (282.4548).

**Tip:** See the [Availity Client Services](#) help topic for more information.

### MORE HELPFUL RESOURCES

- [Availity Portal Reference Guide for Users](#)
- [Availity Portal Reference Guide for Administrators](#)
- [Availity EDI Connection Services Startup Guide](#)
- [Availity EDI Companion Guide](#)



# MEDICARE NEWS



On July 20th, 2022 OIG released a special fraud alert to all practitioners to exercise caution when entering into arrangements with purported telemedicine companies.

As described by the OIG one common element of these fraud schemes, telemedicine companies intentionally pay physicians and non-physicians to generate orders or prescriptions for medically unnecessary DME (Durable Medical Equipment), genetic testing, prescription medications or wound care items resulting in fraudulent submission claims to Medicare, Medicaid and other federal health care programs.

If you would like to learn more, please follow the link for more information.

[OIG Telemedicine Fraud Alert.pdf](#)

## NPPS NEWS

### UPDATING AND CERTIFYING PROVIDER DATA IN THE CENTERS FOR MEDICARE & MEDICAID SERVICES' NATIONAL PLAN & PROVIDER ENUMERATION SYSTEM

On June 29th, Medicare released a memo to remind our contracted health care providers, to review their National Provider Identifier (NPI) data in National Plan & Provider Enumeration System (NPPES) as soon as possible to ensure that accurate provider data is displayed. As you may know, providers are legally required to keep their NPPES data current. Centers for Medicare & Medicaid Services (CMS) is also encouraging Medicare Advantage Organizations to use NPPES as a resource for our online provider directories. By using NPPES, we contact you for updated directory information and provide more reliable information to Medicare beneficiaries.

If the NPPES database is kept up to date by providers, our organization can rely on it as a primary data resource for our provider directories, instead of calling your office for this information. With updated information, we can download the NPPES database and compare the provider data to the information in our existing provider directory to verify its accuracy.

When reviewing your provider data in NPPES, please update any inaccurate information in modifiable fields including provider name, mailing address, telephone and fax numbers, and specialty, to name a few. You should also make sure to include all addresses where you practice and actively see patients and where a patient can call and make an appointment. Do not include addresses where you could see a patient, but do not actively practice. Please remove any practice locations that are no longer in use. Once you update your information, you will need to confirm it is accurate by certifying it in NPPES. Remember, NPPES has no bearing on billing Medicare Fee-For-Service.

If you have any questions pertaining to NPPES, you may reference NPPES help at <https://nppes.cms.hhs.gov/webhelp/nppeshelp/HOME%20PAGE-SIGN%20IN%20PAGE.html>. Please direct any general questions about this notice to our Credentialing Department e-mail to [credentialing@leonhealth.com](mailto:credentialing@leonhealth.com).

## PROVIDER SATISFACTION SURVEY

Thank you for partnering with Leon Health Plan to provide quality healthcare for our members.

As your partner, we want to ensure that your experience with us is positive and rewarding. You are essential to providing the highest quality healthcare possible for our members, and your satisfaction is important to us.

We want to thank all survey respondents who submitted their response timely.

The provider survey shows great satisfaction among the following areas:

- Claim processing
- Network coordination of care
- Credentialing
- Utilization management

If you would like to submit any recommendation for improvement, please e-mail us to:

[Providerrealtions@leonhealth.com](mailto:Providerrealtions@leonhealth.com)



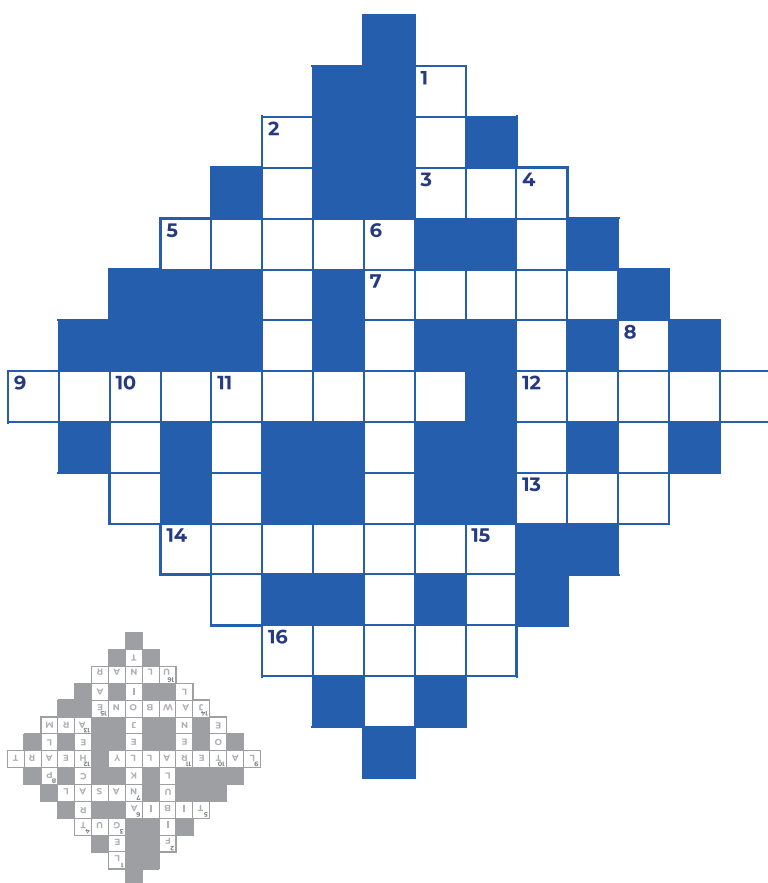
# DID YOU HEAR?

## IT'S OPEN ENROLLMENT PERIOD

Every year, Medicare's open enrollment period is October 15-December 7

# LEON'S BRAIN LABORATORY

## MEDICAL CROSSWORDS: ANATOMY



### ACROSS

- 3** The part of the alimentary canal between the stomach and the anus. (3)
- 5** The inner and thicker of the two bones of the human leg between the knee and ankle. (5)
- 7** Of or in or relating to the nose. (5)
- 9** In a lateral direction or location. (9)
- 12** It's the body's pump. (5)
- 13** Technically, the part of the superior limb between the shoulder and the elbow but commonly used to refer to the whole superior limb. (3)
- 14** It is hinged so you can open your mouth. (7)
- 16** An adjective relating to, or the area near, the ulna. (5)

### DOWN

- 1** It's commonly used to refer to a whole limb, but technically, is only the part between the knee and ankle. (3)
- 2** The outer and thinner of the two bones of the human leg between the knee and ankle. (6)
- 4** Membranous tube with cartilaginous rings that conveys inhaled air from the larynx to the bronchi. (7)
- 6** A gliding joint between the distal ends of the tibia and fibula and the proximal end of the talus. (5,5)
- 8** The inner surface of the hand from the wrist to the base of the fingers. (4)
- 10** It's a digit of the foot. (3)
- 11** Of or relating to the kidneys. (5)
- 15** The sense organ for hearing and equilibrium. (3)