

STAY CONNECTED WITH



PROVIDER NEWSLETTER Q2 2024

WHAT YOU NEED TO KNOW!

PROVIDER MANUAL UPDATE

An update has been made to section 5, Medical Management to include new information about inpatient admission, discharge planning, bedside medication reconciliation, and the facility denial process. The updated manual is now available for viewing on the provider portal. If you are a participating provider and need access to the provider portal, please email: Providerrelations@leonhealth.com

UPDATE TO KEY CONTACT LIST

Fax number that have been updated: Credentialing, Provider Relations and Pharmacy departments.

PROVIDER PORTAL ACCESS

Did you know that you can verify member eligibility and member-covered services information, as well as view claim and authorization status in our provider portal? We invite you to explore and become familiar with all the features available within a single account. You can also download all necessary forms, such as:

- Prior Auth Part C (English)
- Prior Auth Part C (Spanish)
- Prior Auth Part D (English)
- Prior Auth Part D (Spanish)
- Provider Directory 2024 - English
- Provider Directory 2024 - Spanish
- Prior Authorization List - Part A
- Prior Authorization List - Part B



The image shows the cover of the 2024 Provider Manual, which is red with the LEON HEALTH logo and the text "Provider Manual 2024 January 1st - December 31st". Next to it is a table of contents page with a red header "TABLE OF CONTENTS".

Section	Page
Provider Manual	5
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FOUR QUICK TIPS TO IMPROVE DOCTOR-PATIENT COMMUNICATION

1. SHOW EMPATHY

It can be tempting to dismiss or refute things patients read online, but defensiveness can strain a doctor-patient relationship. We need to understand that fear is usually the root cause of patients believing misinformation. Take this opportunity to listen to your patient's perspective, acknowledge their frustration, show empathy, and educate on the facts. As a result you will build a genuine trust.

2. EFFECTIVE COMMUNICATION

It's important for clinicians to use simple language and ensure that patients understand the information they provide. Effective communication is a two-way street.

3. SHARED DECISION MAKING

Shared decision-making is a collaborative approach to healthcare decision-making, in which clinicians and patients work together to determine the best course of action based on the patient's preferences, values, and goals. In this approach, clinicians involve patients in decision-making and provide them with the necessary information to make informed choices. This approach can lead to higher-quality patient visits, improved health outcomes, and increased patient satisfaction.

4. ACTIVE LISTENING

By actively listening and communicating clearly, clinicians can better understand their patients' needs, concerns, and preferences and tailor their care accordingly. Engaging in active listening can help establish trust between patient and clinician, leading to improved care outcomes and patient satisfaction.

- Leon Model Of Care Training Draft
- MediExtra Evidence of Coverage (English)
- MediDual Evidence of Coverage (English)
- MediMore Evidence of Coverage (English)
- MediExtra Evidence of Coverage (Spanish)
- MediDual Evidence of Coverage (Spanish)
- MediMore Evidence of Coverage (Spanish)
- Clinical Guidelines
- Provider Manual
- eHealthsuite Provider User Guide
- Provider Address Change Form
- HIPPA Policy and Procedures
- Model of Care

[New items added to additional documents - Model of Care guidelines 2025](#)

LET’S CONNECT WITH CMS

ADDRESSING IMPACT ON CYBERATTACK ON CHANGE HEALTHCARE

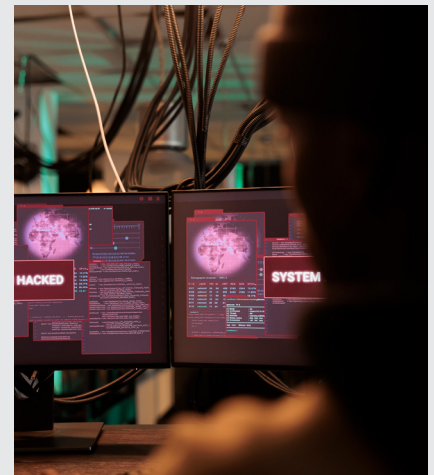
CMS released a memo on March 6, 2024 addressing impacts related to Cyberattack on Change Healthcare. The Centers for Medicare & Medicaid Services (CMS), together with its government partners, has been closely monitoring the impacts of this cyberattack to assess the impact on access to care.

PRIOR AUTHORIZATION

- Plans have the flexibility to remove or relax the PA requirements, or any other utilization management requirements at any time for formulary drugs in order to lessen the burden on beneficiaries. Any removal or relaxations must be uniformly provided to enrollees. CMS will not find an MA organization out of compliance with the 30-day notice requirement in § 422.111(d) for changes in plan prior authorization that benefit enrollees and are to respond to the impact of this cyberattack.

PAYMENT

- CMS is also encouraging plans to offer advance funding to affected provider. However, the rules governing CMS’s payments to MA organizations and Part D sponsors remain unchanged and are not affected by this memorandum.



BUSINESS CONTINUITY PLAN

- CMS want to remind organizations that as required under CFR § 422.504(o)(1) and § 423.505(p)(1), MA organization must have business continuity plans to ensure restoration of business operations following disruptions. CMS is also encouraging plans to review or update their business plans to ensure that any necessary planning for business operations disruption due to a cybersecurity attack is included.



MEDICARE PRESCRIPTION PAYMENT PLAN

The Medicare Prescription Payment Plan is a new payment option designed to help members manage their out-of-pocket drug costs, starting in 2025. All Medicare drug plans and Medicare health plans with drug coverage, such as a Medicare Advantage Plan, are required to offer this payment option. All plans use the same formula to calculate the monthly payments. If a member chooses this payment option, they will pay a plan premium (if applicable) each month and will receive a bill from their health or drug plan for their prescription drugs, rather than paying the pharmacy directly.

WHO CAN HELP THE MEMBER DECIDE IF THEY SHOULD SIGN UP FOR THIS PAYMENT OPTION?

MEMBER'S PLAN: The member can visit the plan's website or call the plan to get more information. The plan's phone number is on the back of the membership card or can contact member services to 1-844-969-5366.

MEDICARE: Visit [Medicare.gov/tbd](https://www.medicare.gov/tbd), or call 1-800-MEDICARE (1-800- 633-4227), 24 hours a day, 7 days a week. TTY users can call 1-877-486-2048.

STATE HEALTH INSURANCE PROGRAM (SHIP): Visit shiphelp.org to get the phone number for your local SHIP and get free, personalized health insurance counseling.

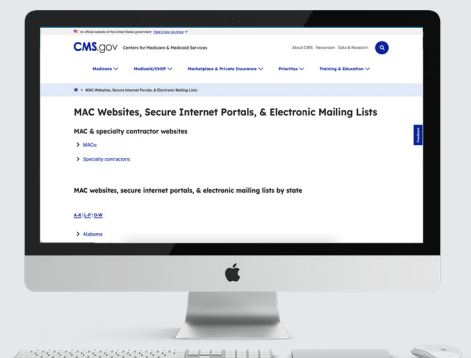
SIGN ME UP!

Did you know that CMS releases weekly newsletter for health care providers? CMS provides additional resources including:

- Program and policy details
- News and announcements
- Press releases
- Claim, pricer, and code information
- Upcoming educational event registration and reminders
- Updates on new and revised MLN Matters Articles® and publications

You can also prescribe to their electronic mailing list to local and national program news.

Use this link to get started and make sure to sign up!
<https://www.cms.gov/mac-info>



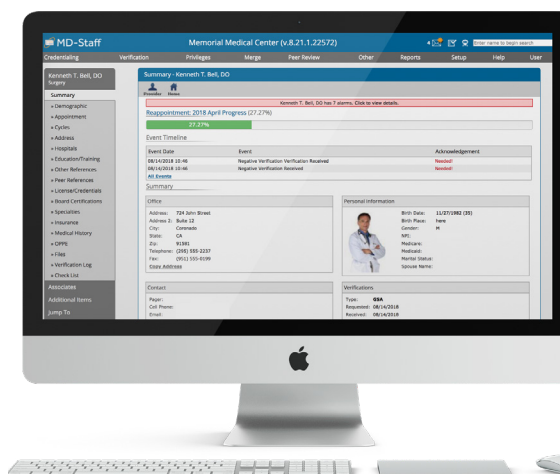
CREDENTIALING

UPDATE CAQH EMAIL FOR RECREDENTIALING

In order to ensure that recredentialing communications reach practitioners in a timely manner, it is essential to update the group's contact email address with the Council of Affordable Quality Healthcare (CAQH). The primary credentialing contact listed on each practitioner's CAQH application serves as the main point of contact for all credentialing communications from Leon Health. Practitioners will receive their notice three months prior to their recredentialing due date. If a practitioner or their practice cannot be reached to obtain any missing documentation, the process will be discontinued, necessitating the practitioner to undergo recredentialing again. Practitioners can utilize the CAQH Provider Data Portal to update their contact information.

RE-CREDENTIALING ROAD BLOCKS:

- Failing to grant health plan CAQH access
- Lack of attestation in CAQH.
 - ◊ Application must be attested to within 180 days.
- All necessary documentation must be provided in a timely manner.
- Contact person listed in CAQH cannot be reached.
- Current group-centered information is missing (current employment).



MD STAFF

Beginning third quarter of 2024, providers will receive an email from MD Staff prompting them to complete the recredentialing application. It's essential for providers to ensure that all credentials, including state licenses, DEA registration, medical board certifications, and liability insurance, are current and accurate in both their CAQH and MD Staff accounts. Any discrepancies or expired credentials can result in delays or rejection during the re-credentialing process, highlighting the importance of maintaining up-to-date documentation. Providers should also be aware of the significance of re-credentialing in ensuring patient safety and quality care. By verifying a provider's qualifications and credentials regularly, healthcare organizations can maintain high standards and compliance with regulatory requirements. Therefore, providers must prioritize completing the re-credentialing process accurately and promptly to continue practicing without interruption.

MAY NATIONAL MENTAL HEALTH AWARENESS MONTH

Mental health awareness is a global issue affecting people of all ages, genders, ethnicities, and socio-economic backgrounds. It has gained significant attention and advocacy in recent years, leading to a reduction in the stigma associated with mental illness. Approximately one in four people worldwide will be affected by mental or neurological disorders at some point in their lives. Mental health conditions can significantly impact a person's physical health, relationships, work or school performance, and overall quality of life.

Early intervention is crucial for improving outcomes and helping people recover faster. Fortunately, many mental health conditions are treatable with medication, therapy, and lifestyle changes. Early detection and treatment can lead to better long-term outcomes and help individuals lead fulfilling lives.

Mental health awareness is not just about addressing mental illness but also about promoting positive mental health practices and habits to maintain good mental health and prevent mental illness.





JUNE IS ALZHEIMER'S & BRAIN AWARENESS MONTH

June is Alzheimer's & Brain Awareness Month, and the Alzheimer's Association is raising awareness about Alzheimer's disease and brain health. Age is the greatest risk factor for Alzheimer's disease, but it is not the only one. While some brain changes are inevitable as we age, a growing body of research suggests that adopting healthy lifestyle behaviors may help our brains age healthier.

Here are **FIVE TIPS** to promote better brain health and help reduce the risk of cognitive decline:

EXERCISE REGULARLY — Regular cardiovascular exercise helps increase blood flow to the body and brain, and there is strong evidence that regular physical activity is linked to better memory and thinking.

MAINTAIN A HEART-HEALTHY DIET — Stick to a meal schedule full of fruits and vegetables to ensure a well-balanced diet. Some evidence suggests a healthful diet is linked to cognitive performance. The Mediterranean and DASH diets, which emphasize whole grains, green leafy vegetables, fish and berries, are linked to better cognitive functioning, and help reduce risk of heart disease as well.

GET PROPER SLEEP — Maintaining a regular, uninterrupted sleep pattern benefits physical and psychological health, and helps clear waste from the brain. Adults should get at least seven hours of sleep each night and try to keep a routine bedtime.

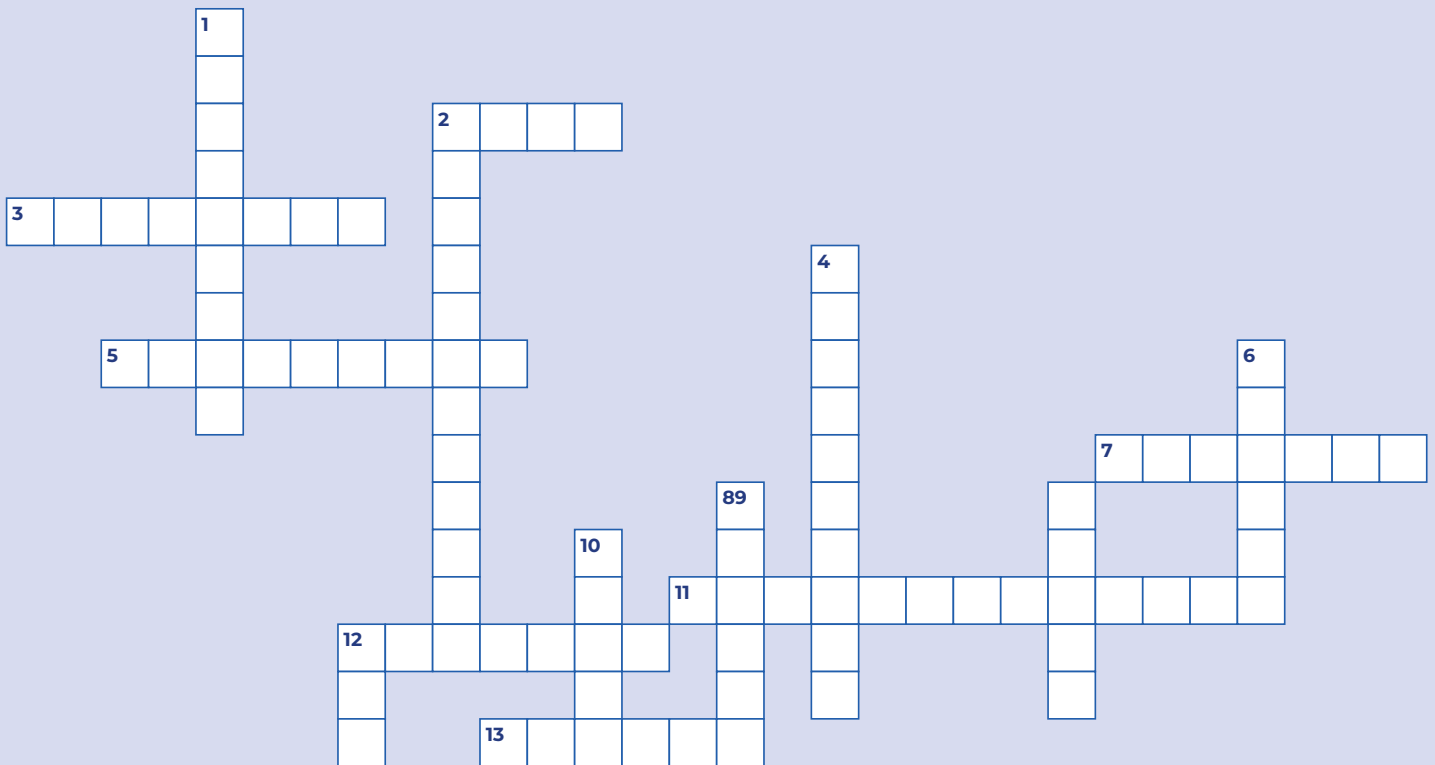
STAY SOCIALLY AND MENTALLY ACTIVE — Meaningful social engagement may support cognitive health, so stay connected with friends and family. Engage your mind by doing activities that stump you, like completing a jigsaw puzzle or playing strategy games. Or challenge yourself further by learning a new language or musical instrument.

KEEP YOUR HEART HEALTHY — Recent study shows strong evidence that a healthier heart is connected to a healthier brain. The study shows that aggressively treating high blood pressure in older adults can help reduce the development of mild cognitive impairment (MCI).

Source: <https://www.alz.org/sc/news/june-is-alzheimers-brain-awareness-month>



NATIONAL MENTAL HEALTH AWARENESS CROSSWORD



ACROSS

- 2. Distressing experience
- 3. Affects mental health
- 5. Generalized restlessness
- 7. Heightened alertness
- 11. Delusions

12. National Mental Health month

13. Health mental stability

DOWN

- 1. Knowledge of a situation
- 2. Mental health expert
- 4. Talking therapy

6. Negative perception

8. Media mental illness factor

9. Lowest age who get depressed

10. Mental health signifier

12. Compulsive and dominating