



PROVIDER NEWSLETTER

FOURTH QUARTER 2025

LEON HEALTH SHINES BRIGHT: WE'RE A 5-STAR PLAN—AGAIN!

Dear Leon Health Provider Partners, We're thrilled to kick off this edition of our Provider Newsletter with some truly stellar news. Leon Health has once again achieved a **5-STAR RATING!** This achievement is a direct reflection of the outstanding care, dedication, and partnership you provide every day. Let's take a moment to celebrate this accomplishment together and explore what it means for you and your patients.

WHAT DOES A 5-STAR RATING MEAN?

A **5-STAR RATING** is the highest honor awarded by CMS to Medicare Advantage and Prescription Drug Plans. It's not just a number, it's a symbol of excellence, signifying that Leon Health delivers top-tier clinical outcomes, exceptional patient experiences, and superior service. Only a select few plans nationwide reach this gold standard, making this recognition a testament to our shared commitment to quality and patient-centered care.

CAHPS SURVEY: YOUR PATIENTS' VOICES MATTER

You might be wondering, "How do we earn those stars?" Enter the CAHPS Survey, the Consumer Assessment of Healthcare Providers and Systems. This nationally standardized survey asks our members about their real-life experiences with Leon Health, focusing on what matters most:

- **Getting Needed Care**
- **Getting Appointments and Care Quickly**
- **Customer Service**
- **Care Coordination**
- **Getting Needed Prescription Drugs**
- **Annual Flu Vaccine**

The CAHPS survey also asks members to rate their overall health care quality, the health plan, and the drug plan, giving us a comprehensive view of how we're doing from the patient's perspective.



LEON HEALTH'S 2025 CAHPS SURVEY RESULTS: A SNAPSHOT OF EXCELLENCE

Here's how Leon Health performed in the 2025 CAHPS Survey

Member Experience with Health Plan Measures	Mean Score	Base Group	Statistical Significance	Reliability	Number of Stars	Star Rating
Getting Needed Care	94	5	Above Average	Good	5	★★★★★
Getting Appointments and Care Quickly	94	5	Above Average	Good	5	★★★★★
Rating of Health Care Quality	97	5	Above Average	Good	5	★★★★★
Rating of Health Plan	95	5	Above Average	Good	5	★★★★★
Customer Service	97	5	Above Average	Good	5	★★★★★
Care Coordination	96	5	Above Average	Good	5	★★★★★

Vaccine Measure	Mean Score	Base Group	Statistical Significance	Reliability	Number of Stars	Star Rating
Annual Flu Vaccine	80	5	Above Average	Good	5	★★★★★

Member Experience with Drug Plan Measures	Mean Score	Base Group	Statistical Significance	Reliability	Number of Stars	Star Rating
Getting Needed Prescription Drugs	94	5	Above Average	Good	5	★★★★★

LEON HEALTH'S 2025 CAHPS SURVEY RESULTS: A SNAPSHOT OF EXCELLENCE

Member Experience with Drug Plan Measures	Mean Score	Base Group	Statistical Significance	Reliability	Number of Stars	Star Rating
Rating of Drug Plan	95	5	Above Average	Good	5	★★★★★

THANK YOU FOR MAKING US SHINE!

This 5-star achievement is a shared victory. It's your commitment to compassionate, coordinated, and high-quality care that makes Leon Health a leader in our community. Let's keep reaching for the stars together!

ANNUAL PROVIDER SATISFACTION SURVEY RESULTS 2025

THANK YOU FOR YOUR FEEDBACK.

At Leon Health, we are committed to supporting our provider partners and continuously improving our services. Each year, we conduct a Provider Satisfaction Survey to gather your valuable feedback on our performance. Thank you to everyone who participated in the 2025 survey, your insights help us identify what we're doing well and where we can do better.

The 2025 Provider Satisfaction Survey was distributed via email, allowing providers to conveniently access and complete the survey online.

WHAT WE CONTINUE TO DO WELL

Your feedback shows that Leon Health continues to meet or exceed expectations in several key areas. Here's where we consistently perform strongly, with year-over-year comparisons:

- Provider Relations & Communication
- Claims Payment & Communication
- Authorization & Utilization Management

We appreciate your partnership and your commitment to delivering high-quality care to our members. Your feedback is essential to our ongoing improvement efforts. If you have questions about the survey or suggestions for future newsletters, please contact our Provider Relations Department at providerrelations@leonhealth.com

SPOTLIGHT: DIABETES AWARENESS MONTH

As we enter Diabetes Awareness Month, we want to take a moment to thank you for your ongoing dedication to the health and well-being of our members. As front-line partners, you play a crucial role in the prevention, early detection, and management of diabetes.

WHY THIS MATTERS:

Diabetes affects over 37 million Americans, and early intervention can make a life-changing difference. November is the perfect time to raise awareness, encourage screenings, and empower patients with education and resources.

How You Can Help:

• Screening & Prevention:

Remind patients, especially those with risk factors such as obesity, family history, or sedentary lifestyles to get screened for diabetes.

• Patient Education:

Take a few extra minutes to review the basics of blood sugar management, healthy eating habits, and the importance of physical activity.

• Medication Adherence:

Check in with patients about their medication routines. Discuss any side effects or barriers to adherence and collaborate to find solutions.

• Encourage Annual Eye & Foot Exams:

Remind patients with diabetes about the importance of annual eye exams and regular foot checks to prevent complications.

• Support & Empathy:

Living with diabetes can be overwhelming. Offer encouragement, listen to patients' concerns, and help them set achievable health goals.

MEMBER RESOURCES ON DIABETES

Help Your Patients Stay Informed:

Empower your patients to take charge of their health by referring them to the Leon Health Member Resources page. Here, they can access a wide variety of articles and tools to help them manage diabetes more confidently.

• Featured Article:

Encourage members to read Stay Healthy with Diabetes for practical tips on diet, exercise, medication, and emotional well-being.

HOW TO ACCESS:

- Visit the Leon Health website and navigate to the Member Resources section.
- Share the direct link to the article: Stay Healthy with Diabetes

Tip: Remind your patients that ongoing education is key to successful diabetes management and Leon Health is here to support them every step of the way!



NOW OPEN: LEON SURGERY CENTER AT DADELAND



Leon Surgery Center at Dadeland

We are pleased to announce the grand opening of the Leon Surgery Center at Dadeland, a state-of-the-art ambulatory surgery facility designed to elevate the outpatient surgical experience for your patients and our shared community.

WHAT SETS LEON SURGERY CENTER APART:

Located in downtown Dadeland, the new center is a testament to Leon's ongoing commitment to clinical excellence, patient safety, and seamless care coordination. The facility combines advanced medical technology with the warmth and personalized service that defines the Leon approach.

KEY FEATURES FOR YOUR PATIENTS:

- **Highly Trained Clinical Staff:** The multidisciplinary team brings deep expertise across a range of specialties, ensuring the highest standards of care.
- **White-Glove Service:** From intake

through discharge, patients receive attentive, compassionate care delivered with efficiency and hospitality.

- **Low Wait Times & Streamlined Scheduling:** Procedures are conveniently scheduled to minimize delays, helping you and your patients plan with confidence.
- **A Modern, Comfortable Setting:** The facility is purpose-built to provide a calming, hotel-like environment, helping patients feel at ease throughout their procedure.

RANGE OF SERVICES NOW AVAILABLE:

- General Surgery
- Ophthalmology
- Orthopedics
- Urology
- Additional specialty procedures coming soon

HOW TO PRESCRIBE TO LEON MEDICAL CENTER PHARMACY

To ensure the most efficient and coordinated pharmacy care for your patients, we encourage you to use the Leon Medical Center Pharmacy network for all prescription needs. Here's how you can easily direct your patients' prescriptions to the correct Leon pharmacy location:

1. SELECTING A LEON PHARMACY ELECTRONICALLY

• Add Pharmacy Information:

- ◇ Use your e-prescribing platform's "Search Pharmacy" function.
- ◇ Search by name ("Leon Medical Center Pharmacy"), ZIP code, or city.
- ◇ Select the appropriate Leon Medical Center Pharmacy location for your patient.
- ◇ Set this pharmacy as your patient's default or preferred pharmacy to streamline future prescriptions.

2. IF YOU NEED TO FAX A PRESCRIPTION

- Fax all prescriptions directly to: 305-631-7465

3. WHY USE LEON MEDICAL CENTER PHARMACY?

- Integrated with Leon's care teams for seamless medication management and follow-up.
- Fast, reliable service and convenient locations for your patients.



