



PROVIDER NEWSLETTER  
Q2 2025

**PROVIDER  
POWER-UP:  
YOUR  
QUARTERLY  
KNOWLEDGE  
UPDATE!**

[WWW.LEONHEALTH.COM/PROVIDERS](http://WWW.LEONHEALTH.COM/PROVIDERS)



# ON OUR WAY TO THE STARS

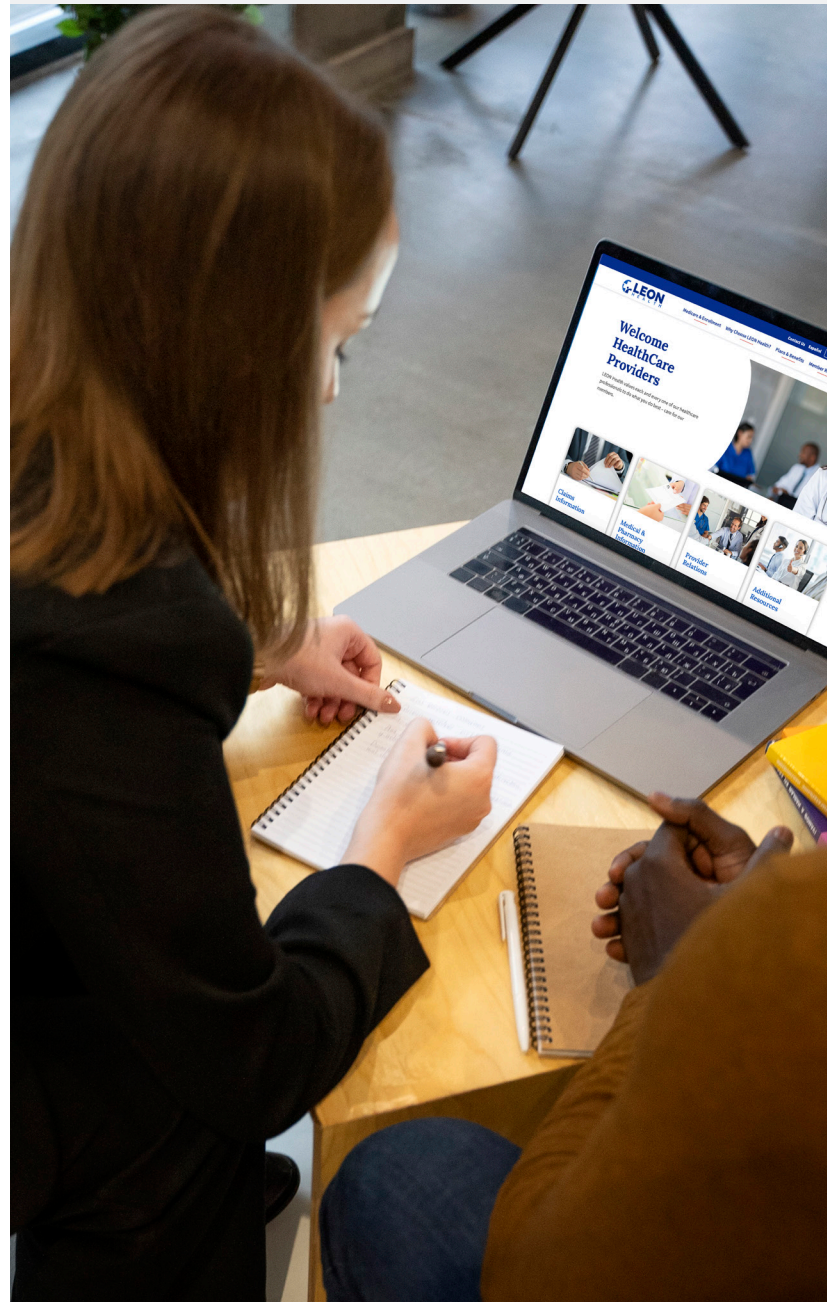
Providers, we invite you to join us in our mission to reach for the stars by encouraging our members to participate in the CAHPS survey. This survey is essential for gathering insights into our patients' experiences and identifying areas for improvement in our care delivery. By actively promoting participation, you are not only contributing to the enhancement of our services but also empowering our members to voice their opinions. Their feedback directly influences the quality of care we provide and helps us achieve higher ratings, which ultimately leads to better benefits for our members. Together, let's ensure that every voice is heard and that we continue to elevate the standard of care at Leon Health!

## WHAT IS A CAHPS SURVEY?

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys are standardized tools designed to measure patients' experiences with healthcare providers and systems. These surveys collect valuable information about how patients perceive their care experiences, focusing on actual experiences rather than satisfaction levels.

### The surveys are crucial for:

- Supporting informed healthcare decisions
- Improving overall healthcare quality
- Informing policy decisions
- Monitoring care quality in Medicare plans





# HOW PROVIDERS CAN HELP IMPROVE CAHPS SCORES



Providers play a critical role in improving CAHPS (Consumer Assessment of Healthcare Providers and Systems) scores by shaping patient experiences and fostering trust. Here are actionable strategies providers can adopt to positively impact these scores:

## 1. Enhance Communication with Patients

- **Speak Clearly and Listen Actively:**  
Use plain, easy-to-understand language and avoid medical jargon. Actively listen to patients' concerns and repeat information to ensure understanding.
- **Encourage Questions:**  
Make patients feel comfortable asking questions about their care. A simple "Do you have any

questions or concerns?" can go a long way.

- **Teach-Back Method:**  
After explaining treatment plans or medications, ask patients to repeat the information in their own words to confirm their understanding.
- ## 2. Educate Patients About the CAHPS Survey
- **Explain Its Purpose:**  
Let patients know that the CAHPS survey measures their healthcare experience and helps improve quality for all members.
  - **Encourage Participation:**  
Without influencing their responses, remind patients that their honest feedback is valuable and appreciated.

# HOW PROVIDERS CAN HELP IMPROVE CAHPS SCORES

- **Reassure Confidentiality:**  
Emphasize that their feedback is confidential and used to improve care delivery.

### 3. Create a Positive Patient Experience

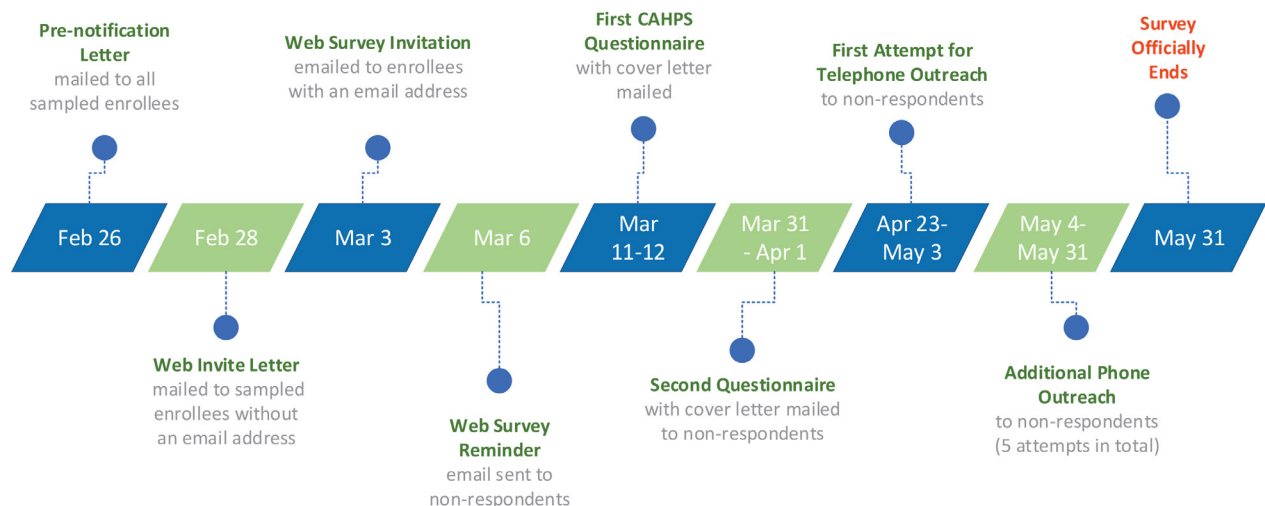
- **Be Respectful and Empathetic:**  
Treat every patient with respect, show empathy for their concerns, and make them feel valued.
- **Minimize Wait Times:**  
Long wait times can negatively impact patient satisfaction. Ensure a smooth and efficient appointment process.

- **Follow Up:**

Reach out to patients after visits to check on their well-being or clarify any questions about their treatment plans.

Providers are the backbone of patient care and have a direct impact on CAHPS survey results. By prioritizing communication, creating positive experiences, and fostering patient-centered care, providers can help improve CAHPS scores, elevate Star Ratings, and ultimately enhance the quality of care at Leon Health. Together, we can ensure members feel heard, valued, and cared for one interaction at a time.

## 2025 CAHPS Collection Timeline



#### What is CAHPS?

A patient experience survey sent to 800 randomly selected patients containing 68 questions and a major part of our Star Ratings.

Sent by PressGaney

Tel: 1-833-931-0647

PO Box 7314, South Bend, IN 46699

# ESSENTIAL INSIGHTS FROM THE PROVIDER MANUAL

We want to take a moment to spotlight a crucial resource designed to support you.

The **Leon Health Provider Manual** is a comprehensive guide developed to ensure that providers like you have all the necessary tools and information to navigate your partnership with Leon Health successfully. This manual is designed to be your go-to resource for everything related to:

- **Operational processes** (e.g., claims submissions, authorizations, and appeals).
- **Provider roles and responsibilities** within the Leon Health network.
- **Policies and procedures** to ensure compliance with state and federal healthcare regulations.
- **Key resources and contacts** for provider support and assistance.



## HOW TO ACCESS THE PROVIDER MANUAL

The **Leon Health Provider Manual** is available electronically for your convenience. You can access it via the [Leon Health Provider Portal](#). If you need a physical copy or assistance navigating the manual, please feel free to contact our Provider Relations team at [Providerrelations@leonhealth.com](mailto:Providerrelations@leonhealth.com).

# ESSENTIAL INSIGHTS FROM THE PROVIDER MANUAL

## The Importance of Credentialing Requirements

Credentialing is a critical process that ensures healthcare providers meet the necessary qualifications to deliver safe and effective patient care. Here are some key reasons why maintaining your credentials is essential:

- **Quality Assurance:** Keeping your certifications and licenses current demonstrates your commitment to **providing high-quality care**. It assures patients and colleagues that you meet industry standards.
- **Avoiding Expiration: Allowing your certifications or licenses to expire** can lead to significant disruptions in your practice. This may result in **billing issues even termination from our network**.
- **Streamlined Verification:** Our system performs daily auto-verification of all licenses. While you do not need to submit a copy of your renewed license, it is crucial that you ensure your credentials remain active and valid.

## Action Steps for Providers

To help you avoid any lapses in your credentials, we recommend the following:

1. **Set Reminders:** Use a calendar or reminder system to alert you well in advance of renewal dates for your licenses and certifications.
2. **Renew Promptly:** Ensure that you complete all necessary renewal processes on time to prevent any interruptions in your ability to practice.





# MAY AWARENESS MONTH

## NATIONAL WOMEN'S AWARENESS MONTH



As we embrace the month of May, we celebrate **National Women's Awareness Month**, a significant time to honor the contributions of women and advocate for their health and well-being. At Leon Health, we recognize the importance of this month in promoting awareness of the unique challenges women face and the strides we can take to support them.

### A Focus on Women's Health

National Women's Awareness Month serves as a platform to address critical health issues that impact women, including:

- **Preventive Care:** Emphasizing the importance of regular check-ups, screenings, and vaccinations to prevent diseases that disproportionately affect women, such as cervical and breast cancer.
- **Mental Health:** Raising awareness about the mental health

challenges faced by women, including depression and anxiety. Encouraging open discussions can help reduce stigma and improve access to care.

- **Chronic Conditions:** Understanding that women often experience chronic conditions differently from men. This month, let's pay special attention to conditions such as heart disease and diabetes, which require tailored approaches in diagnosis and treatment.

National Women's Awareness Month is a reminder of our commitment to empowering women and addressing their unique health needs. At Leon Health, we strive to create an environment that fosters health and well-being for all women. Let's work together to make a meaningful impact this month and beyond.

# JUNE AWARENESS MONTH

## NATIONAL MEN'S AWARENESS MONTH



As we approach June, we want to take a moment to highlight **National Men's Health Awareness Month**, an important opportunity to focus on the health and well-being of our male patients. This observance is dedicated to raising awareness about preventable health problems, encouraging early detection, and promoting healthy living habits among men. As trusted healthcare professionals, you play a crucial role in addressing these issues and supporting our members in leading healthier lives.

### Why Men's Health Matters

Statistically, men are less likely than women to visit their healthcare providers for regular check-ups, often delaying care until conditions become severe. This can lead to preventable health complications and chronic illnesses. National Men's Health Awareness Month is a reminder to prioritize health and take action on key issues such as:

- **Heart Disease:** The leading cause of death among men in the U.S.
- **Prostate Cancer:** The second most common cancer in men.
- **Mental Health:** Depression and suicide rates are higher in men, yet many avoid seeking help.
- **Diabetes:** Often undiagnosed, it can lead to serious complications over time.

### Leon Health's Commitment to Men's Health

As part of our promise to provide comprehensive healthcare, Leon Health offers services tailored to men's specific health needs. Take advantage of:

- **Annual Wellness Exams:** Schedule yours today with a primary care provider in our network.
- **Preventive Screenings:** Get screened for prostate cancer, cholesterol, and more.
- **Behavioral Health Services:** Access mental health resources, counseling, and support.

**Let's Work Together to Improve Men's Health!**