

March 2023

PROVIDERS PLUS



THERE IS ONLY ONE LEON HEALTH

LEON Health, INC (HMO) offers an incredible Medicare Advantage program that grants members exclusive access to the nationally renowned Leon Medical Centers. With three fantastic benefits packages available, your patients will receive exceptional medical services tailored to meet their unique needs. We are excited to offer this amazing opportunity to improve the health and well-being of our members!



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
- Model of Care

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

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/

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 to request access.

LEON HEALTH PLANS



ID CARDS SAMPLE



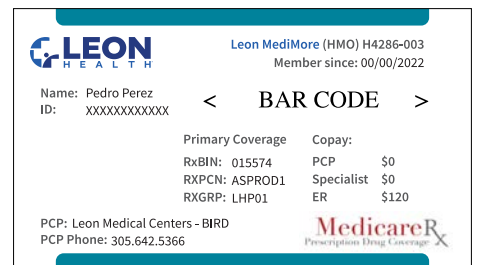
MEDIDUAL



MEDIEXTRA



MEDIMORE



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
WEBSITE LHP PROVIDERS: <https://ehealth-lhp.healthsuiteadvantage.com/>
AVAILITY: www.availity.com

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

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.

Information from automated e-mail response (PR)

If you have any Claims inquiries, please email: Claims@leonhealth.com .	If you have any Provider Service inquiries, please email: ProviderServices@leonhealth.com .
TYPE OF INQUIRIES	TYPE OF INQUIRIES
<ul style="list-style-type: none"> • Claim underpayment. • Denied claims. • Claim dispute. • Claim overpayment. • Claim rejection. • Claim appeal status. • Stop payment. • Re-issued of payment. 	<ul style="list-style-type: none"> • EOB or RA request • Denied or approved claim explanation • Provider portal assistance • Confirmation of claim receipt



WHAT YOU NEED TO KNOW!

NOTICE TO MEMBERS

Our members have received Annual Notice of Change and Evidence of Coverage Errata notices via mail from the Plan. These letters serve to inform members of any errors detected in the 2023 Annual Notice of Change letters and the 2023 Evidence of Coverage document, both of which were distributed in October 2022. In accordance with the Inflation Reduction Act of 2022, members are not required to pay more than \$35 for insulins and most Part D vaccines are provided at no cost. To determine the exact cost-sharing for insulins and Part D vaccines for their Plan, members should refer to the errata notice.

MODEL OF CARE TRAINING NOW AVAILABLE IN YOUR PROVIDER PORTAL



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



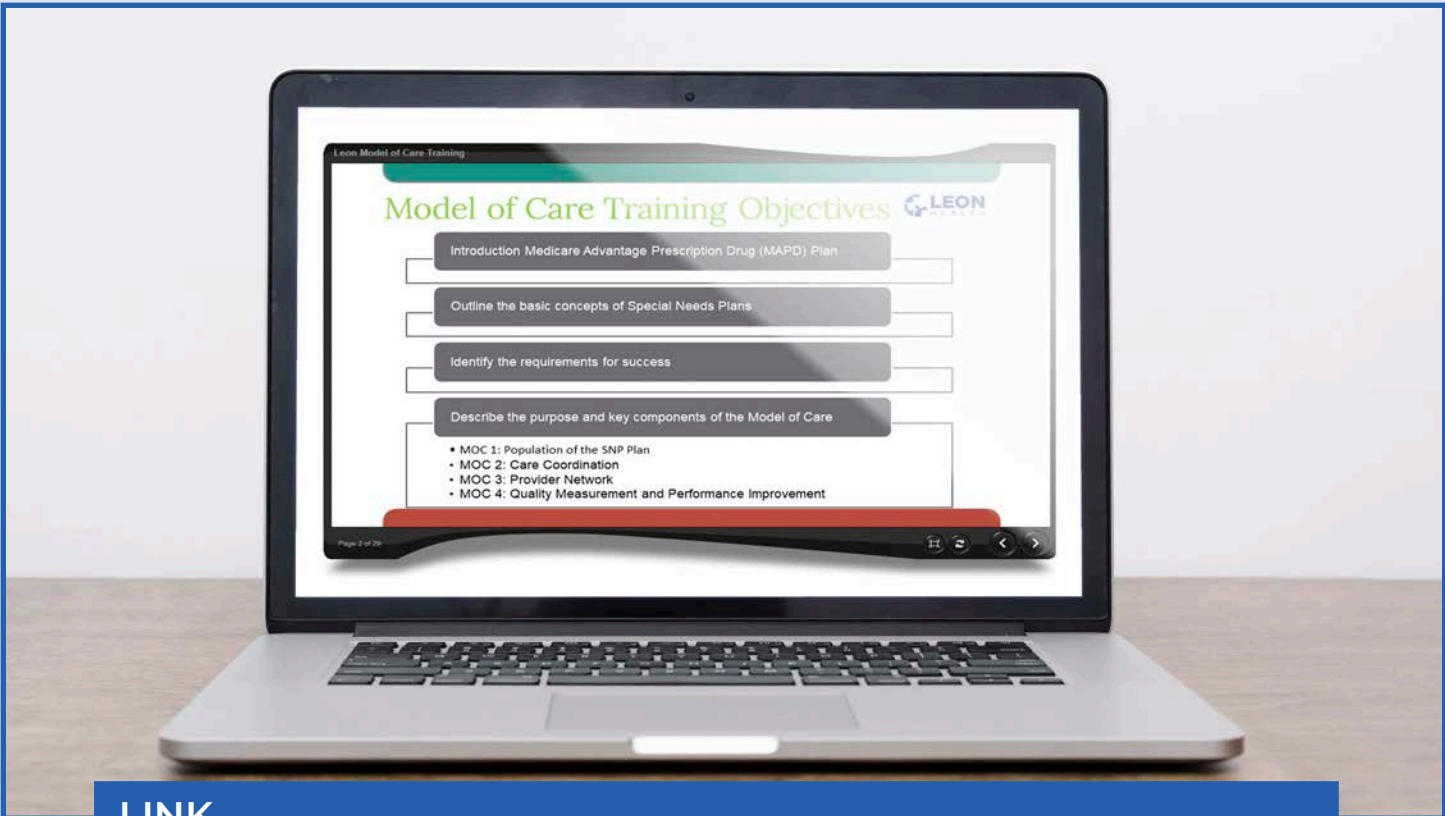
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LINK

<https://www.leonhealth.com/wp-content/uploads/pdf/Leon-Health-Model-of-Care.pdf>

HEALTH & NUTRITION FUN FACTS

1

Protein is an essential nutrient that is necessary for building and repairing tissues in the body. Good sources of protein include meat, fish, eggs, dairy products, legumes, and nuts.

2

Carbohydrates are a major source of energy for the body. Complex carbohydrates, such as those found in whole grains, fruits, and vegetables, are preferred over simple carbohydrates, like those found in candy and soda.

3

Fat is an important nutrient for the body, but not all fats are created equal. Unsaturated fats, like those found in nuts, seeds, and fish, are healthier than saturated and trans fats, which are found in processed foods and animal products.

4

Vitamins and minerals are essential nutrients that the body needs in small amounts. They are important for maintaining healthy bones, skin, and organs, as well as for supporting the immune system.

5

Fiber is an important nutrient that can help lower cholesterol levels, regulate blood sugar, and promote healthy digestion. Good sources of fiber include whole grains, fruits, vegetables, and legumes.

6

Regular exercise can improve your mental health by reducing symptoms of anxiety and depression, and boosting your mood and self-esteem.

7

Drinking enough water is essential for maintaining good health, as it helps to regulate body temperature, support digestion, and keep your skin healthy.

8

Eating a diet rich in fruits, vegetables, whole grains, and lean proteins can help reduce your risk of chronic diseases such as heart disease, stroke, and diabetes.

9

Getting enough sleep is crucial for your physical and mental health, as it helps to improve memory and concentration, reduce inflammation, and support immune function.

10

Chronic stress can have negative effects on your health, such as increasing your risk of heart disease, depression, and anxiety, so it's important to find ways to manage stress effectively.

MEDICARE NEWS

2023 Medicare Advantage and Prescription Drug Plan CAHPS® Survey

The Medicare Advantage and Prescription Drug Plan CAHPS® (Consumer Assessment of Healthcare Providers and Systems) Survey is a standardized survey designed to measure the experiences of Medicare beneficiaries who are enrolled in Medicare Advantage (MA) and/or Prescription Drug Plans (PDPs). The survey is administered annually by the Centers for Medicare & Medicaid Services (CMS) to a representative sample of beneficiaries.

The survey consists of a series of questions that ask beneficiaries about their experiences with their health care providers, access to care, communication with health care providers, and the overall quality of their health care. The survey also includes questions about the prescription drug plan, such as how easy it is to get prescription drugs, how well the plan covers the costs of prescription drugs, and how satisfied beneficiaries are with the prescription drug plan.

The survey results are used by CMS to evaluate and monitor the quality of care provided by MA and PDP plans. The results are also made available to the public to help beneficiaries make informed decisions when choosing a health care plan. The survey results are reported using a star rating system, with plans receiving one to five stars based on their overall performance. Plans with higher star ratings may be more attractive to beneficiaries and plans with lower star ratings may face penalties or may be required to take corrective action to improve the quality of care they provide.

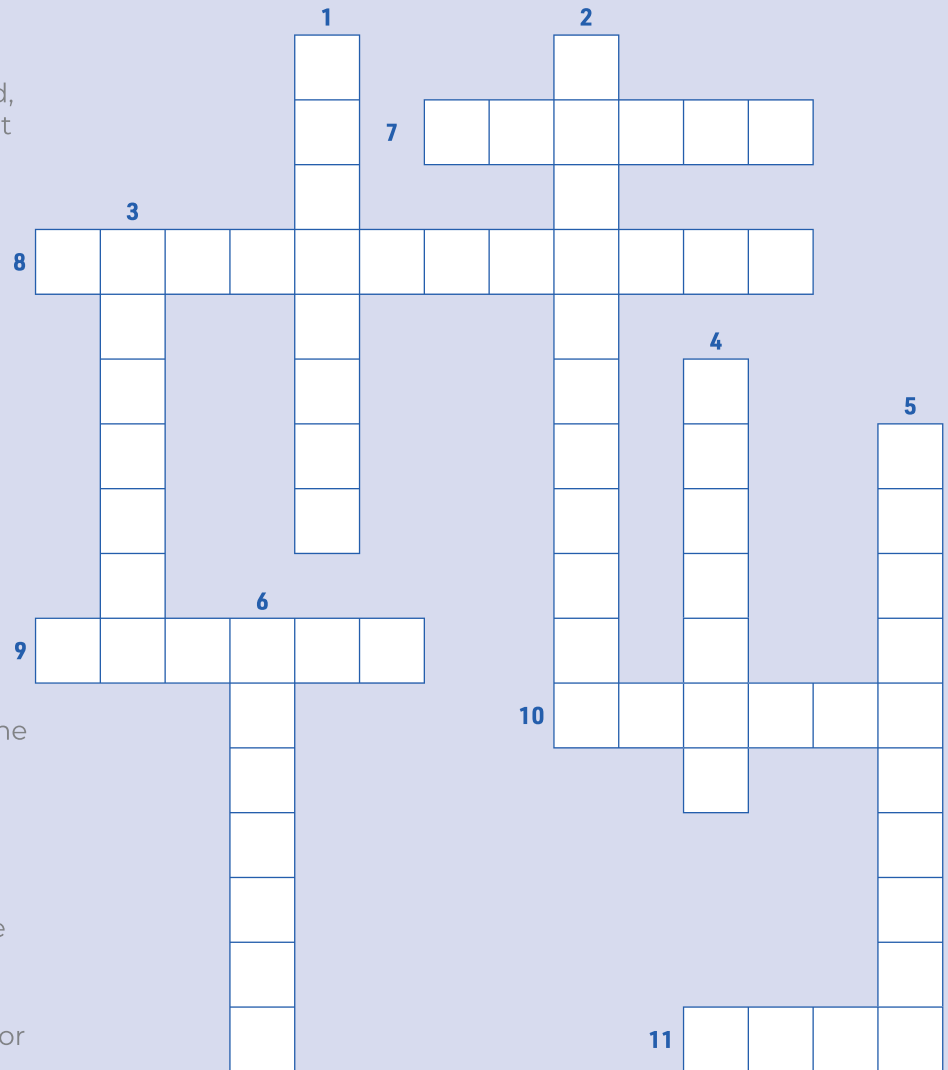


LEON'S BRAIN LABORATORY

CROSSWORDS: NUTRITION

DOWN

- When corn is dried and processed, it can be made into this ingredient which is used for dishes like polenta, grits, and cornbread.
- These tiny fruits are available fresh, frozen, or dried and include a color in their name.
- This fruit is a cross between a pomelo and a tangerine.
- This fish is often used in Cajun cuisine or may be coated (in the answer to #1 Down) and baked or fried.
- A low-fat, slightly sour beverage that is part of the Dairy Group.
- Found in the produce section and is often bumpy on the outside and smooth and green on the inside when ripe. It's also the main ingredient in guacamole.



ACROSS

- A type of quick-cooking wheat kernel that's popular in dishes like pilaf, tabbouleh, and kibbeh.
- This dairy food is common in lunchboxes and a popular snack for children and adults.
- This vegetable may be eaten raw or cooked and is used to make sauces for pasta.
- These seeds have a nutty taste and are the main ingredient in tahini. They can also be used in a variety of other dishes or pressed into an oil that's used for cooking.
- This game bird is found on dinner tables in some households during the holidays and special occasions.

ANSWERS

