



PROVIDER PLUS

LEON HEALTH, ACHIEVES PRESTIGIOUS FIVE-STAR RATING FROM CMS FOR 2025!

Once again, we are thrilled to announce that Leon Health has received the prestigious five-star rating from the Centers for Medicare and Medicaid Services (CMS) for 2025. This remarkable achievement underscores our unwavering commitment to delivering exceptional healthcare services and ensuring the well-being of our valued members.

Our journey to excellence began in 2014 when we became the first in Miami to earn a five-star rating with the Leon Medical Centers Health Plan. This pioneering accomplishment set a new standard for quality and care in our community. In 2024, Leon Health continued this tradition of excellence by earning five stars in its first year of eligibility—a testament to our dedication and the trust our members place in us.

We extend our heartfelt gratitude to our entire team for their hard work, dedication, and passion for providing top-tier healthcare services. This achievement would not have been possible without your commitment to excellence and innovation.

As we celebrate this milestone, we remain focused on our mission to improve the health and lives of our members. Thank you for being an integral part of our journey.

Congratulations to everyone at Leon Health! Let's continue to lead the way in healthcare excellence.

LEON HEALTH RANKED #1 IN THE NATION FOR CAHPS 2025 STAR RATINGS THANKS TO YOU!

SO, WHAT IS CAHPS? AND WHY IS IT SO IMPORTANT?

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) is an annual survey of members' health care experiences over the previous six months conducted by the Centers for Medicare and Medicaid Services (CMS). The CAHPS survey focuses on health care experiences including services received, experience with providers, and with the plan.

Every year 800 members are selected at random. The survey contains 68 questions which asks patients about their experience with and ratings of their health care providers, specialists, health plan, and drug plan. At the end of the collection period CMS publicly reports the results of the CAHPS survey in the Medicare & You Handbook and Medicare Plan Finder website (www.medicare.gov). Survey results are also part of the CMS Stars program that affect payment to Medicare Advantage Prescription Drug plans which helps plans provide better benefits. Results are used by beneficiaries to make more informed choices in their selection of a Medicare Health and Prescription Drug Plan.



2025 CAHPS STAR RATINGS

SO, HOW DID WE DO?

Because of you, OUR PROVIDERS, Leon Health achieved a 5 Star Ratings across all CAHPS 2025 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
Getting Needed Care	92	5	Above Average	Good	5	★★★★★
Getting Appointments and Care Quickly	93	5	Above Average	Good	5	★★★★★
Rating of Health Care Quality	96	5	Above Average	Good	5	★★★★★
Rating of Health Plan	94	5	Above Average	Good	5	★★★★★
Customer Service	94	5	Above Average	Good	5	★★★★★
Care Coordination	95	5	Above Average	Good	5	★★★★★

Vaccine Measure	Mean Score	Base Group	Statistical Significance	Reliability	Number of Stars	Star Rating
Annual Flu Vaccine	82	5	Above Average	Good	5	★★★★★

Member Experience with Health Plan Measures	Mean Score	Base Group	Statistical Significance	Reliability	Number of Stars	Star Rating
Getting Needed Prescription Drugs	96	5	Above Average	Good	5	★★★★★
Rating of Drug Plan	94	5	Above Average	Good	5	★★★★★

SO, WHAT HAPPENS NEXT?

Leon Health's promise to its members continues to be the same: "Achieve excellence in service and care."

And, as every year, you continue to look for ways to increase the bar in offering excellent quality of service and care to our patients.

Thank you for making our Leon Promise happen.

CELEBRATING POSITIVE FEEDBACK FROM OUR PROVIDER SATISFACTION SURVEY 2024!

We are delighted to share the results of our recent Provider Satisfaction Survey. Thanks to your invaluable feedback, we have once again received positive evaluations across several key areas, including Claim Processing, Network Coordination of Care, Credentialing, Provider Service, and Utilization Management.

Your insights are instrumental in helping us continually improve and ensure the highest quality of service and care coordination. We deeply appreciate the time and effort you have taken to participate in this survey, which enables us to better serve you and our community.

In recognition of outstanding participation and exemplary service, we are thrilled to announce that Mas Med Rehab, Inc. has been selected as this year's survey winner. Congratulations to the entire team at **Mas Med Rehab, Inc.** for their dedication and commitment to excellence!

Thank you once again to all our providers for your ongoing partnership and for contributing to the success of Leon Health. We look forward to another year of collaboration and shared achievements.

MEDICARE NEWS

IMPORTANT NOTICE ON BILLING QUALIFIED MEDICAID BENEFICIARIES (QMBS)

As part of our commitment to ensuring compliance and enhancing the quality of care for our members, we would like to address an important matter regarding the billing of Qualified Medicaid Beneficiaries (QMBs).

UNDERSTANDING QMBS

The QMB eligibility group is a vital Medicaid category designed to assist certain low-income Medicare beneficiaries. Through this program, states cover Medicare premiums and cost sharing, alleviating financial burdens for those most in need.

FEDERAL LAW AND BILLING PROHIBITIONS

Since 1997, federal law has strictly prohibited Medicare providers from collecting Medicare Part A and Part B coinsurance, copayments, and deductibles from QMBs. This prohibition extends to beneficiaries enrolled in Medicare Advantage and other Part C plans. Despite this clear mandate, there have been ongoing reports of improper billing practices involving QMBs.

YOUR RESPONSIBILITY AS A PROVIDER

As a healthcare provider within the Leon Health network, it is crucial to adhere to these federal guidelines. Billing QMBs for Medicare cost sharing is not only a violation of federal law but also places an undue financial strain on some of our most vulnerable members. Ensuring compliance not only protects your practice from potential penalties but also upholds the dignity and well-being of the patients we serve.

STEPS TO ENSURE COMPLIANCE

- 1. Verify QMB Status:** Always verify the QMB status of your patients before billing. This information is typically available through state Medicaid programs or Medicare administrative contractors.
- 2. Educate Your Billing Staff:** Ensure your billing department is well-informed about QMB billing prohibitions and trained to recognize QMB status in patient records.
- 3. Audit Billing Practices:** Regularly audit your billing practices to ensure compliance with federal regulations regarding QMBs.
- 4. Contact for Support:** If you have questions or need help understanding QMB-related billing policies, please visit the Medicare and Medicaid websites for additional resources and training. Attached is a link to a fact sheet from the CMS website for more details.

<https://www.cms.gov/outreach-and-education/medicare-learning-network-mln/mlnmattersarticles/downloads/se1128.pdf>

5. Important Reminders

- You must not charge a beneficiary enrolled as a QMB for Medicare cost sharing amounts even if their QMB benefit is from a different state than the state where they get care
- QMBs can't elect to pay Medicare deductibles, coinsurance and copayments

ATTENTION PARTICIPATING PROVIDERS



PROVIDER PORTAL ACCESS

We would like to remind you of the valuable resources available at your fingertips through the Leon Health Provider Portal. If you are a participating provider and have not yet gained access to this essential tool, please reach out to us promptly.

TO OBTAIN PORTAL ACCESS

Send an email to providerrelations@leonhealth.com to request your login credentials and start leveraging the portal's benefits.

FEATURES OF THE PROVIDER PORTAL:

- **Member Eligibility:** Easily search and verify member eligibility.
- **Claims Status:** View the status of submitted claims efficiently.
- **Authorizations:** Access and review authorizations at your convenience.
- **Explanation of Benefits (EOB):** Obtain EOBs quickly and hassle-free.
- **Download Forms:** Access and download any necessary forms with ease.

Ensure you are making the most of the tools provided to enhance your practice's efficiency and service quality.

IMPORTANCE OF EDUCATING MEMBERS ON FLU VACCINATION

As we approach the flu season, it is crucial to emphasize the importance of flu vaccinations to our members. At Leon Health, we are committed to providing comprehensive care and ensuring the well-being of our members. Educating them about the benefits of obtaining a flu shot is a vital part of this mission.

Why Flu Vaccination Matters:

1. **Prevention of Illness:** The flu vaccine is the most effective way to prevent influenza, a contagious respiratory illness that can lead to severe health complications, especially in older adults and those with chronic health conditions.
2. **Reducing Healthcare Burden:** By encouraging flu vaccinations, we can help reduce the number of flu-related hospital visits and admissions, thereby alleviating the strain on healthcare resources during peak flu season.
3. **Protecting Vulnerable Populations:** Many of our members are part of vulnerable groups, including seniors and individuals with underlying health issues. Vaccination not only protects them but also helps prevent the spread of the virus to others in the community.

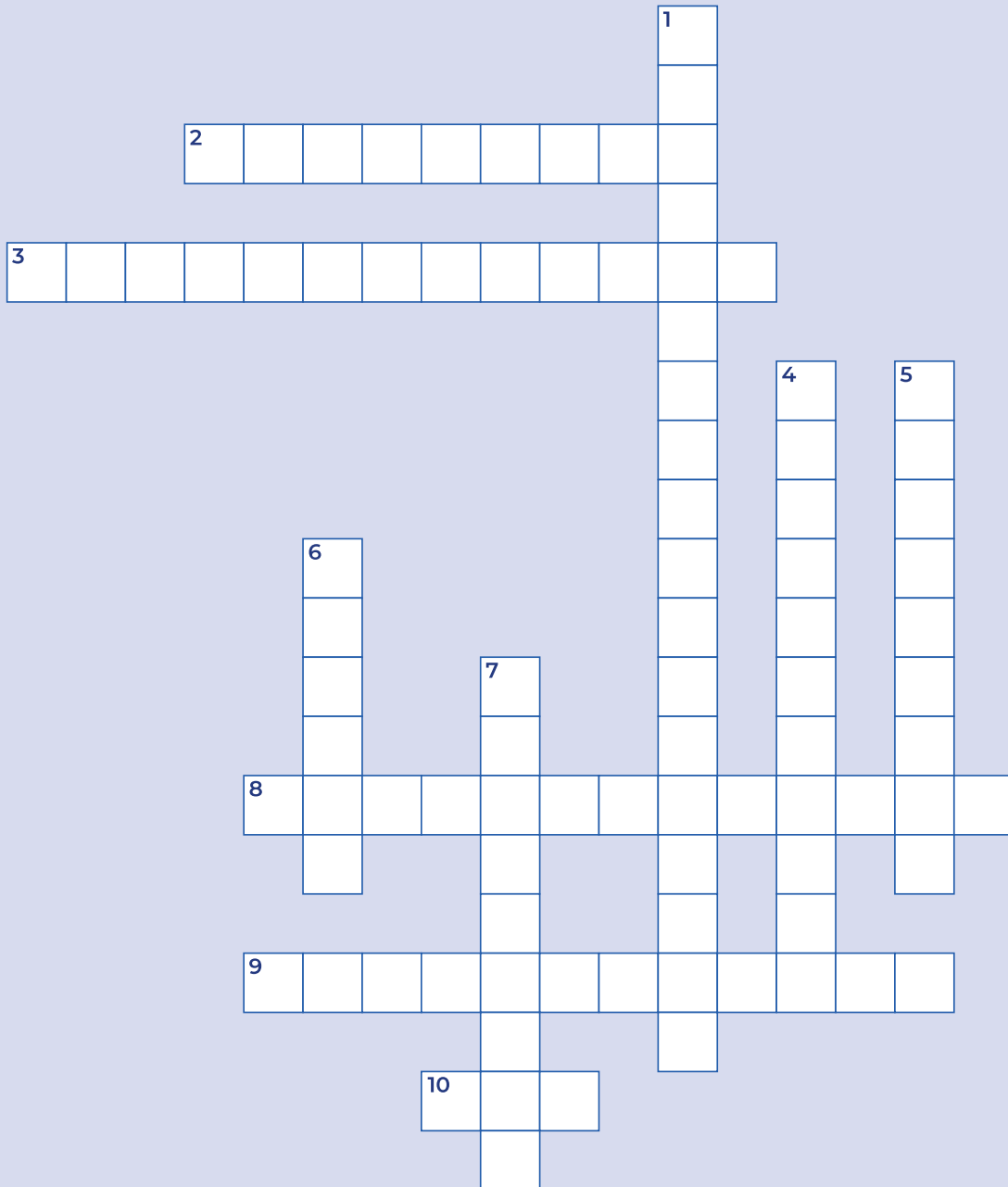
4. **Cost-Effective Care:** As a Medicare Advantage plan, Leon Health aims to provide cost-effective healthcare solutions. Preventive measures like flu vaccinations can significantly reduce healthcare costs associated with treating flu-related complications.

Your Role as Providers: As trusted healthcare providers, you play a pivotal role in educating and encouraging our members to receive their flu shots. Here are some ways you can help:

- **Discuss the Benefits:** During consultations, take a moment to discuss the benefits of the flu vaccine with your patients. Address any concerns or misconceptions they may have.
- **Provide Easy Access:** Ensure that flu vaccines are readily available at your practice and inform members about the convenience of getting vaccinated during their visits.
- **Utilize Resources:** Leverage materials from the CDC's Digital Media Toolkit to effectively communicate the importance of flu vaccination.

Together, we can make a significant impact on the health and safety of our community. Thank you for your continued dedication and support in promoting preventive healthcare measures.

INFECTIOUS DISEASE CROSSWORD



ACROSS

2. A common viral infection that can be deadly, especially in high-risk groups.

3. Virus most commonly spread to people by mosquito bites

8. A bacterial disease spread through the urine of infected animals.

9. An infectious bacterial disease characterized by the growth of nodules (tubercles) in the tissues, especially the lungs.

10. Interferes with the body's ability to fight infections.

DOWN

1. Is a bacterial disease caused by *Klebsiella granulomatis*

4. Also known as parrot fever, and ornithosis

5. Relating to or involving the rupture or destruction of red blood cells.

6. An infection caused by the bacterium *Coxiella burnetii*.

7. a illness that results from eating spoiled (decayed) fish

Word Bank: Influenza, Granuloma inguinale, Tuberculosis, Q-Fever, Hemolytic, Psittacosis, Leptospirosis, West Nile Virus, hiv, Scombroid