



PROVIDER PLUS

LEON HEALTH, YOUR 5-STAR RATED MEDICARE ADVANTAGE PLAN

Founded and led by the LEON family, with the commitment of improving the lives and health of all members.

Leon Health, South Florida's leading Medicare Advantage plan, proudly revealed that in its initial year of eligibility, it has attained the esteemed five-star rating for outstanding medical care and service excellence from the Centers for Medicare & Medicaid Services (CMS) for the year 2024. This recognition serves as validation for Leon Health's unwavering dedication to providing unparalleled medical expertise and personalized care to its members consistently.

THE LEON GUARANTEE

WHAT IS THE LEON GUARANTEE

To provide our patients with a specialty appointment within one week and an appointment with their PCP within 24 hours of their request. This promise represents a return to form for the Company – it was. This same promise that brought us to the level of success and reputation we have enjoyed within our community, and it is his same promise that will push us to new heights of patient satisfaction and pride in being a member of Leon Medical Centers.

Does not apply to Dental



KEY TAKEAWAYS

- Provide the patient with a specialty within 1 week and with their PCP within 24 hours of the patient's request.
- No appointment should be scheduled without speaking to the patient first!
- If we cannot meet a patient's request, we MUST escalate the issue to Administration.
- Do not, under any circumstances, say the word "NO" to a patient.
- ALWAYS take appointment notes when scheduling



“

Our patients have their health and well-being in our hands. Each of them is a mother, father, grandmother and grandfather. Let's treat them as if they were our own. ”

Benjamin Leon Jr.

PROVIDER RESOURCES



[Medicare & Enrollment](#)

[Why Choose LEON Health?](#)

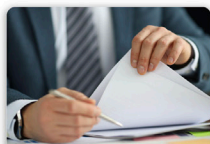
[Plans & Benefits](#)

[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.



Claims Information

- ❏ [Submission Instructions](#)
- ❏ [Check Claim Status](#)
- ❏ [Claim Appeals](#)
- ❏ [Non-Participating Appeal Form](#)



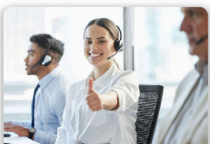
Medical & Pharmacy Information

- ❏ [Medication Therapy Management](#)
- ❏ [Prior Authorization Form Part C](#)
- ❏ [Prior Authorization Form Part D](#)
- ❏ [Physician Request Form for Formulary Review](#)



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](#)

FORMS ADDED TO PROVIDER WEBSITE:

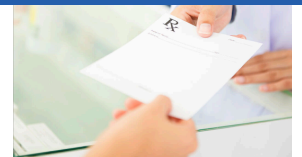
- Revised change of address form
- Physician request for formulary review

PHYSICIAN REQUEST FOR FORMULARY DRUG REVIEW

Leon Health has implemented through our portal a doctor's request form for formulary drug review. The form can be found in our provider website under Medical and Pharmacy Information.

Physicians can now submit a request to add, delete or change a drug from non-preferred to preferred in Leon Health drug formulary. Please allow time for request to undergo the clinical review process. Please note that they are only request for drug coverage or drug reviews, Leon Health plan and or the P&T Committee has the final decision on the request.

Send the request to: aracelis.rivera@leonhealth.com



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- ❏ [Physician Request Form for Formulary Review](#)

UPDATES

2024 PROVIDER DIRECTORY & ENHANCEMENTS

2024 PROVIDER DIRECTORY

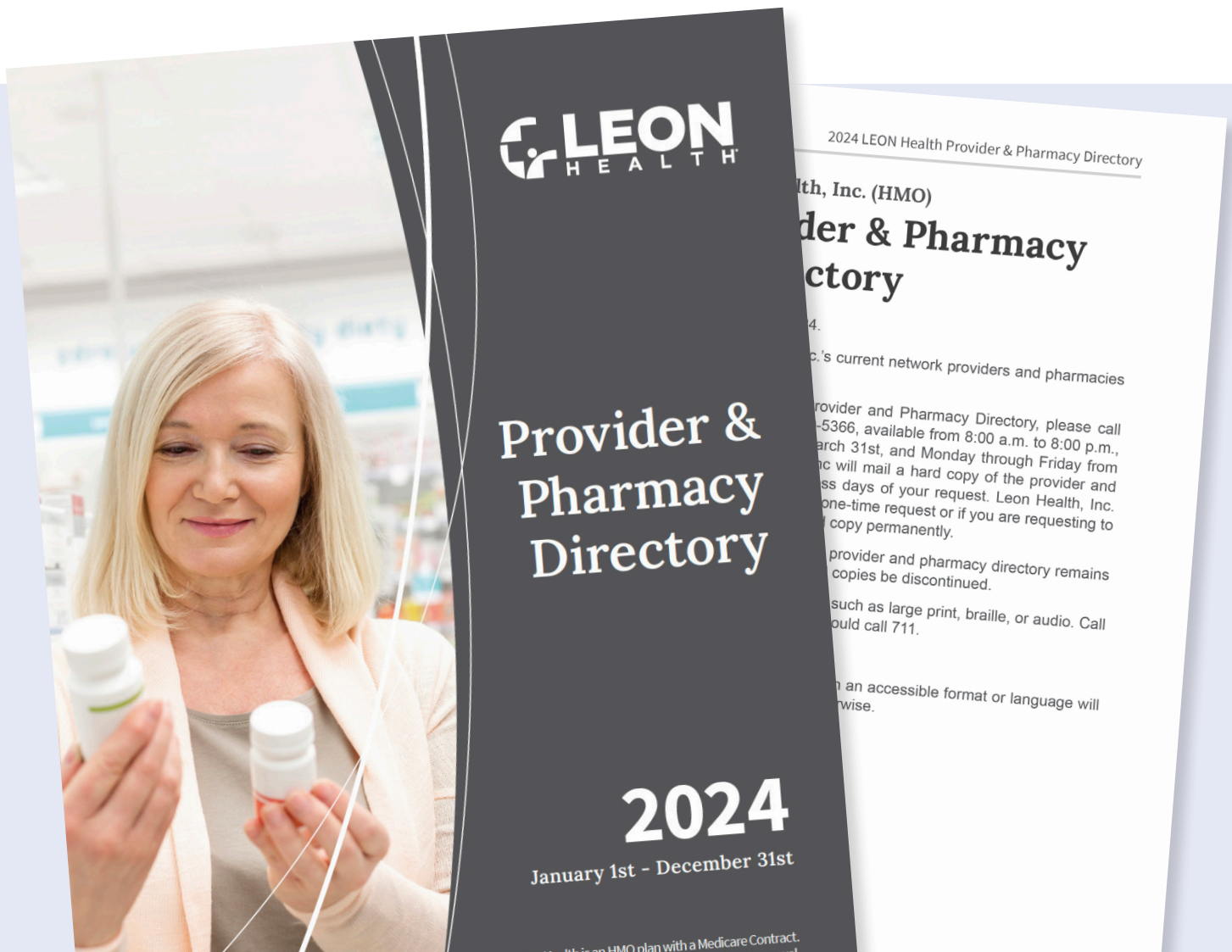
The 2024 Provider Directory is now available on the Provide Website.

ENHANCED 2024 SEARCHABLE PROVIDER DIRECTORY

Starting January 1st, 2024, our Provider Directory is live for members, with updates that make it searchable for both providers and members. It now includes enhanced search criteria and options. The available search criteria and options will include:

- Name
- Location
- Specialty
- Language
- **TTY & Cultural Competency (New Feature)**

By implementing these search criteria, it's likely to streamline the process of finding suitable healthcare providers, making it more user-friendly and efficient for both providers and members. Additionally, it will improve patient satisfaction and healthcare outcomes by connecting individuals with the right providers who meet their unique needs.



2024 CAHPS SURVEY

WHAT ARE CAHPS SURVEYS?

CAHPS surveys gather feedback from patients about their experiences across various healthcare services within the delivery system. Some surveys focus on patients' interactions with healthcare providers like doctors, clinics, and hospice teams, or their experiences with care for specific health conditions. Other surveys inquire about enrollees' experiences with health plans and related programs. Additionally, several surveys ask about experiences with care provided in facilities such as hospitals, dialysis centers, hospital outpatient surgery departments, and ambulatory surgery centers.

WHAT IS THE SURVEY'S OBJECTIVE?

This survey aims to gain insights from Medicare enrollees regarding the care they've received. Medicare utilizes this information to offer insights into the quality of healthcare services received by enrollees. This survey collects crucial details about your experiences with healthcare and prescription drug plan services.

HOW WILL THE INFORMATION BE UTILIZED?

The survey data compares consumer experiences with healthcare and prescription drug plan services. These data are published in the Medicare & You handbook and on the Medicare Plan Finder website (www.medicare.gov). Your participation in this survey will assist Medicare in enhancing its healthcare services.

HOW CAN THE SURVEY BE COMPLETED?

Qualifying participants are able to complete the survey via mail, telephone, or web.

Beginning February 28, 2024, participants were sent letters notifying them that they would soon receive an invitation to complete the survey. This invitation would include a personalized URL and PIN for those who opt to complete the survey online.

Leon Health plans will reach out to participants by mail and phone to provide support with completing the survey if necessary.

CREDENTIALING

REVOLUTIONIZING CREDENTIALING: EXPLORING THE POWER OF MD-STAFF



Coming 2024, MD Staff is set to revolutionize the credentialing process for medical personnel. This innovative software platform is designed to automate and streamline the credentialing process, ensuring efficiency and accuracy. MD Staff offers a range of features to simplify credentials and communication, making it easier for healthcare providers to manage their credentials and qualifications.

One key feature of MD Staff is its credentialing tools, which allow healthcare organizations to track licenses, certifications, and other credentials for medical staff. This helps ensure that providers have the necessary qualifications for their roles, promoting patient safety and compliance with industry standards. Additionally, the software includes communication features, such as messaging and notifications, to facilitate collaboration among medical staff.

MD Staff also offers reporting capabilities to help administrators track key metrics related to medical staff management. This includes monitoring productivity, compliance, and the quality of care provided. By automating many administrative tasks, MD Staff frees up healthcare organizations to focus more on delivering high-quality patient care.

MD App, a module of MD Staff, further simplifies the credentialing process by providing a user-friendly application interface. Providers can easily login, modify, and submit applications online from anywhere, using their iPhone, iPad, or Android device. MD App also sends reminders to update credentials, such as state licenses, DEAs, medical boards, and liability insurance, ensuring that providers stay up-to-date with their credentials.

CAQH: THE KEY TO SIMPLIFIED PROVIDER DATA MANAGEMENT!

While MD Staff serves as our primary source of truth for provider credentialing, utilizing the CAQH ProView platform remains a crucial component of our credentialing process. CAQH plays a significant role in ensuring that provider information is accurate and up-to-date, benefiting both providers and health plans.

The process of attesting through CAQH's Pro View platform involves several key steps. Providers start by creating an account and completing the application, which includes entering professional and practice information. They must also upload supporting documents, such as licenses and certifications. After completing the application, providers attest to the accuracy of the information provided, a critical step to avoid delays in credentialing and reimbursement.

It's crucial for providers to keep their information updated in CAQH Pro View, including re-attesting every 120 days. This ensures that their information remains current and accessible to participating health plans for credentialing purposes.

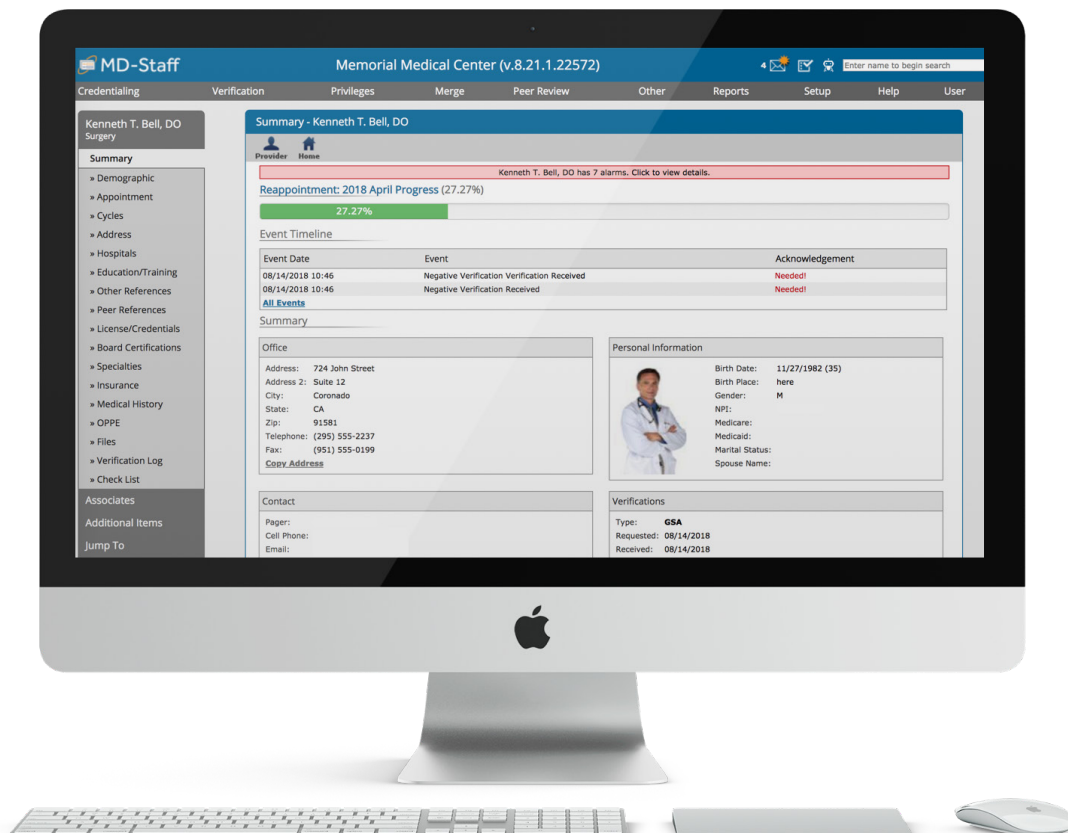
RE-CREDENTIALING

MD-Staff

Re-credentialing is a process that healthcare providers must undergo to maintain their credentials and qualifications for practice.

Beginning third quarter of 2024, providers will receive an email from MD Staff prompting them to complete the recredentialing application. It's essential for providers to ensure that all credentials, including state licenses, DEA registration, medical board certifications, and liability insurance, are current and accurate in both their CAQH and MD Staff accounts. Any discrepancies or expired credentials can result in delays or rejection during the re-credentialing process, highlighting the importance of maintaining up-to-date documentation.

Providers should also be aware of the significance of re-credentialing in ensuring patient safety and quality care. By verifying a provider's qualifications and credentials regularly, healthcare organizations can maintain high standards and compliance with regulatory requirements. Therefore, providers must prioritize completing the re-credentialing process accurately and promptly to continue practicing without interruption.



WHAT YOU NEED TO KNOW



BLOOD DONATION

Blood donation is crucial for maintaining an adequate supply of blood for transfusions, which are essential in treating various medical conditions, including major surgeries, trauma, cancer, and chronic illnesses. Every year, millions of lives are saved or improved through blood transfusions. Donating blood is a simple yet impactful way for individuals to contribute to their community and potentially save

lives. It is especially important during times of emergency or natural disasters when the demand for blood can spike. Regular blood donations also offer health benefits to the donor, such as reducing the risk of certain diseases and improving cardiovascular health. By donating blood, individuals can play a direct role in helping others and promoting overall well-being in society.

THE IMPORTANCE OF REGULAR HEALTH CHECK-UPS AND WELLNESS PROGRAMS

It is essential to educate our members, of the importance of staying on top of their health. Annual check-ups, dental cleanings, and wellness programs are key components of maintaining their health and well-being.

Here's a closer look at each of these aspects:

- Annual Check-ups and Blood Work: During these visits, providers can assess risk factors for various diseases, screen for common conditions, and recommend preventive measures. Blood work can help identify issues such as high cholesterol, diabetes, and anemia, allowing for early intervention and treatment.
- Annual Dental Cleaning: Oral health is closely linked to overall health, especially for seniors.

Regular dental cleanings can help prevent gum disease, cavities, and tooth loss. Dental check-ups can also detect early signs of oral cancer and other dental problems, ensuring prompt treatment.

Providers play a crucial role in encouraging our members to take advantage of these services and benefits. By emphasizing the importance of annual check-ups, dental cleanings, and OTC benefits, we can help our members stay healthy and active as they age.



MARCH: NUTRITION MONTH

National Nutrition Month is a time to focus on the importance of making informed food choices and developing healthy eating habits. It's a reminder that nutrition plays a crucial role in our overall health and well-being. This month encourages us to take a closer look at our diets and find ways to improve them, whether it's by adding more fruits and vegetables, reducing our intake of processed foods, or staying hydrated.

To get more nutritious, you can focus on a few key principles:

Balanced Diet: Ensure your diet includes a variety of foods from all food groups: fruits, vegetables, grains, protein sources, and dairy or dairy alternatives. This helps you get a broad range of nutrients.

Whole Foods: Choose whole, minimally processed foods over highly processed ones. Whole foods retain more nutrients and are generally healthier.

Colorful Plate: Aim for a colorful plate, as different colored fruits and vegetables offer different nutrients. For example, orange and dark green vegetables are rich in vitamin A.

Moderation: Practice moderation with foods high in sugar, salt, and unhealthy fats. These can be enjoyed occasionally but should not be a significant part of your daily diet.

Hydration: Drink plenty of water throughout the day. Water is essential for digestion, absorption, and transportation of nutrients.

Limit Sugary Drinks: Sugary drinks like soda and sweetened beverages can add a lot of unnecessary calories and sugar to your diet. Opt for water, unsweetened tea, or other low-calorie beverages instead.

Healthy Cooking Methods: Use healthy cooking methods like steaming, baking, grilling, or sautéing with minimal oil. This helps retain nutrients better than frying.

Mindful Eating: Pay attention to your hunger and fullness cues. Eating slowly and mindfully can help prevent overeating.

Consult a Professional: If you have specific dietary needs or health concerns, consider consulting a registered dietitian or nutritionist for personalized advice.





NUTRITION WORD FIND

M N E W L G C P M U I D O S E Q C Z V M O O C
 O L U J K I L R C S D X I N W Y W D A H Z Y A
 T U C T Y Q F A T X T Y I U M E D E F A S D L
 N M Z W R T P L N U O H X B Y E U F W W D S C
 O N U T R I E N T S K M O S U L F I P C V T I
 I F N S Y S T R E N G T H K F W I C T M W I U
 T R I R M N S I V Q D A I R Y E B I C Y X U M
 S O M R E T A W O M M Q C G P N E E J M P R X
 E D A F T A M Y Y N N B I O R E R N H I W F Q
 G Q T R U H F K C S H Q M J O R B C R N C I P
 I G I Z H E C F R J S U C V T G K Y Y E V J M
 D Q V I S L Z P S T W M U V E Y E V T R D U O
 D V E G E T A B L E S M D X I P S N I A R G Q
 D F H L M B K T K Q K H Z R N Z A N S L R T O
 P D B L O R E T S E L O H C S D Y Z O S N B N
 K T P C I C A L O R I E S C I O B T P J B X H

Sodium

Nutrition

Nutrients

Digestion

Calcium

Fiber

Calories

Energy

Fruits

Vegetables

Dairy

Strength

Water

Grains

Minerals

Deficiency

Protein

Cholesterolo

Vitamins

Fat

INTERNATIONAL WOMEN'S DAY

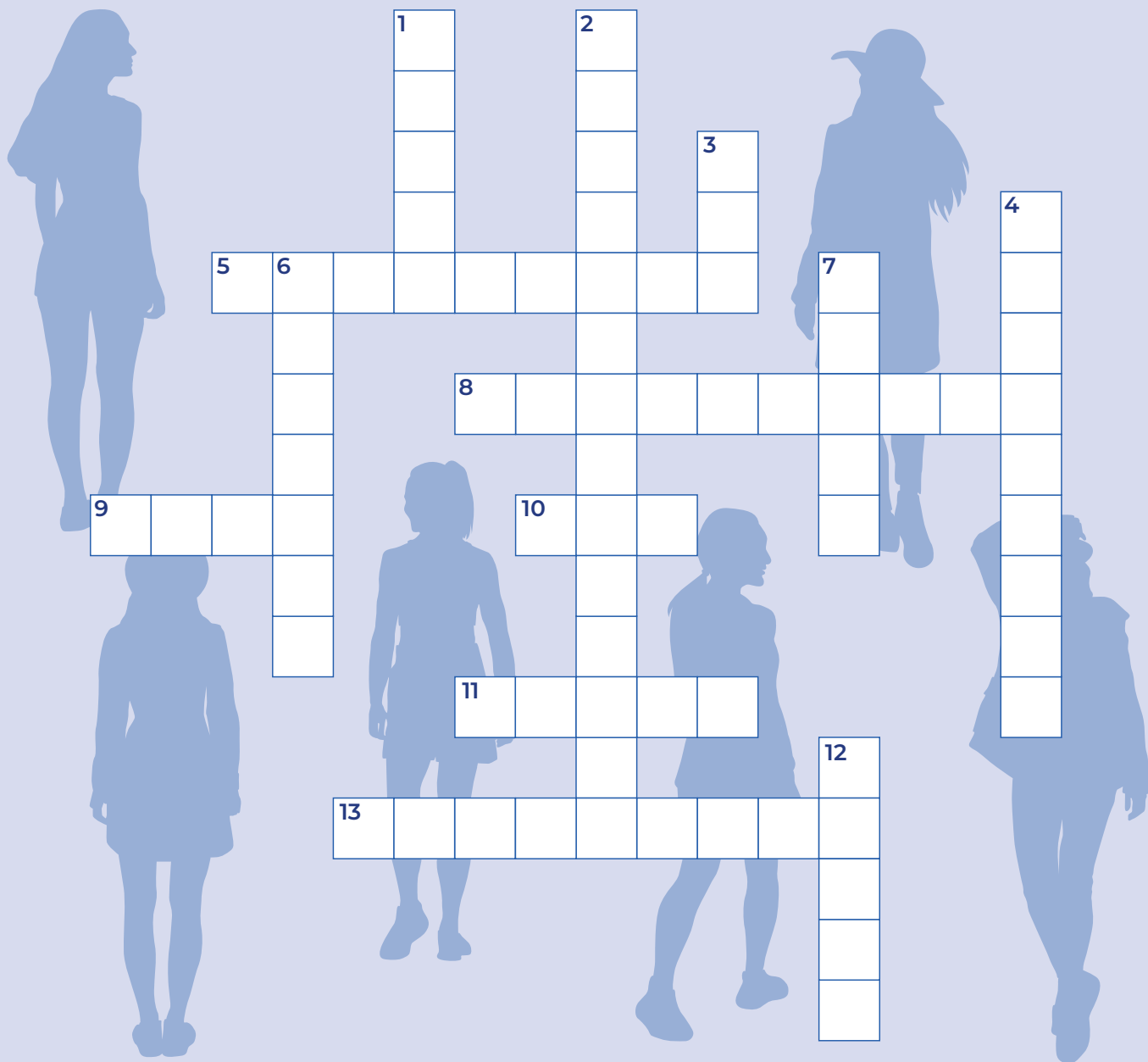
03 / 08 / 2024

International Women's Day is a powerful occasion to celebrate the countless contributions and achievements of women around the world. It's a time to honor their resilience, strength, and unwavering commitment to making a difference. In the healthcare field, women have played an integral role, shaping the industry and saving countless lives through their dedication and expertise. From nurses and doctors to researchers and administrators, women have been at the forefront of healthcare, often juggling multiple roles with grace and compassion.

Today, we celebrate the women who have paved the way for future generations, breaking barriers and shattering stereotypes. We honor their courage, determination, and unwavering spirit, which have inspired countless others to pursue their dreams and make a difference in the world. As we recognize the achievements of women in healthcare and beyond, let us also reaffirm our commitment to gender equality and empowerment, ensuring that every woman has the opportunity to thrive and succeed. Happy International Women's Day!



INTERNATIONAL WOMEN'S DAY CROSSWORD



ACROSS

- 5.** The most children born to one woman is...
- 8.** A 1770 bill proposed in the British Parliament suggested that any woman wearing make-up should be punished for...
- 9.** Women spend nearly one year of their lives deciding what to...
- 10.** Women do this on average 30 to 64 times a year, while men do it 6 to 17 times.

- 11.** Women first began to wear this imitate men, who starting this in 1660s as a sign of their masculinity and status.
- 13.** Only 2% of women describe themselves as this.

DOWN

- 1.** The earliest known female physician lived here around 2700 B.C
- 2.** Women in ancient Rome wore

this to improve their beauty and complexion

- 3.** Men do this 6 times a day, twice as often as women.
- 4.** What do women have more of?
- 6.** Behind every successful man, there is a woman waiting to it all!
- 7.** Women use 20,000 more than the average man per day.
- 12.** Women do this 19 times per minutes, compared to 11 for men.