



December
2023

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



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.



"Earning the five-star rating from CMS is a major accomplishment in so many ways," said Leon Medical Centers Founder and Chairman of the Board, Benjamin León, Jr. "The fact that we accomplished this distinction in our very first year of eligibility is a tribute to the doctors, nurses and staff that make up our Leon team. This acknowledgement will only serve to strengthen our resolve to continue offering medical excellence and personal attention at all times."

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

Welcome HealthCare Providers

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



PROVIDER WEBSITE

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

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

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

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

UPDATES

2024 PROVIDER DIRECTORY

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

ENHANCED 2024 SEARCHABLE PROVIDER DIRECTORY

Effective January 2024, the Provider Directory will undergo enhancements, enabling it to become searchable for both our Providers and Members. The available search criteria and options will include:

- Name
- Location
- Specialty
- Language

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 could potentially improve patient satisfaction and healthcare outcomes by connecting individuals with the right providers who meet their unique needs.

NOTE: HIPPA policy was added to the Provider Portal



THE RESULTS ARE IN

2023 CAHPS RESULTS

THANK YOU!

Leon Health ranked #1 in the Nation for CAHPS 2023 Star Ratings thanks to YOU!

Because of you, OUR PROVIDERS, Leon Health achieved a 5 Star Ratings across all CAHPS 2023 Star Ratings measures. And is the #1 plan in the state of Florida with the members that are most satisfied with the quality of care and service provided.

The scores below attest our members, as reported by them, are getting the care they need and seeing the specialists needed to manage their conditions as well as getting appointments and care quickly, receiving the information and/or help they need from their plan, and receiving the coordination they need for their healthcare services.

Member Experience with Health Plan Measures	Mean Score	Base Group	Statistical Significance	Reliability	Number of Stars	Star Rating
Domain Rating: Member Experience with Health Plan	Data Not Available	Data Not Available	Data Not Available	Data Not Available	5	★★★★★
Getting Needed Care	90	5	Above Average	Good	5	★★★★★
Getting Appointments and Care Quickly	82	5	Above Average	Good	5	★★★★★
Rating of Health Care Quality	94	5	Above Average	Good	5	★★★★★
Rating of Health Plan	93	5	Above Average	Good	5	★★★★★
Customer Service	95	5	Above Average	Good	5	★★★★★
Care Coordination	94	5	Above Average	Good	5	★★★★★

THE RESULTS ARE IN

Member Experience with Drug Plan Measures	Mean Score	Base Group	Statistical Significance	Reliability	Number of Stars	Star Rating
Domain Rating: Member Experience with Drug Plan	Data Not Available	Data Not Available	Data Not Available	Data Not Available	5	★★★★★
Getting Needed Prescription Drugs	93	5	Above Average	Good	5	★★★★★
Rating of Drug Plan	93	5	Above Average	Good	5	★★★★★

Dear Esteemed Medical Providers,

On behalf of Leon Health Plan, we extend our heartfelt gratitude for your invaluable participation in the 2024 Provider Satisfaction Survey. Your commitment to partnering with us in delivering top-notch healthcare services to our members is truly commendable.

We greatly appreciate your dedication and effort in ensuring that our members receive nothing short of exceptional care. Your involvement in this survey reflects your passion for enhancing the quality of healthcare experiences, and we are deeply grateful for your invaluable insights.

As a collaborative partner in your journey, we strive to foster a positive and rewarding experience for you within our network. Your satisfaction is paramount in our quest to deliver the highest standards of care to our members. Your unwavering dedication and contributions play a pivotal role in shaping our healthcare ecosystem for the better.

The Provider Satisfaction Survey results highlight areas where your satisfaction and contentment shine brightly. We are delighted to note the high satisfaction levels in critical domains such as Claims Processing, Network Coordination of Care, Credentialing, Utilization Management, Provider Relations, and Provider Services. Your positive feedback in these key areas reinforces our shared commitment to excellence.

Moreover, your suggestions and recommendations for improvement are pivotal to our continuous growth and enhancement. We encourage you to continue sharing your valuable insights with us by emailing your recommendations to ProviderRelations@leonhealth.com. Your input is essential in refining our services and ensuring an even better healthcare experience for all involved.

Once again, we express our sincere appreciation to all survey respondents for your active participation and dedication. Your unwavering support and collaboration are integral to our mission of providing superior healthcare services to our members.

Thank you for your ongoing commitment, professionalism, and dedication to delivering exceptional care. Together, we will continue to make a meaningful impact on the healthcare landscape, ensuring the well-being of our members remains our collective priority.

With gratitude,
Leon Health Plans

NEED TO KNOW

IMMUNIZATION IS NOT JUST FOR OUR PATIENTS

Getting vaccinated against both the flu and COVID-19 is a powerful and responsible step individuals can take to safeguard their health and the well-being of their communities.

Reasons to consider getting both vaccines:

- **Dual Protection:** Vaccination against both flu and COVID-19 reduces the risk of severe complications from respiratory illnesses.
- **Preserving Healthcare Resources:** Vaccination helps ease the strain on healthcare systems, keeping resources available during peak demand.
- **Reducing Severity of Illness:** Vaccination lowers infection risk and lessens the severity of symptoms, decreasing the likelihood of hospitalization.

- **Protecting Vulnerable Populations:** Vaccination safeguards high-risk groups, such as the elderly and those with underlying health conditions.
- **Community Immunity:** Vaccination contributes to herd immunity, indirectly protecting those unable to be vaccinated.
- **Convenience and Accessibility:** Flu and COVID-19 vaccines are widely available at various locations, offering dual protection in one visit.
- **Public Health Responsibility:** Vaccination is a commitment to public health, actively contributing to global efforts to control infectious diseases.
- **Adaptability of Vaccines:** Continuous monitoring and adaptation of vaccines ensure effectiveness against evolving virus strains.

Encouraging both flu and COVID-19 vaccination is a proactive measure for personal health and community resilience, vital in the global effort to control infectious diseases.

PROVIDER SATISFACTION SURVEY WINNER

We extend our gratitude to all who took part in the 2024 Provider Satisfaction Survey. Your invaluable contribution in completing this survey is instrumental in our continual improvement efforts. We deeply appreciate your involvement, which enables us to enhance our services year after year. The recipient of the survey winner is **CyberKnife Center of Miami**

THANK YOU MESSAGE FROM LEON HEALTH PLANS

As the year draws to a close, we want to take this moment to extend our deepest gratitude to all the medical providers who have shown unwavering dedication and commitment to the health and well-being of our members. Your tireless efforts, compassion, and expertise have been the cornerstone of our community's

healthcare journey throughout the year. Your resilience and professionalism have not gone unnoticed, and we are immensely grateful for your continuous dedication in ensuring the best possible care for our members.

Your commitment to excellence in healthcare goes beyond measure, and it's this dedication that has been a beacon of hope for our community. Your selflessness and perseverance have been instrumental in navigating the complexities of healthcare, especially during these trying times. We thank you for your unwavering commitment to the well-being of our members, for your invaluable contributions, and for being the heroes on the frontlines of healthcare. As we reflect on the year gone by, we extend our heartfelt appreciation and profound thanks to each and every medical provider for their remarkable dedication and compassionate care. Wishing you all a peaceful holiday season and a new year filled with health, happiness, and continued success in your noble endeavors.

THANK YOU!

MEMBER RIGHTS AND RESPONSIBILITIES

Our Obligations as a Medicare Advantage Health Plan:

- Ensure culturally competent and accessible services for all enrollees. We ensure members have the provision of interpreter services, materials in multiple languages, and accessibility formats (like braille or large print) at no extra cost.
- Leon Health, Inc. guarantees direct access to women's health specialists within the network for women's routine and preventive health care services.
- If providers in the plan's network for a specialty are not available, it is our responsibility to locate specialty providers outside the network who will provide you with the necessary care. In this case, you will only pay in-network cost sharing.
- You have the right to select a primary care provider within the plan's network for your covered services and access women's health specialists without needing a referral.
- You have the right to get appointments and services from the network's providers, including specialists and pharmacies for prescriptions within a reasonable amount of time.

Your Rights as a Member of Leon Health, Inc.:

- Ensuring unauthorized individuals cannot access or alter health records.
- Requiring written permission to disclose health information to parties not involved in care or payment, unless exceptions permitted by law apply.
- Certain situations where written permission isn't needed, like mandated disclosures to government agencies for quality checks or sharing information as required by Medicare statutes.
- Granting individuals the right to access their medical records, request copies (for which a fee may apply), and request corrections or additions to their records.

- Providing the right to know how health information has been shared for non-routine purposes and offering avenues for questions or concerns regarding privacy.
- You can reach out to Member Services for details on: plan specifics, including financial aspects, network providers' qualifications and payment procedures, coverage details and guidelines for its use, explanations for non-covered items and guidance on appeals.
- Informed Decision-Making: You have the right to know about all treatment options, associated risks, and any experimental care. You also have the right to refuse recommended treatment and make decisions about your care.
- You can outline your preferences for medical care if you're unable to decide for yourself. Advance directives, such as a living will or power of attorney for health care, allow you to legally state your wishes in advance.
- Obtain the form, fill it out (consider legal assistance), share copies with your doctor and chosen decision-maker, and keep copies for reference.
- If hospitalized, you'll be asked about advance directives. The hospital provides forms if needed. It's your choice whether to complete an advance directive, and your care cannot be affected based on this choice.
- If you believe a hospital or doctor didn't follow your advance directive, you can file a complaint with the Florida Agency for Health Care Administration.
- Understand Coverage: Familiarize yourself with your covered services and the necessary guidelines outlined in the Evidence of Coverage provided.
- Disclose Additional Coverage: Inform the plan if you have any other health or prescription drug coverage, as detailed in Chapter 1.

- Notify Providers: Inform your doctors and healthcare providers about your enrollment in the plan and present your membership card during medical visits or when receiving Part D drugs.
- Collaborate with Providers: Provide information to your healthcare providers, follow treatment plans, communicate about your medications, ask questions, and ensure you understand the answers.
- Be Considerate: Respect the rights of fellow patients and contribute to the smooth functioning of medical facilities.
- Payment Responsibility: Fulfill financial obligations by paying premiums for Medicare Part B, your share of costs for covered services or drugs, and any extra amount for Part D based on your income.
- Update Information: Notify the plan if you move within the service area to keep records current. If you move outside the service area, you can't remain a member. Additionally, inform Social Security (or the Railroad Retirement Board) if you relocate.

For any inquiries or clarification, reach out to Member Services.

If you believe you have been treated unfairly or your rights have not been respected due to your race, disability, religion, sex, health, ethnicity, creed (beliefs), age, sexual orientation, or national origin, you should call the Department of Health and Human Services' Office for Civil Rights at 1-800-368-1019 or TTY 1-800-537-7697, or call your local Office for Civil Rights.

If you feel your rights were violated or you were treated unfairly, these are the options for you: contact Member Services for assistance, consider reaching out to Serving Health Insurance Needs of Elders (SHINE) (Florida's SHIP) at 1-800-963-5337, or reach Medicare at 1-800-MEDICARE (1-800-633-4227) anytime for help (TTY: 1-877-486-2048).

WHAT IS AN ADVANCE DIRECTIVE?

It is a written or oral statement that describes your personal wishes in regards to your medical care that you want (or do not want) if you become unable to make your own decisions.

Advance Directives:

An Advance Directive proves invaluable in easing the burden of difficult decisions for your family and loved ones. By engaging in thoughtful planning and openly communicating your personal decisions, you empower your close ones to navigate challenging choices in a manner that respects and upholds your wishes. This foresight is particularly crucial in situations where you may be unable to articulate your preferences due to medical incapacitation.

Contrary to the misconception that legal assistance is mandatory, an attorney is not required to validate your Advance Directive. While you have the option to enlist the services of a lawyer, the completion and initiation of Directives can be undertaken independently. It is recommended, however, to consult with your physician during this process and engage in discussions with your family to ensure a comprehensive understanding of your decisions.

Advance Directives come in various forms, such as a Living Will, which outlines your medical care preferences in the event of incapacitation; a Health Care Surrogate Designation, appointing someone to make medical decisions on your behalf; and an Anatomical Donation, expressing your desire to donate all or part of your body after death. Though there are no legal obligations to create an Advance Directive, the absence of one may leave those entrusted with your care, such as a court-appointed guardian or family member, uninformed about your preferences during critical moments.



HOLIDAY WORD SEARCH

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

- GOODWILL
- FROSTY
- DECEMBER
- JOLLY
- TRADITION
- PARTY
- GINGERBREAD
- FEAST
- WINTER
- MISTLETOE
- SEASON
- YULE
- DREIDEL
- JOY
- WREATH
- SNOWFLAKES
- NAUGHTY
- HOLLY
- FAMILY
- NICE
- TOYS

LEON

VISIT OUR WEBSITE



www.leonhealth.com/providers/

