



July 2023



PROVIDER PLUS

LEON MEDICAL CENTER of Homestead is excited to announce the upcoming launch of phase two at 2250 NE 8th Street in Homestead. This new MEDICAL CENTER, which will encompass around 49,000 square feet, promises to be one of the most advanced and comprehensive helathcare facilities in Miami-Dade County due to it's incorporation of cutting - edge technologies. With this addition to our already operational office located at 1440 NE 8th Street in Homestead, we are looking forward to providing top-quality care and services our members deserve. We anticipate a bright future for LEON MEDICAL CENTERS and LEON HEALTH as we continue serving our community with excellence.

“ Our philosophy has always been to provide personal attention at all times and treat patients as if they were our own family ”
Benjamín León Jr.



Medicare & Enrollment

Why Choose LEON Health?

Plans & Benefits

Member Resources

Enroll Today

Welcome HealthCare Providers

LEON Health values each and every one of our healthcare professionals to do what you do best – care for our members.



With the Leon Health Provider Service Website, you will have access to your

- Claims Information
- Medical & Pharmacy Information
- Provider relations
- And additional resources



Claims Information

- Submission Instructions
- Check Claim Status
- Claim Appeals
- Non-Participating Appeal Form



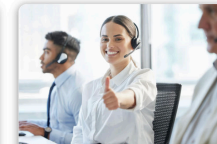
Medical & Pharmacy Information

- 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
- Provider & Pharmacy Directory
- Model of Care

PROVIDER PORTAL

With the Leon Health Provider you can access

- Provider Account Details
- Member Eligibility
- Verify Covered Services
- View Claim Status
- Remittance Advice
- Authorization Review

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

WEBSITE LHP PROVIDERS:

<https://ehealth-lhp.healthsuiteadvantage.com/>

AVAILITY: www.availity.com

PROVIDER SERVICES

PROVIDER PAYMENT DISPUTES (CONTRACTED PROVIDERS)

PHONE (LOCAL): (305) 718-2842

TOLL-FREE: (833) 373-5366

FAX: (305) 718-2872

PROVIDER PAYMENT DISPUTES (MEMBERS & NON-CONTRACTED PROVIDERS)

FAX: (305) 718-2862

E-MAIL: providerservices@leonhealth.com

MAIN RESOURCE: Alberto Acosta – Member Services Manager

NEED TO MAKE AN ADDRESS CHANGE?

1. Complete the Practice address Change Form with the most current information and attach a W-9 if applicable.
2. E-mail the form to Provider Relations Department ProviderRelations@leonhealth.com or fax to 305-718-2873

Click the following link to access Address Change Form (<https://www.leonhealth.com/providers/>)



The image shows a 'Leon Health Plan Practice Address Change Request' form. It includes sections for 'Steps for Submission', 'Reason for submission required' (with checkboxes for Change of Address, Change of Mailing Address, Addition of new location, and Other), 'Submitter Details' (with fields for Date today, Practice tax ID, Practice Name, Submitter Name, Submitter E-mail address, Submitter Title, and Submitter Phone Number), and 'Service location address instructions' (with checkboxes for Add Address, Change Address, and Delete Address). It also has a section for 'Old Office Address' with fields for Street Address 1, Street Address 2, City, State/Territory, Zip Code County, Phone Number, and Fax Number.

NEED A CLAIM CHECK REISSUED?

Compose an email to ProviderServices@leonhealth.com, attaching the following documents:

- A copy of the UpToDate W9
- The check number
- Check issue date
- Check amount

MEMBER RIGHTS AND RESPONSIBILITIES

In conjunction with The Accreditation Association for Ambulatory Health Care (AAAHC), Leon Health ensures that all its members are educated on their rights and responsibilities.

Leon Health, Inc. includes a statement of member rights and responsibilities that clearly outlines the commitment to treating members in a manner that respects their rights and explains the expectations of the member's responsibilities. Leon Health will distribute this information to new members when they enroll, existing members annually, new physicians when they join the network, and existing physicians annually.

Upon contracting, our plan providers will receive the Member Rights and Responsibilities through the Provider Handbook. Likewise, our members will receive the Member Rights and Responsibilities through the Evidence of Coverage upon enrollment and annually.

The plan aims to assess whether members are adhering to their rights and responsibilities by conducting site visits at provider locations and monitoring various data sources such as member complaints, appeals, and other feedback. If any providers are found to be non-compliant, they will be placed on a corrective action plan and closely monitored until they demonstrate compliance with member rights and responsibilities.

MEDICARE NEWS

REFUNDS OF EXCESS COST SHARING MEMORANDUM FROM CMS

WHAT IS COST SHARING?

The share of costs covered by your insurance that you pay out of your own pocket. This term generally includes deductibles, coinsurance, copayments, or similar charges, but it doesn't include premiums, balance billing amounts for non-network providers, or the cost of non-covered services. Cost sharing in Medicaid and CHIP also includes premiums.



WHAT AM I SUPPOSED TO DO WHEN THERE IS AN OVERPAYMENT?

When there is an overpayment of cost sharing, refunds are made to the state Medicaid agencies or MEDICAID-MANAGED care plans in certain cases. Medicaid covers cost sharing for Qualified Medicare Beneficiaries

(QMBs) and certain other dually eligible individuals. As per the regulations (42 CFR §§ 417.456 and 422.270), MA organizations and section 1876 cost plan sponsors are required to refund incorrectly collected amounts from their Medicare enrollees or others on their behalf and pay any other amounts due to enrollees or others.

Refunds are directed to the entity responsible for the payment, such as the state Medicaid agency or Medicaid managed care plan, rather than the enrollee. When Medicaid covers cost sharing and an incorrect amount has been paid, the refunds are owed to Medicaid. Refunds for incorrectly collected amounts that are not premiums are to be made as a lump sum, and the refund amount should be the difference between the correct and incorrect cost sharing for the applicable covered benefit.

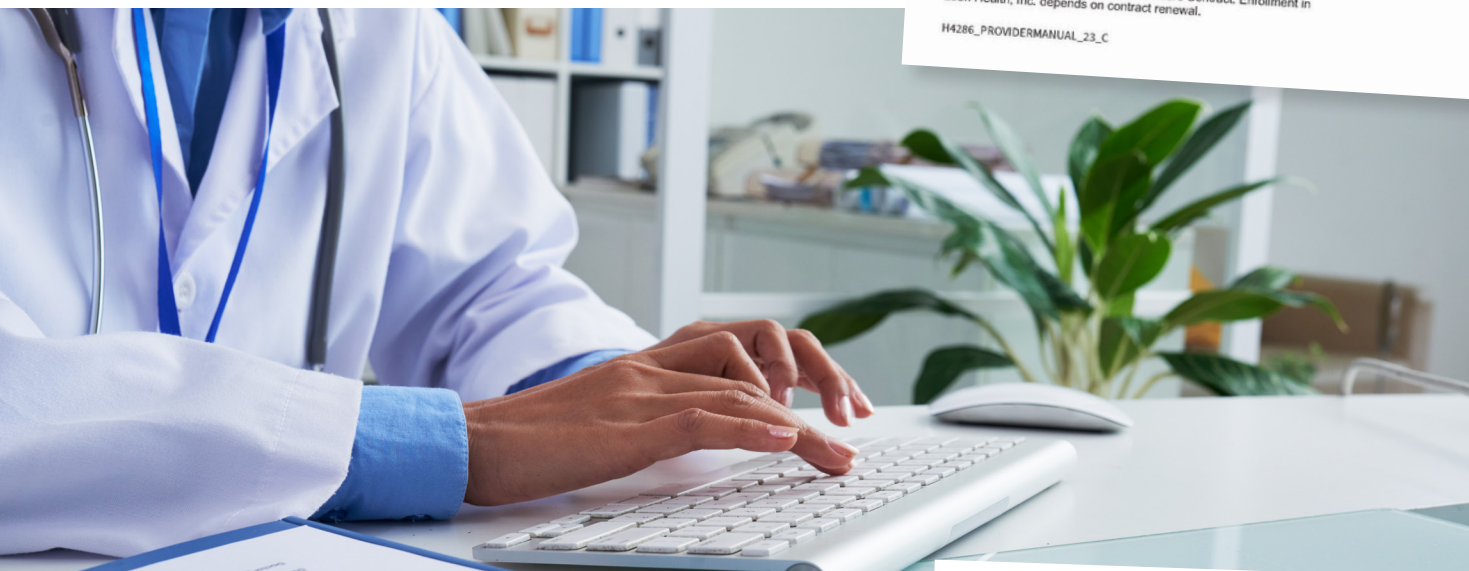
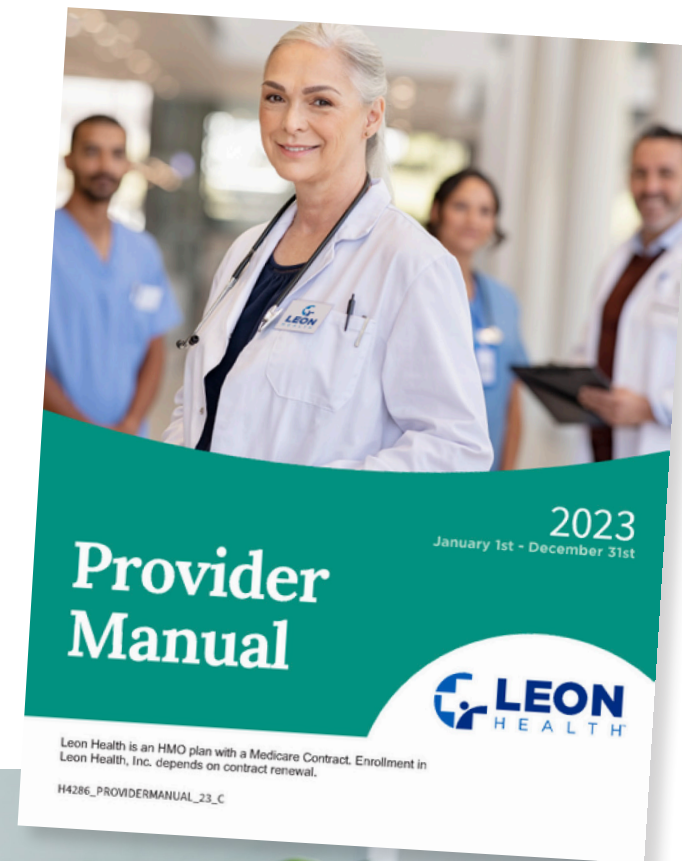
If you would like to find out more about cost sharing please visit ecfr.gov/covered services. Cost sharing in Medicaid and CHIP also includes premiums.

UPDATES

PROVIDER MANUAL UPDATE

Please ensure to review the revised Provider Manual, which now incorporates instructions regarding the termination of Providers (Section 9)

Click the link below to access the provider portal (<https://www.leonhealth.com/providers/>)



WANT TO JOIN OUR NETWORK?

Healthcare professionals, facilities, and organizations who wish to become part of the Leon Health Plan (LHP) network can now begin the process by accessing our Provider website. Simply navigate to the Provider Relations Tab and choose the “Join Our Network” option.

Click the link below to access our Provider Website (<https://www.leonhealth.com/providers/join-our-network/>)

Join our Network

Thank you for your interest in Leon Health.

Our HMO plans offer access to high-quality doctors and hospitals within our comprehensive network covering all of Miami-Dade County.

 High-quality affordable health care Numerous doctors and specialists you can trust!	 3 Unique Solutions to fit your lifestyles needs Plans offering medical, dental, vision, prescriptions drugs and much more!	 Nationally recognized Medical centers Providing high quality care by partnering with trusted providers.	 Covering all of Miami - Dade county Convenient locations for your comfort.
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NEED TO KNOW

CULTURAL AWARENESS AND LINGUISTIC TRAINING

Developing cultural and linguistic competence is a progressive journey wherein both individuals and organizations exist at different stages of consciousness, understanding, and proficiency on the continuum of cultural competence.

Enhancing cultural competence enables us to gain insights into, effectively engage with, and foster meaningful connections with individuals from diverse cultural backgrounds. It equips us with the capacity to compare and contrast various cultures with our own, leading to a deeper comprehension of their distinctions. Subconsciously, we naturally apply our cultural lens when perceiving any given scenario. However, it is crucial to acknowledge that cultural influences do not solely dictate how we interpret situations. Our personal history and individual traits also contribute significantly.

By adopting certain habits, you can cultivate both the mindset and elements of cultural competence. Here are a few instances demonstrating how you can integrate cultural competence into your everyday routine.

Practice being open by exhibiting acceptance of diversity.

Display flexibility by demonstrating acceptance of uncertainty.

Exhibit humility by refraining from judgment and embracing the opportunity to learn. Show sensitivity towards others by valuing cultural variances.

Demonstrate a spirit of adventure through curiosity and recognizing possibilities in diverse circumstances. Employ a sense of humor by finding amusement in ourselves.

Engage in positive change or action by successfully interacting with the designated culture.

If you want to know more about Cultural and Linguistic Competence or test your knowledge please visit <https://www.clchpa.org/>



LEON'S BRAIN LABORATORY

CROSSWORDS

ACROSS

- 1 Injuries from sharp objects.
- 3 You feel pain from it.
- 7 Dispositioned limb injury.
- 9 You have this before you puke.
- 10 They sometimes show up with injuries.
- 11 A known disease from middle ages.
- 13 Broken bone injury.
- 14 One of the most resilient diseases.

DOWN

- 1 A common children disease.
- 2 Injury from fire.
- 4 Injury of a torn off skin.
- 5 Infection with symptoms such as sore throat, fever and barking cough.
- 6 Injury of a tendon.
- 8 A lack of cleaning.
- 12 A highly contagious disease with symptoms such as small white spots.

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LEON

VISIT OUR WEBSITE

www.leonhealth.com/providers/

