

## **LeonardoMD Clients Frequently Asked Questions (“FAQs”)**

### **What is LeonardoMD announcing?**

LeonardoMD announced today that it has merged with Azalea Health Innovations effective March 31, 2017.

### **Why is LeonardoMD merging with Azalea Health?**

As the healthcare industry continuously introduces new and complex technology, reporting and care quality requirements, the LeonardoMD management team recognizes our responsibility to best set our clients, partners and employees up for success amidst these shifts. Merging with Azalea Health allows us to offer a complete cloud-based suite, enhanced billing and consulting solutions and support options, and a clear path for ongoing growth and development, all to the benefit of you - our billing company partners, and your direct clients!

### **What is happening with the LeonardoMD team?**

Dr. Ralph Holmes, LeonardoMD founder and former CEO, will continue to work as a consultant with Azalea Health’s team throughout the transition to offer expert insight to the LeonardoMD customer base, industry demands and more . Many of the senior leadership and your key contacts are also remaining with the organization. In fact, the vast majority of the Leonardo MD team will remain with Azalea Health, with increased opportunities for growth and development.

### **Who is Azalea Health?**

Azalea Health is a leading provider of fully integrated, technology-enabled healthcare solutions and managed services for practices of all sizes and most specialties. Azalea’s comprehensive portfolio includes integrated electronic health records, practice management, Azalea M™ mobile platform integrated with Apple® HealthKit, as well as complete Telehealth, Revenue Cycle Performance and Professional Consulting services. The Azalea platform also provides tools and resources to help customers meet their Quality Payment Program (MACRA and MIPS) requirements, as well as strategies to navigate accountable care and alternative payment models.

### **How do LeonardoMD and Azalea Health products & services fit together?**

Bringing these two organizations and solution suites together will allow us to provide a more comprehensive set of Health IT products and management services to the overall client base:

- Practice Management - complete and claims-only
- EMR & Complete EHR
- Mobile App Integration
- Revenue Cycle Performance & Medical Billing Solutions
- Fully-Integrated Telehealth
- Professional Services Consulting

MACRA/MIPS Support

**What is the value to Billing Company clients, such as yourself?**

Azalea has a fantastic record of working with billing companies like yours, delivering and supporting software that simplifies claims processing pipelines, reduces payment cycles and maximizes reimbursements for end-billing clients. The dedicated Channel Development team works with billing client partners to help sell, scale and support ongoing partner success.

Response time on support tickets should also benefit as a result of the Azalea Health Support team infrastructure that currently resolves 84% of tickets in one day or less.

LeonardoMD clients who migrate into an Azalea Health product will have the benefit of knowing that that predominant portion of the discrete data fields will migrate seamlessly into Azalea's solutions, for absolute minimum disruption. Data Conversions will be provided to those clients migrating solutions at NO COST, and a customized migration plan will be built with a dedicated Specialist.

**Will my pricing change?**

Your current contract will not change. A Channel Development Director will be reaching out to help get you introduced to Azalea, and to discuss available ROI, pricing and any additional contract options for your company to evaluate moving ahead.

**What number do I call for support?**

Please continue to reach us for support at 866.536.6343; this number will not be changed immediately. You may also continue to log tickets through [customer.service@leonardomd.com](mailto:customer.service@leonardomd.com). However, we will be revamping the website over the next couple of months, in order to provide you with an additional option of submitting support tickets online and granting you access to the Azalea Academy, where you'll find additional details on the Azalea platform, free training videos and more.

Alternately, Azalea support can be reached directly at (877) 777-7686 ext. 3 or you may visit [www.azaleahealth.com/lmd](http://www.azaleahealth.com/lmd) for more details.

**What if I have more questions?**

Please feel free to contact your Customer Service/Client Engagement Specialist or Channel Development Directors. If they do not know the answer, they will escalate the question and get back to you with answer as soon as possible.

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