



## How to Access Your Electronic Explanation of Benefits

All Leon Health members now have the ability to view EOBs via access through MyLeon. Follow the steps below for electronic access to your EOBs today!

### How to Access Your EOBs Via MyLeon

1. **Open the MyLeon App:** Start by opening the MyLeon app on your mobile device. If you don't have the app, you can download it from the App Store (iOS) or Google Play Store (Android).



2. **Login:** Log in using your MyLeon username and password.

A screenshot of the MyLeon login interface. At the top is the 'MyLEON' logo with a clipboard icon. Below are input fields for 'Username' and 'Password', each with a 'Forgot' link. A 'Remember Username' checkbox is present. A 'Log in' button is at the bottom, along with 'Need help?' and 'Sign up' links.

MyLEON

Username [Forgot Username?](#)

Password [Forgot Password?](#)

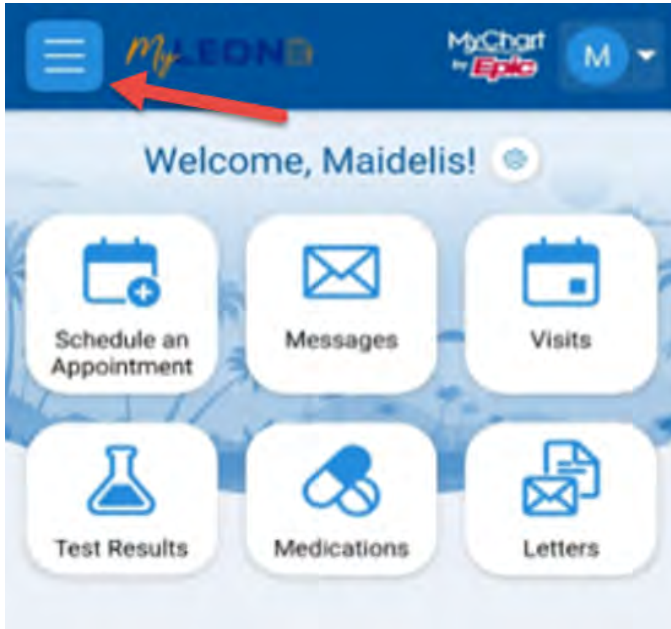
 Remember Username

Log in

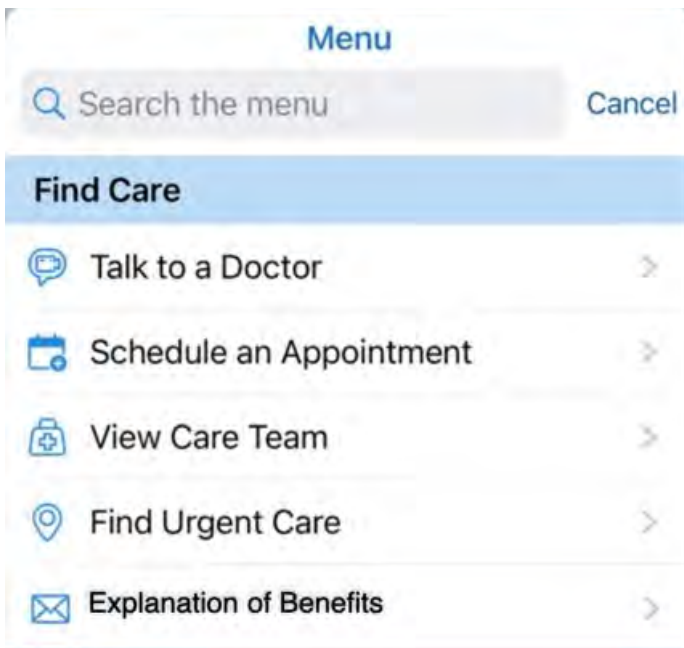
[Need help?](#) [Sign up](#)



3. **Access the Menu:** Once you're logged in, tap on the menu icon (three horizontal lines) located at the top left of the screen.



4. **Find the EOB Link:** In the menu, you'll find a link labeled "Explanation of Benefits."





5. **Click the EOB Link:** Tap on the "Explanation of Benefits" link. This will redirect you to our EOB page where you will have access to view your current and previous EOBs.
6. **Contact Support:** If you don't have a MyLeon account or have any questions about the app please contact Customer Service at (305) 642-5366.

## How To Access Your EOBs Via Personal E-mail or Text

### Important Information About Getting EOBs Via Personal E-mail or Text Message

Once you agree to get your EOB via personal e-mail or text message, Leon Health, Inc. will start sending EOBs to the email address or phone number you provided.

**How to Access Your EOB:** You can find instructions on how to access your EOB online by clicking the link in the email or text message (depending on the method of EOB delivery you select) or by visiting this webpage. If you need help, you can also call our Member Services team at 1-844-969-5366 (TTY: 711). We're available from 8:00 am to 8:00 pm, every day from October through March, and Monday through Friday from April through September.

**How to Change Your Mind:** You can switch back to getting paper copies of your EOB at any time. You can do this permanently or just for one time. If you ask for paper copies, we will mail them to your address within three business days.

To stop getting EOBs by email or text and start getting paper copies by mail, please call our Member Services team at the above phone number or send a letter to:

Leon Health, Inc.  
Attn: Member Services  
8600 NW 41st Street, Suite 210  
Doral, FL, 33166

Note that for those members who choose to receive the EOBs via text messaging, you also have the option to reply STOP to opt out and revoke your consent.

If we can't send your EOB by email or text for any reason, we will send a paper copy to your mailing address instead.

We believe that getting your EOB electronically is easy and convenient, but we're happy to send paper copies if you prefer. Please note that there are risks with receiving your Explanation of Benefits (EOB) via personal e-mail or text message to your cell phone. If you have any questions, please call our Member Services team. We're here to help.

Thank you for being a member of Leon Health. We value your membership and are committed to meeting your healthcare needs.

## Welcome to your EOBs



EOBs will always be accessible via MyLeon. However, when you register to receive your EOBs electronically via e-mail or text message, you will be sent a welcome email or text (depending on your selection) confirming your enrollment.

## Welcome Email



Tue 10/29/2024 5:17 PM

lhpmailsender@leonhealth.com

Leon Health: Electronic Explanation of Benefits Enrollment Confirmation

To: Maidelis Batista Ruiz

Dear MAIDELIS RUIZ,

Thank you for choosing to receive your Explanation of Benefits (EOB) by email. We're happy to let you know that you are now enrolled in this service.

### What to Expect:

- You will get an email every month when a new EOB is ready.
- The email will have a link to view your EOB securely online.
- You can download and print your EOBs if you need to.
- You can find easy instructions on how to view your EOB by clicking [HERE](#).

If you ever want to see your EOB in a different way, you can also contact our Member Services team at 1-844-969-5366 (TTY: 711). We are here to help from 8:00 am to 8:00 pm, every day from October through March, and Monday through Friday from April through September.

You can change your mind at any time. If you want to stop getting your EOB by email and go back to getting it by mail, just let us know. You can do this permanently or just for one time. You can call our Member Services team or send a letter to:

Leon Health, Inc.  
Attn: Member Services  
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Doral, FL, 33166

If you ask for paper copies, we will mail them to you within three business days. If, for any reason, we can't send your EOB by email, we will send a paper copy to your mailing address instead.

We believe that getting your EOB by email is easier and faster. But you can always choose to get paper copies if you prefer. If you have any questions or need help, please call our Member Services team at the above number.

Thank you for being a member of Leon Health. We're here to help you with all your healthcare needs.



## Welcome Text

LEON HEALTH: Electronic EOB Enrollment Confirmation

MAIDELIS RUIZ, thank you for providing your consent. We are pleased to inform you that you have been successfully enrolled to receive your Explanation of Benefits (EOB) electronically via text.

Instructions to view your EOB are <http://localhost:46745/Account/Logint?t=FRB>. For any questions, please contact our Member Services at [1-844-969-5366](tel:1-844-969-5366) TTY: 711 during hours of operation.

Reply STOP to opt out.

## Monthly EOBS

### Monthly Email

#### Accessing Your EOB from your Email

Every month you will receive an email from [LHPmailsender@leonhealth.com](mailto:LHPmailsender@leonhealth.com) advising that your EOB is available online. Note that, as is currently the case, if there is no claims activity for a given month, then an EOB statement will not be made available for that month, regardless of whether you have elected to electronically receive EOBs. Open the email and click the link 'HERE.'



Tue 10/29/2024 3:04 PM

L

lhpmailsender@leonhealth.com

Leon Health: Monthly Explanation of Benefits (EOB)

To: Maidelis Batista Ruiz

Dear MAIDELIS RUIZ,

We hope you are doing well. Attached is your Explanation of Benefits (EOB) for October.

For more details on how to view your EOB, please click [HERE](#).

If you have any questions or need assistance, you can contact our Member Services team at 1-844-969-5366 (TTY: 711). We're available from 8:00 am to 8:00 pm, every day from October through March, and Monday through Friday from April through September.

You can switch back to receiving paper copies of your EOB at any time. You can do this permanently or just for one time. If you ask for paper copies, we will mail them to your address within three business days.

To stop getting EOBs by email and start getting paper copies by mail, please call our Member Services team at the above number or send a letter to:

Leon Health, Inc.  
Attn: Member Services  
8600 NW 41st Street, Suite 210  
Doral, FL, 33166

If, for any reason, we can't send your EOB by email, we will send a paper copy to your mailing address instead.

Thank you for being a member of Leon Health. We value your membership and are here to help with your healthcare needs.

## Accessing your EOB from your Text

Every month, you will receive a text message notification from (45366) with a link to view your Explanation of Benefits (EOBs). Note that, as is currently the case, if there is no claims activity for a given month, then an EOB statement will not be made available for that month, regardless of whether you have elected to electronically receive EOBs.

## Monthly Text



LEON HEALTH: MAIDELIS RUIZ, Tap to view your current Explanation of Benefits (EOB). Instructions to view your EOB can be found

<http://localhost:46745/Account/Logint?t=FRB>. For any questions, please contact our Member Services at [1-844-969-5366](tel:1-844-969-5366) TTY: 711 during hours of operation.

Reply STOP to opt out.

### Logging in to view your EOBS via text or email

1. Complete a CAPTCHA and enter your date of birth:
  - a) You will see a CAPTCHA challenge, which is a series of characters displayed in a distorted image. Carefully type the letters exactly as they appear in the image into the provided text box. This step ensures that you are a human and not a bot.
  - b) In addition to the CAPTCHA, you will also need to enter your date of birth in the specified format - MM/DD/YYYY.
  - c) After entering both the CAPTCHA and your date of birth, click the "Sign In" button to proceed.



LEON HEALTH  
Member Management

Login to your account

Date Of Birth\*

02/23/1955

SUJIE

Type the characters above

The text you entered doesn't match the image.

Sign In

The image shows a screenshot of the LEON HEALTH Member Management login page. At the top, the LEON HEALTH logo is displayed. Below the logo, the text 'Member Management' is visible. The main heading is 'Login to your account'. There is a 'Date Of Birth\*' field with a calendar icon, containing the date '02/23/1955'. Below this is a CAPTCHA image showing the word 'SUJIE' in a stylized font. To the right of the CAPTCHA are icons for a speaker and a refresh button. Below the CAPTCHA is a text input field with the placeholder 'Type the characters above' and a close button (X). A red error message below the input field reads 'The text you entered doesn't match the image.' At the bottom of the form is a blue 'Sign In' button.

2. If the CAPTCHA or date of birth is entered incorrectly, you will have up to 5 attempts to try again. If you are unable to authenticate after 5 attempts, your account will be locked to prevent unauthorized access. In this case, please contact Member Services for assistance at 1-844-969-5366 (TTY: 711)





3. Once authenticated, you will have access to view your current and previous EOBs.

MAIDELIS RUIZ

Info **Current EOBs** Previous EOBs

General

Member No. LTEST9548 Phone Number 7864470328 Email maidelis.batista@leonmedicalcenters.com

Mailing Address

Address 24930 NW 30TH CT HOMESTEAD, FL 890325879

Plan

Plan Name Leon Health, Inc Pbp Name H4286-001 MEDIEXTRA

Document Delivery Settings –

Document	Delivery Type	From Date	Is Act...
EOB Part C	Email	09/09/2024	Active

LEON Member Management

MAIDELIS RUIZ

Info Current EOBs **Previous EOBs**

Document	Size	Page Count	Period From	Period To	Generated On
EOB Part C 07/01/2024 - 07/31/2024	768.2 KB	7	07/01/2024	07/31/2024	11/04/2024



4. If needed, you can toggle your default preferred language, which can be either English or Spanish.

MAIDELIS RUIZ

Info Current EOBs Previous EOBs

General

Member No. LTEST9548 Phone Number 7864470328 EMail maidelis.batista@leonmedicalcenters.com

Mailing Address

Address 24930 NW 30TH CT HOMESTEAD, FL 890325879

Plan

Plan Name Leon Health, Inc Pbp Name H4286-001 MEDIEXTRA

Document Delivery Settings –

Document	Delivery Type	From Date	Is Acti...
EOB Part C	Email	09/09/2024	Active

English  
Spanish

- a) The language preference will not affect the language of the actual PDF documents, which will default to your preferred language.
- b) If you would like to update your preferred language to receive your correspondence, please contact Member Services for assistance at 1-844-969-5366 (TTY: 711).

5. You can download or print your EOBs.

- A. Click to Download
- B. Click to Print



7 pages

Automa...



Have more questions about your claim?  
Visit [www.leonhealth.com](http://www.leonhealth.com) or call 1-844-969-5366

## Medical and Hospital Claims Processed in July 2024

For MAIDELIS RUIZ  
Member ID: LTEST9548

### This is not a bill:

- This monthly report of claims we have processed tells what care you have received, what the plan has paid, and how much you have paid out of pocket (or can expect to be billed).
- If you owe anything, your doctors and other health care providers will send you a bill.
- This report covers medical and hospital care only. We send a separate report on Part D prescription drugs.
- If you notice something suspicious that might be dishonest billing, you can report it by calling 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. (TTY users should call 1-877-486-2048.)

Leon Health, Inc. is an HMO with a Medicare contract. Enrollment in Leon Health, Inc. depends on contract renewal.

**LEON Health, Inc. (HMO) Member Services**

If you have questions, please call Member Services at 1-844-969-5366 (1-844-9-MY-LEON). Leon Health's hours of operation are 8 a.m. to 8 p.m., seven days a week from October 1st through March 31st and Monday through Friday the rest of the year. TTY/TDD users call: 711

This information is available for free in other languages. Please contact Member Services at the number above. Member Services has free language interpreter services available for non- English speakers.

La información que se encuentra en este documento está disponible de forma gratuita en otros idiomas. Favor de comunicarse con el departamento de Servicios al Miembro al número de teléfono que aparece anteriormente. El departamento de Servicios al Miembro tiene servicios gratuitos de interpretación de idiomas disponibles para personas que no hablan inglés.

The benefit information provided is a brief summary, not a complete description of benefits. For more information, contact the plan. Benefits, formulary, pharmacy network, provider network, premium, copayments, and coinsurance may change each year.

TOTALS for medical and hospital claims	Amount providers have billed the plan	Total cost (amount the plan has approved)	Plan's share	Your share
Totals for this month (for claims processed from 7/1/2024 to 7/31/2024)	\$193.82	\$193.82	\$70.00	\$0.00

## HELP

Still need help accessing your EOBs? Remember you can always call our Member Services team for assistance at 1-844-969-5366 TTY: 711, Sunday through Saturday from 8:00 am to 8:00 pm for the months of October through March, and Monday through Friday from 8:00 am to 8:00 pm for the months of April through September.