



**Keep Doing
The Things You
*Love!***





To serve our patients
Como Familia—Like Family™.



To lead the transformation
to value-based healthcare
that is physician-led and
focused on the needs and
experiences of patients
and communities.



We are a patient-centered,
physician-led, value-
driven medical group
that enhances the well-
being of our patients
through coordinated
compassionate care.

CONTENT

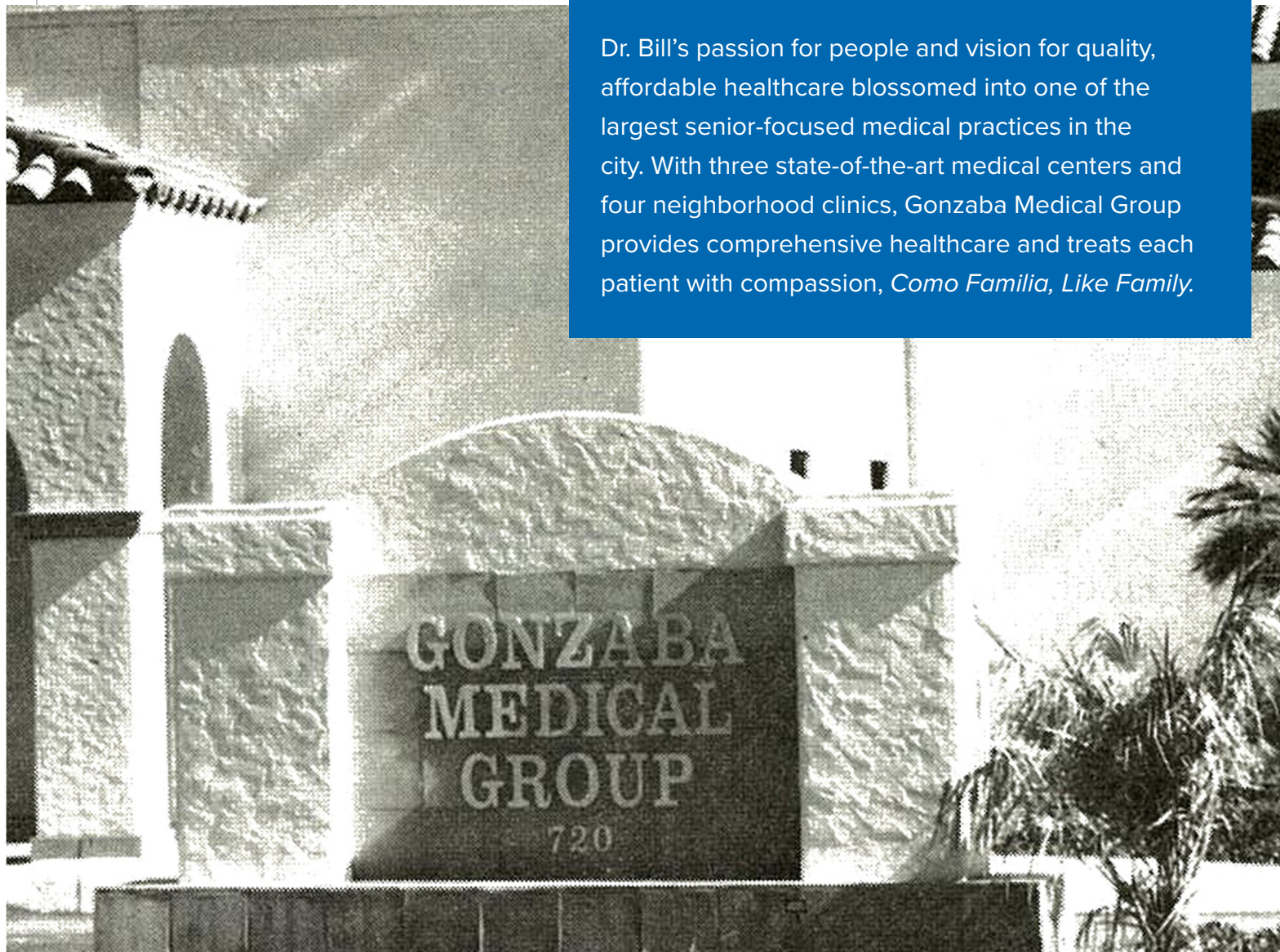
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THE GONZABA STORY

More than 60 years ago, Dr. Bill Gonzaba implemented a model that would positively change the quality and accessibility of medical care forever. What is now nationally known as the “full-risk” healthcare model puts the patient at the center of the practice and was pioneered by Gonzaba Medical Group, the first locally-owned medical group in San Antonio.

“I wanted to bring quality medical care closer to home for the friends, neighbors and family I grew up with,” shares Dr. Bill. “I had watched my parents and their friends suffer because of the lack of access to medical care.”

Dr. Bill’s passion for people and vision for quality, affordable healthcare blossomed into one of the largest senior-focused medical practices in the city. With three state-of-the-art medical centers and four neighborhood clinics, Gonzaba Medical Group provides comprehensive healthcare and treats each patient with compassion, *Como Familia, Like Family*.



Our goal is to surround patients with quality services and resources that decrease medical costs and increase positive healthcare outcomes. We’ve created a system in which Gonzaba physicians work together daily to provide primary care, urgent care, specialty care, preventive services and end-of-life care all within the same medical group. Each patient has a personalized healthcare team that collaborates on their behalf. Services such as CT scans, MRI’s and lab services are all provided in-house for convenience and efficiency.



2025

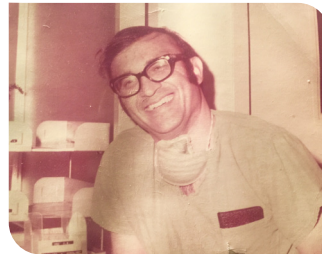
Gonzaba Southeast Medical Center opened, offering over 30,000 square feet of modern care, a spacious parking lot, an event center, and ample room to serve current and new patients!

We continue our commitment to the community by offering classes and activities to keep seniors healthy and happy. Gonzaba Medical Group has also partnered with various local leaders to promote better health throughout San Antonio as a whole, including City Council, SAWS, The Salvation Army and the San Antonio Food Bank.

The Gonzaba Medical Group commitment to quality care has earned the trust of thousands of patients since 1960, and we are dedicated to delivering on that trust for years to come.

THE VISIONARY

Dr. William Gonzaba earned his undergraduate degree from the University of Texas in Austin, Texas and medical degree from the University of Texas Medical Branch in Galveston, Texas. He began practicing medicine in 1960 and has dedicated his medical career to family practice and general surgery.



During his distinguished career, Dr. Bill Gonzaba has served as Clinical Assistant Professor in the Department of Family Practice at the University of Texas Health Science Center in San Antonio and is a member of the Alumni Board of Trustees and the Alumni Advisory Committee of Minority Affairs and the UTMB Sealy Society at the University of Texas Medical Branch in Galveston.

Awards:

- Adelante Award | Hispanic Magazine
- Business Success Series Award | San Antonio Hispanic Chamber of Commerce
- Community Champion Business Award | West San Antonio Chamber of Commerce
- Entrepreneur of the Year Award | Ernest & Young, Inc. Magazine and Merrill Lynch
- Hall of Fame Award | Mexican American Physicians Association
- Healthcare Heroes Lifetime Achievement Award | San Antonio Business Journal
- Legacy Leader Award | San Antonio Business Journal
- Legends Award | South San Antonio Chamber of Commerce

Memberships and Affiliations:

- American Medical Association
- American Academy of Family Practice
- Texas Medical Association
- Bexar County Medical Society
- Institute of American Entrepreneurs

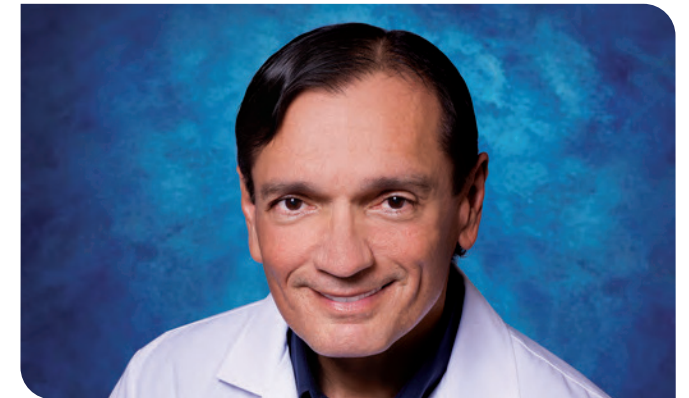


Dr. William Gonzaba
Founder/CEO



FRANCISCO "PACO" GONZABA
EXECUTIVE DIRECTOR
OF BUSINESS OPERATIONS

"The quality care that our physicians and staff provide our patients is further enhanced through our commitment to patient satisfaction and customer service. We achieve this through community engagement partnerships, and activities and effective communication. From the moment patients walk through our doors, our culture creates an environment of quality care and compassion for their well-being. We also build strong relationships within the insurance agent community who create a vital link between our clinic and our patients. Our overall goal at Gonzaba is to help everyone in the community benefit from the value of being part of the Gonzaba family."



DR. DAVID PADILLA
CHIEF MEDICAL OFFICER

"Gonzaba is actively led by Dr. Bill and a highly qualified physician leadership team, offering a model of the future that separates Gonzaba from other clinics. Our primary focus is to treat the patient with holistic care at all stages of their life. Gonzaba physicians meet frequently to discuss appropriate and innovative practices to deliver the highest quality healthcare. Our team ensures that all faculty and staff follow the Gonzaba Mission of treating all patients *"Como Familia."*



As a result of our Patient-Centered, Coordinated Care model, Gonzaba patients also enjoy access to comprehensive services designed to meet the unique needs of each patient.

- In-House Specialty Care
- Full Imaging Suites & Lab
- Advanced Urgent Care
- Physical Medicine & Rehab
- Palliative Care
- Holistic Care
- Wellness Management
- Case Management
- Hospitalists
- Home Health Visits
- Patient Advocates
- Contact Center

THE COORDINATED CARE MODEL

IN-HOUSE SPECIALTY CARE

- Endocrinology
- Rheumatology
- Podiatry
- Hematology/Oncology
- Wound Care
- Infectious Diseases
- Dermatology
- Colon and Rectal Surgeries

FULL IMAGING SUITES & LAB

- MRI
- Computed Tomography (CT)
- Vascular Studies & Sonograms
- Bone Density
- Echocardiograms
- Mammography

ADVANCED URGENT CARE

The only Joint Commission Accredited Urgent Care based in San Antonio.

PHYSICAL MEDICINE & REHAB

- Routine Care/Physicals
- Work Condition Programs
- Back Safety and Lifting Education
- Ergonomics Education
- Functional Capacity Evaluations

PALLIATIVE CARE

Provides hospice and supportive living services offering comfort to patients and families.

HOLISTIC CARE

- Pain Management
- Acupuncture
- Dry Needling
- Massage/Myofascial Release

WELLNESS PROGRAM

- Cooking Classes
- Healthy Living Support
- Tai Chi/Yoga/Zumba/Meditation

WELLNESS MANAGEMENT

- Women & Men's Wellness
- Screenings
- Foot Clinic
- Diabetes Education & Management
- Pain Management/Joint Injection
- Flu/Seasonal Clinic

CASE MANAGERS

Case Managers coordinate and manage the care of high-risk patients in the hospital or in a skilled nursing facility.

HOSPITALISTS

GMG physicians work in hospitals to coordinate with patients' primary care physicians.

HOME HEALTH VISITS

We provide in-home nursing services to home-bound patients such as: body system checks, wound care, IV therapy, and more.

Our team also performs hospital follow-up evaluations in the patient's home within 7 days of discharge.

PATIENT ADVOCATES

Patient Advocates can inform you about options your Medicare Advantage plan offers, including primary care, specialists, and urgent care.

You can meet a Patient Advocate in-person at any of our medical centers, or you can call the number below.

Monday - Friday from 8 AM - 5 PM

Patient Advocate Line: 210-905-4606

CONTACT CENTER

Our Contact Center is available to patients 7 days a week and are here to assist you with the following:

- Scheduling appointments at any one of our locations
- Processing prescription refills requests
- Arranging transportation for your appointments
- Answering general questions about Gonzaba Medical Group.

Monday - Friday from 7 AM - 8 PM

Saturday & Sunday from 8 AM - 8 PM

Contact Center: 210-921-3800

RADIOLOGY SERVICES

Part of what sets Gonzaba Medical Group apart from other medical facilities is our full-service diagnostic imaging and interventional radiology services. Unlike most medical facilities, Gonzaba Medical Group conveniently offers radiology services at their locations for imaging and diagnostic testing. Gonzaba Medical Group patients enjoy the convenience of not having to travel far to receive the best in advanced imaging at an affordable cost.

Our highly quailed and experience team uses some of the latest state-of-the art technology available.

WE PROVIDE THE FOLLOWING SERVICES:

- MRI
- CT Scan
- Ultrasound
- Vascular
- Mammography
- X-Ray
- Bone Density
- Echocardiograms



WE LEAD INNOVATION IN THE PRACTICE OF MEDICINE.



THE GONZABA DIFFERENCE:

For questions about Radiology Services, please call 210-923-XRAY (9729) to speak with an Ancillary Coordinator.

We deliver the highest quality care at the lowest cost with compassion and respect.



Gonzaba Urgent Care Center Leading the Way

**State-of-the-Art,
Advanced Urgent Care Center**



Innovation. Compassion. Community.

What makes Gonzaba Medical Group truly unique? It is our *Coordinated Care model* – where primary care physicians work directly with a multitude of other services for the benefit of the patient, including Urgent Care. Gonzaba Medical Group is proud to announce the opening of the new advanced Gonzaba Urgent Care Center at 711 Pleasanton Rd.

This state-of-the-art Urgent Care Center sets itself apart from traditional urgent care facilities, where patients can expect same-day comprehensive acute care with labs, diagnostics, the latest technology, and care that is aligned with the patient's Gonzaba Primary Care physician. All of this is paired with the personalized attention Gonzaba Medical Group is known for – *Como Familia, Like Family*.



Dr. Tom Gonzaba and Francisco "Paco" Gonzaba

"Our investment and innovation of advanced urgent care is beyond the expected and not common in the industry. This expansion aligns with our focus on the patient."

Dr. Tom Gonzaba
Medical Director,
Gonzaba Medical Group

"The advanced Gonzaba Urgent Care Center is a prime example of innovation at work for our community. As San Antonio's leading senior health care provider, we are growing in line with our mission, vision, and values to better meet the needs of our patients."

Francisco "Paco" Gonzaba
Executive Director of Business
Operations



Gonzaba Urgent Care Center is available to everyone. Gonzaba Medical Group patients enjoy the added benefit of coordinated care between the Urgent Care Center and their Gonzaba primary care physician.

Gonzaba Urgent Care Centers provide walk-in for ailments and injuries that need same-day attention. Below are just a few of the many conditions we treat.



Allergies



Cold & Coughs



Fever



Headaches



Rashes



Back Pain



Fractures



Hand Injuries



Minor Concussions



Wound Care

**Gonzaba offers 3 conveniently located Urgent Care Centers,
to better serve you every day, from 8 AM – 8 PM!**



Hillcrest Medical Center
1499 Hillcrest Dr.
San Antonio, TX 78228
Open Monday - Friday



Main Medical Center
711 Pleasanton Rd.
San Antonio, TX 78214
Open 7 Days a Week



Northwest Medical Center
7219 Culebra Rd.
San Antonio, TX 78251
Open 7 Days a Week

MEDICARE ADVANTAGE PLANS

CONTRACTED WITH GONZABA MEDICAL GROUP



**Medicare Advantage PPOs allow patients to access care "outside of Network" but the patient typically pay higher "out of network" costs. While a Medicare Advantage PPO patient can access care at GMG, we are not contracted, are not part of the Network and so patients may pay more out-of-pocket to receive healthcare services at Gonzaba Medical Group (GMG).

**Medicare Advantage PPOs permite que los pacientes tengan acceso a cuidado médico "fuera de la red" pero el paciente típicamente paga más. Mientras que un paciente de Medicare Advantage PPO puede tener acceso a cuidado médico en GMG, no nos contratan, ni somos partede la red, asi que los pacientes pueden pagar más para recibir servicios de cuidado medico en GMG.

 DevotedHealth

 HealthSpringSM

Humana[®]

 scanTM

 UnitedHealthcare

 WellpointSM

HILLCREST MEDICAL CENTER

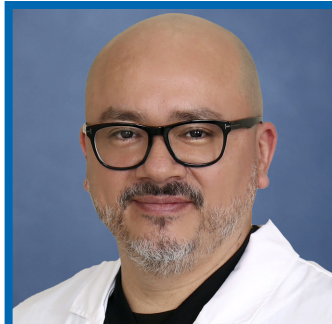
1499 Hillcrest Dr., San Antonio, TX 78228 • Monday–Friday 8 AM–5 PM



**DR. LAURA ROSE
PINON TRIPLETT**
Board Certified, Family
Medicine

Se Habla Español

NPI# 1518454479



DR. ALEJANDRO LERMA
Board Certified, Family
Medicine

Se Habla Español

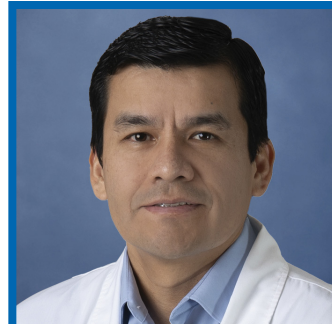
NPI# 1679892566



**DR. ANDREW PAUL
ORTEGA**
Board Certified, Family
Medicine

Se Habla Español

NPI# 1225003122



**DR. ERICK FERNANDO
ALVAREZ MOSQUEIRA**
Board Certified, Family
Medicine

Se Habla Español

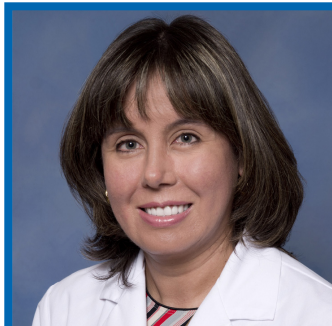
NPI# 1881954345



DR. GINA MARIE ESPARZA
Board Certified, Family
Medicine

Se Habla Español

NPI# 1679506521



**DR. JULLY MARIANA
SANCHEZ**
Board Certified, Internal
Medicine

Se Habla Español

NPI# 1689959264



DR. GUILLERMO MADERO
Board Certified, Internal
Medicine and Geriatrics

Se Habla Español

NPI# 1235384439



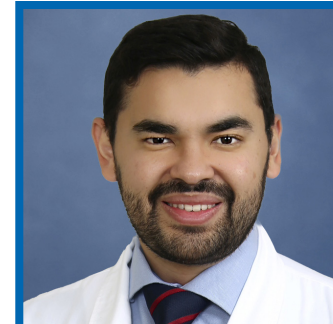
**DR. ALEXANDRA NORYS
CASTRO PEÑA**
Board Certified, Internal
Medicine, Infectious Disease

Se Habla Español

NPI# 1265797690

HILLCREST MEDICAL CENTER (CONTINUED)

1499 Hillcrest Dr., San Antonio, TX 78228 • Monday–Friday 8 AM–5 PM



**DR. CARLOS VINICIO
GARCIA MONTERROSO**
Board Certified, Internal
Medicine

Se Habla Español

NPI# 1114545290



**DR. TATIANA RUGELES
SUAREZ**
Board Certified, Internal
Medicine

Se Habla Español

NPI# 1447812375



**DR. JOSE ANTONIO
FRANCO QUINTANILLA**
Board Certified, Internal
Medicine

Se Habla Español

NPI # 1619473741



**DR. LOUIS ROBERT
GUTIERREZ**
Board Certified, Family Medicine

Se Habla Español

NPI# 1598969164

MAIN MEDICAL CENTER

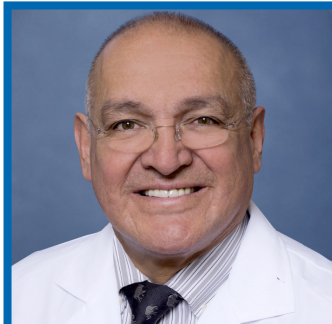
720 Pleasanton Rd., San Antonio, TX • Monday–Friday 8 AM–5 PM



DR. WILLIAM THOMAS GONZABA
Board Certified, Emergency
Medicine and Internal Medicine

Se Habla Español

NPI# 1548231905



DR. PASCUAL MENDOZA
Board Certified, Family
Medicine, General Practice

Se Habla Español

NPI# 1811993850



DR. MANUEL MARTINEZ
Board Certified, Internal
Medicine

Se Habla Español

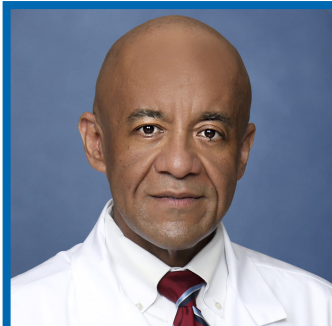
NPI# 1568437432



DR. MELISSA MARTINEZ-DIAZ
Board Certified, Internal
Medicine

Se Habla Español

NPI# 1255350427



DR. JESUS GERARDO GARCIA-GALLEGOS
Board Certified, Family Medicine

Se Habla Español

NPI# 1427252089



DR. TERRI L. KIRN
Board Certified, Family Medicine

Se Habla Español

NPI# 1770843625



DR. JACOBO S. MORALES MENDEZ
Board Certified, Family Medicine

Se Habla Español

NPI# 1770743544



DR. JULIAN R. FALLA
Board Certified, Internal
Medicine

Se Habla Español

NPI# 1710141437



DR. CRISTINA RIVERA
Board Certified, Family
Medicine

Se Habla Español

NPI# 1851929350



DR. ZAHIR OSUNA
Board Certified, Internal
Medicine

Se Habla Español

NPI# 1568968147



DR. JOSE ALEJANDRO CORTES
Board Certified, Family
Medicine

Se Habla Español

NPI# 1144858614



DR. LAURA MARIA TORRES
Board Certified, Internal
Medicine

Se Habla Español

NPI# 1487273538

MAIN MEDICAL CENTER (CONTINUED)

720 Pleasanton Rd., San Antonio, TX • Monday–Friday 8 AM–5 PM



DR. NICOLAS ALEXANDER MORTON-GONZABA
Board Certified, Internal
Medicine

NPI# 1407477060



DR. MIGUEL ALEJANDRO PALACIOS
Board Certified, Family
Medicine

Se Habla Español

NPI# 1700204468



DR. DORIS ELENA FRANCO-VITTERI
Board Certified, Internal
Medicine

Se Habla Español

NPI# 1215104161



DR. SANDRA URREGO
Board Certified, Family
Medicine

Se Habla Español

NPI# 1659307056

NORTH CENTRAL CLINIC

6487 Blanco Rd., San Antonio, TX 78216 • Monday–Friday 8 AM–5 PM



DR. NUBIA PAOLA FORERO-MEDINA
Board Certified, Internal Medicine
Se Habla Español
NPI # 1346553146



DR. DOUGLAS G. VALBUENA PLAZA
Board Certified, Internal Medicine
Se Habla Español
NPI # 1447670898



DR. CHRISTEN LEAH CUEVAS
Board Certified, Family Medicine, Preventive Medicine
Se Habla Español
NPI# 1386021145

GUADALUPE CLINIC

1313 Guadalupe St., San Antonio, TX 78207 • Monday–Friday 8 AM–5 PM



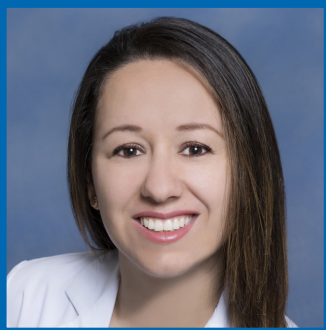
DR. KAREN EVELIN OLARTE MERIDA
Board Certified, Internal Medicine
Se Habla Español
NPI # 1245460260

NORTHWEST MEDICAL CENTER

7219 Culebra, San Antonio, TX 78251 • Monday–Friday 8 AM–5 PM



DR. VINCENT GREGORY GONZABA
Internal Medicine, Medical Director, Director of Research
Se Habla Español
NPI # 1538192489

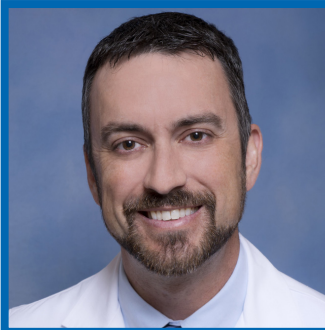


DR. JUDY CANTU
Board Certified, Internal Medicine
Se Habla Español
NPI # 1124439880



Provider has reached maximum capacity.

DR. CARLA INES ACRA DESPRADEL
Board Certified, Internal Medicine
Se Habla Español
NPI # 1114181666



DR. ROBERT CARROLL NICHOLS
Board Certified, Family Medicine
NPI # 1518942333



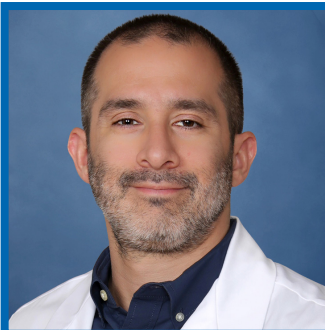
DR. DAVID NAVA JR.
Internal Medicine
Se Habla Español
NPI # 1083234371



DR. ALEJANDRO MACIAS SUSTAITA
Board Certified, Internal Medicine
Se Habla Español
NPI# 1447831243



DR. MONICA CHOPRA
Board Certified, Family Medicine
NPI# 1184674475



DR. JOSE ALBERTO BERMEA
Board Certified, Family Medicine
Se Habla Español
NPI# 1245867746



DR. ALVARO HERNANDO SANCHEZ
Internal Medicine
Se Habla Español
NPI# 1316923105

SOUTHEAST MEDICAL CENTER

1130 Goliad Rd., San Antonio, TX 78223 • Monday–Friday 8 AM–5 PM



DR. CARLOS ERNESTO GARCIA FAJARDO
Board Certified, Family Medicine
Se Habla Español
NPI # 1568859742



DR. MARTHA ELIZABETH GUADAMUD PACHECO
Board Certified, Family Medicine
Se Habla Español
NPI # 1275920043



DR. LUIS F. BIELER
Board Certified, Internal Medicine
Se Habla Español
NPI # 1033126636



DR. CRENCIO DURAN JR.
Board Certified, Family Medicine
Se Habla Español
NPI# 1689848137



DR. MICHELLE RENAE GONZABA
Board Certified, Family Medicine
NPI # 1700230604



DR. JOSE ALFREDO VENEGAS JR.
Board Certified, Internal Medicine
Se Habla Español
NPI # 1750910303



GONZABA™
LAB SERVICES

IN-HOUSE LAB SERVICES

Gonzaba Medical Group offers in-house lab services at seven convenient locations with no appointment necessary. It's just one more way we care for you, *Como Familia – Like Family™*.



MAIN MEDICAL CENTER

Mon–Fri: 7 AM–5 PM | Sat: 7 AM–12 PM

HILLCREST MEDICAL CENTER

Mon–Fri: 7:30 AM–5 PM | Sat: 8 AM–12 PM

NORTHWEST MEDICAL CENTER

Mon–Fri: 7 AM–5 PM | Sat: 7 AM–12 PM

NORTH CENTRAL CLINIC

Mon–Fri: 8 AM–5 PM | Sat: CLOSED

GUADALUPE CLINIC

Mon–Fri: 8 AM–5 PM | Sat: CLOSED

SOUTHEAST MEDICAL CENTER

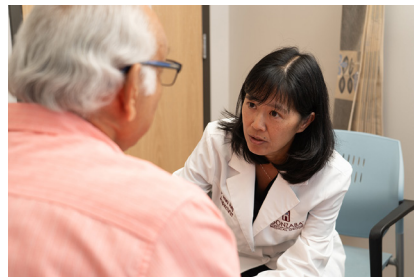
Mon–Fri: 8 AM–5 PM | Sat: CLOSED

PLEASANTON PLAZA

933 Pleasanton Rd.
Mon–Fri: 8 AM–5 PM | Sat: 7 AM–12 PM

SPECIALTY CENTER

Gonzaba Medical Group has two stand-alone Specialty Centers to provide the senior population with the top-quality medical care they deserve. The principle behind the coordinated care model is for patients to have access to specialty care connected with their primary care. The Specialty Center is conveniently located, lessening their travel burden. The Specialty Center further enhances the coordination between specialty and primary care. Coordinated care such as this improves patients' health outcomes. Primary care physicians have more effective access to better monitor their patients and closely collaborate with specialists.



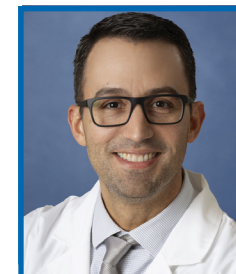
THE SPECIALTY CENTER PROVIDES A STATE-OF-THE-ART LOCATION FOR:

- Clinical Dermatology
- Endocrinology
- Infectious Diseases
- Hematology/ Oncology
- Podiatry
- Rheumatology
- Wound Care
- Colorectal Surgery
- Neurology
- Accupuncture and Oriental Medicine

Access to the Specialty Center is exclusive to Gonzaba Medical Group patients.

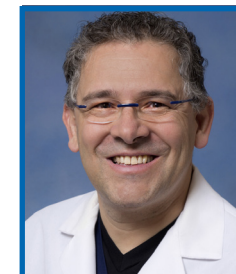


Gonzaba Medical Group recently expanded their healthcare footprint with the construction of a brand new 8,000 square-foot Specialty Center. This facility houses specialty services including hematology, oncology, endocrinology, rheumatology, podiatry, dermatology, neurology, colorectal surgery, wound care and infectious diseases. Because of the Gonzaba Specialty Center's close proximity to one of Gonzaba Medical Group's Main Medical Center and Southeast Medical Center, primary care physicians have better access to monitor patients and enhance communication and collaboration between primary care physicians and specialists.



DR. LUIS ANAYA HOYOS

Board Certified, Internal Medicine, Endocrinology



DR. GABRIEL BOTERO

Board Certified, Family Medicine, Wound Care



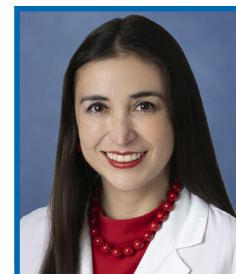
DR. ANA BALLESTER-FIALLO

Board Certified, Rheumatology



DR. JUSTO CISNEROS

Board Certified, Hospice, Palliative Care



DR. ALEXANDRA CASTRO PEÑA

Board Certified, Internal Medicine, Infectious Disease



DR. ESTHER URBAEZ-DURAN

Board Certified, Internal Medicine, Hematology/ Oncology



DR. AARON GARZA

Board Certified, Internal Medicine, Rheumatology



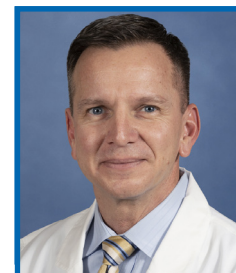
DR. CYNTHIA VILLANUEVA RAMOS

Board Certified, Family Medicine, Clinical Dermatology



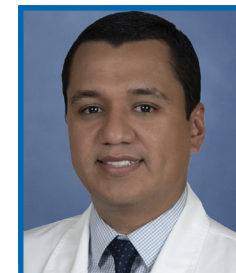
DR. CLAUDIA UBINAS FRÍAS

Board Certified, Internal Medicine Urgent Care, Wound Care



DR. ROBERT CYR

Board Certified, Podiatric Medicine, Board Certified, Wound Management



DR. SALVADOR RICARDO GARCIA

Board Certified, Rheumatology, Internal Medicine



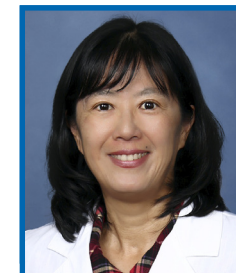
DR. MARIA MARTINEZ UGARTE

Board Certified, General Surgery, Colorectal Surgery



DR. CARLOS A. PEREZ RUIZ

Hospice & Palliative Care Board Certified, Internal Medicine



DR. YA-WEN "AMARA" HUNG

Board Certified, Acupuncture and Oriental Medicine



DR. FRANZ VELARDE

Board Certified, Radiology



DR. RYAN D. WILLETT

Radiology



DR. EITHAN KOTKOWSKI

Neurology

PHYSICAL MEDICINE AND REHABILITATION

At Gonzaba Medical Group, the Physical Medicine and Rehabilitation staff is committed to providing patients with safe and effective treatments. After an initial evaluation, a comprehensive plan is initiated to quickly begin the recovery process. This plan will include an exercise program individually designed for the patient and their specific condition. Patients have access to state-of-the-art rehabilitation equipment and education resources to help promote mobility and decrease pain. Our goal is to provide patients with the right tools to improve their quality of life.

WE PROVIDE THE FOLLOWING SERVICES:

- Routine Care / Physicals
- Work Condition Programs
- Back Safety and Lifting Education
- Ergonomics Education
- Functional Capacity Evaluations

For more information or to request an appointment call **210-921-3800**.



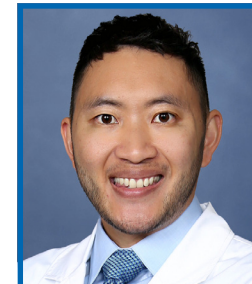
MAIN PHYSICAL MEDICINE & REHABILITATION CENTER

810 Pleasanton Rd., San Antonio, TX 78207 • Mon – Thurs: 8 AM - 6 PM • Friday 7:30 AM – 6 PM



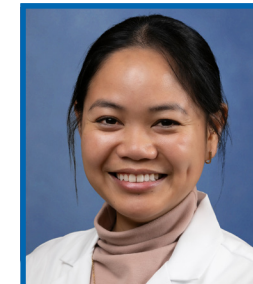
DR. JOHN MIRELES

Chiropractor



DR. LAM THANH LE

Physical Therapist



DR. ALMA FE GRACE
MARTINEZ SANTOS

Physical Therapist

NORTHWEST MEDICAL CENTER PHYSICAL MEDICINE & REHABILITATION CENTER

7219 Culebra Rd., San Antonio, TX 78251 • Mon – Thurs: 8 AM - 6 PM • Friday 7:30 AM – 6 PM



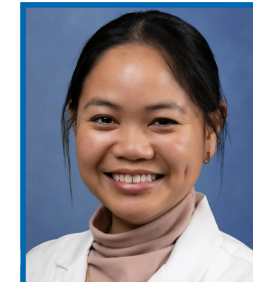
DR. JAMES CARTER
OUTLAW

Chiropractor



PT TOM LONGHWAY

Physical Therapist

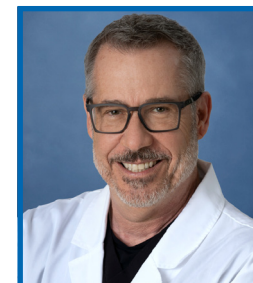


DR. ALMA FE GRACE
MARTINEZ SANTOS

Physical Therapist

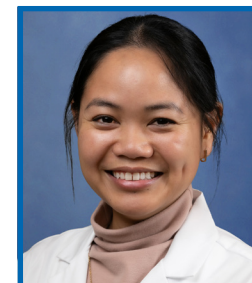
WOODLAWN PHYSICAL MEDICINE & SPECIALTY CLINIC

902 Bandera Rd., San Antonio, TX 78228 • Mon – Thurs: 8 AM - 6 PM • Friday 7:30 AM – 6 PM



PT STUART SAUNDERS

Physical Therapist



DR. ALMA FE GRACE
MARTINEZ SANTOS

Physical Therapist

Medical Center & Clinic Locations

1 Northwest Medical Center

7219 Culebra Rd.
San Antonio, TX 78251

Foot Care | Lab | Physical Med. | Radiology | Urgent Care

2 Hillcrest Medical Center

1499 Hillcrest Dr.
San Antonio, TX 78228

Lab | Radiology | Urgent Care

3 Woodlawn Specialty Center

902 Bandera Rd.
San Antonio, TX 78228

Foot Care

4 Guadalupe Clinic

1313 Guadalupe St., Ste. 100
San Antonio, TX 78207

Foot Care | Lab

5 North Central Clinic

6487 Blanco Rd.
San Antonio, TX 78216

Lab

6 Southeast Medical Center

1130 Goliad Rd.
San Antonio, TX 78223

Foot Care | Lab | Radiology

7 Gonzaba Pleasanton District

Gonzaba Pleasanton District

A Urgent Care Center - Main

711 Pleasanton Rd.
San Antonio, TX 78214

Radiology | Urgent Care

B Main Medical Center

720 Pleasanton Rd.
San Antonio, TX 78214

Lab | Radiology

C Main Specialty Center

730 Pleasanton Rd.
San Antonio, TX 78214

D Physical Medicine and Rehabilitation Center

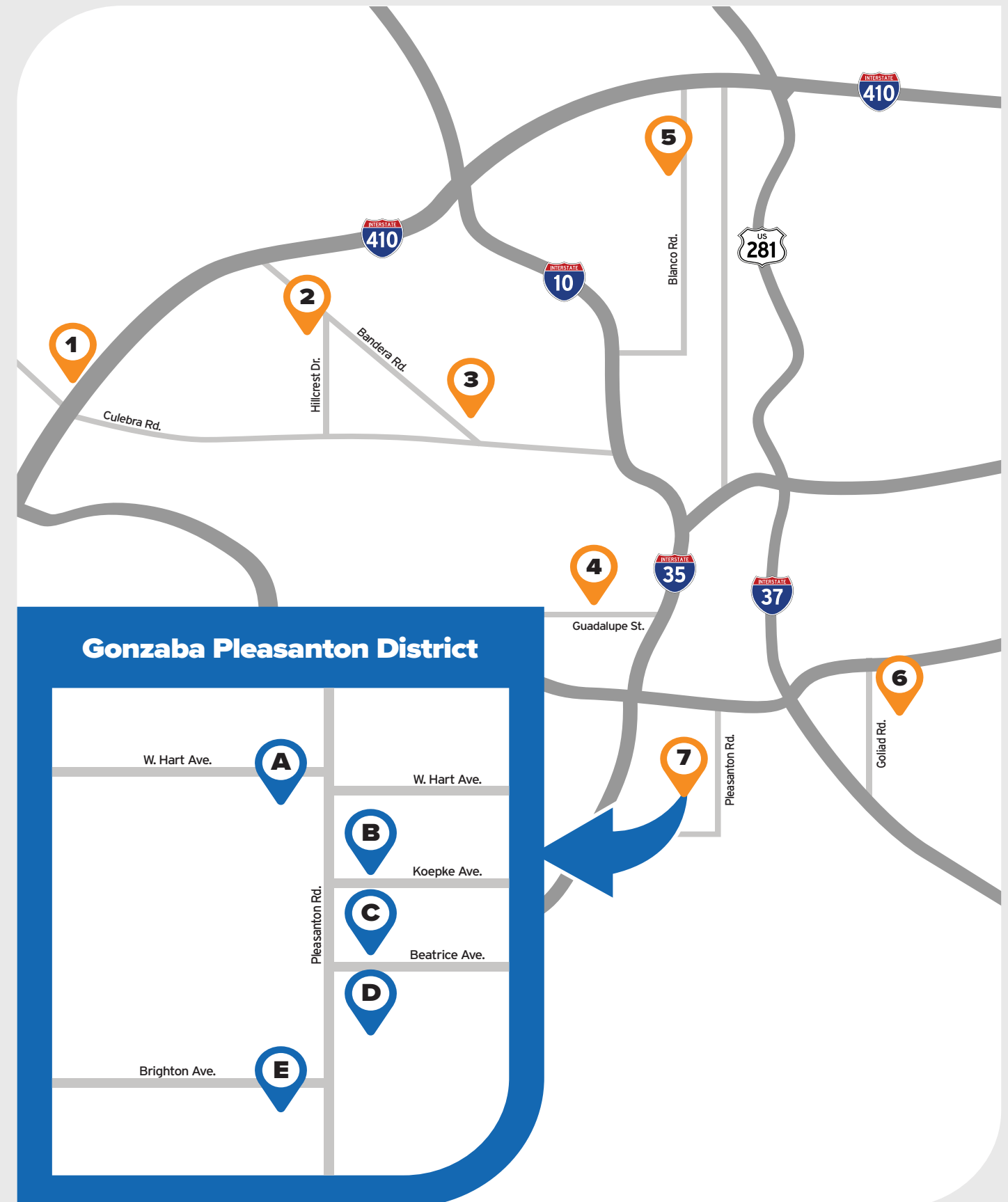
810 Pleasanton Rd.
San Antonio, TX 78214

Physical Medicine

E Pleasanton Plaza Lab

933 Pleasanton Rd.
San Antonio, TX 78214

Lab



AWARDS AND ACCREDITATIONS

PATIENT-CENTERED MEDICAL HOME

The National Committee on Quality Assurance has recognized Gonzaba Medical Group as a Patient-Centered Medical Home. This recognition is awarded to a group practice with a commitment to quality improvement, lowering costs, and a patient-centered approach to care.



THE AMERICAN COLLEGE OF RADIOLOGY + INTERSOCIETAL ACCREDITATION COMMISSION (IAC) ACCREDITATION MAGNETIC RESONANCE IMAGING (MRI), COMPUTED TOMOGRAPHY (CT), VASCULAR STUDIES

An accreditation from the American College of Radiology is recognized as the Gold Standard in medical imaging. The IAC accreditation is awarded to testing facilities who promote top quality standards and methods of patient care.



THE JOINT COMMISSION-ACCREDITED URGENT CARE FACILITIES

The Joint Commission, the same organization that recognizes hospitals across the country, has deemed Gonzaba Urgent Care Centers as accredited facilities. The Joint Commission monitors safety and quality of patient care in the healthcare industry. Gonzaba Urgent Care was awarded this national accreditation in 2015 and has successfully maintained this status every year.



TEXAS DEPARTMENT OF STATE HEALTH SERVICES - MAMMOGRAPHY

Gonzaba Medical Group is accredited with the State of Texas Mammography services. An Accreditation with the Department of State Health Services Indicates that Gonzaba Medical Group has met the established requirements of the Mammography Quality Standards Act (MQSA) and the Department of State Health Services.



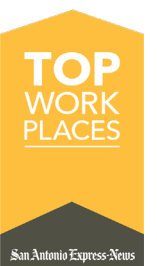
SAN ANTONIO BUSINESS JOURNAL BEST PLACES TO WORK

The San Antonio Business Journal's annual list of Best Places to Work is based on the scores from an impartial analysis of the employers that nominate themselves. The Business Journal partners with Quantum Workplace to conduct an evaluation that involves employees completing surveys that are kept confidential to encourage candidness. The survey is intended to measure key areas that make up an organization's culture.



THE SAN ANTONIO EXPRESS-NEWS ANNUAL LIST OF TOP WORKPLACES

The San Antonio Express-News annual list of Top Workplaces is based solely on an employee survey that measures several aspects of workplace culture – including alignment, execution and connection, just to name a few. The survey administered by Energage, LLC, a leading provider of technology-based employee engagement tools.



COMMUNITY HEALTHCARE ADVOCATE TEAM



Steven Vargas
Community
Healthcare Director

210-238-3045



Oralia Flores
Community
Healthcare Manager

210-441-8688



Iliana Escrigas
Broker Relations
Manager

210-540-1483



Adriana Castro
Broker Helpline
Specialist

726-248-7609



Esperanza Chavez
Broker Helpline
Specialist

726-242-5541



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Community Marketing
Coordinator

726-237-6654



Annabelle Fernandez
Community
Healthcare Advocate

210-726-0665



Beatriz Gomez
Community
Healthcare Advocate

210-682-0180



Doreen Garza
Community
Healthcare Advocate

210-380-6518



Josephine Rivera
Community Healthcare
Advocate

830-475-5433



Priscilla Aguilar
Community
Healthcare Advocate

210-834-2035



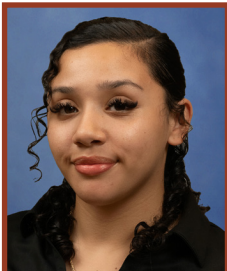
Saily Santarelli
Community
Healthcare Advocate

210-792-4057



Amelia Vela
Community Healthcare
Coordinator

210-845-6465



Adriana Salas
Community Healthcare
Coordinator

726-246-0251



JonGregory Gonzales
Community Healthcare
Coordinator

726-234-0951



Jose Vargas
Community Healthcare
Coordinator

726-248-7208



Reynaldo Sanchez
Community Healthcare
Coordinator

210-782-8109

AGENT RULES

LICENSED SALES AGENT/BROKER OVERVIEW OF ROLES AND RESPONSIBILITIES

COMMUNITY HEALTHCARE ADVOCATES

Community Healthcare Advocates will provide information about the services that Gonzaba Medical Group offers.

Community Healthcare Advocates should embody the spirit of “Como Familia” when approaching and communicating with patients. They should assist them with their transition in choosing a GMG doctor or clinic.

Community Healthcare Advocates should connect patients with a licensed agent if patient requests more information.

BROKER/AGENT

- Enroll patients in a Medicare Advantage Plan Part C or Part D plan and provide information about health plans and their Medicare options.
- Agents cannot directly approach potential clients other than saying a friendly greeting.
- Clients must fill out a Scope of Appointment form before plan benefits are reviewed.
- Report the outcome of the potential client to GMG so that clinic can notate “Agent of Record” and make first appointment (to include lead-enrollment metrics).
- Must adhere to guidelines established by the Centers for Medicare and Medicaid Services (CMS) when conducting business or marketing to patients or potential clients.

BROKERS AND LICENSED AGENTS ARE ALLOWED TO:

- Conduct sales and marketing activities in common areas or agent office ONLY.
- Provide product materials during agent camp out at agent station ONLY.
- Provide Scope of Appointment form or “Permission to contact” forms for patients interested in obtaining more information.

BROKERS AND LICENSED AGENTS ARE NOT ALLOWED TO:

- Conduct business in patient care rooms, waiting rooms, or Lab/PT/Radiology areas.
- Leave product materials in agent office after your designated camp out time. You must take all items with you at the end of your allotted time.
- To maintain compliance with the guidelines and standards set forth by CMS, Gonzaba Medical Group (Community Healthcare Advocates/Provider) CAN:
- Provide the names of the Medicare Advantage health plans accepted by GMG.
- Refer patients to socialsecurity.gov, medicare.gov, or 1-800-MEDICARE for more information.
- Provide CMS approved marketing materials.

CANNOT:

Distribute health plan marketing materials in a clinical setting.
Collect applications or any other information on behalf of an insurance sales agent or broker.
Steer patients to a specific insurance plan, to include making phone calls or sending direct

AGENT RULES

- Give patient or potential client contact information to insurance sales agents or brokers.
- Accept Medicare enrollment applications.
- Send direct mail pieces on behalf of health insurance plans.
- Offer something of value to encourage a patient to enroll in a specific health plan.
- Accept compensation from a health plan or insurance sales agent/broker for assisting with the enrollment of patients to a health plan.

LICENSED SALES AGENT/BROKER BEST PRACTICES

SECTION I. BASICS

1. Licensed Sales Agents/ Brokers must ensure that all Medicare-related sales events are filed with CMS
2. Licensed Sales Agents/ Brokers cannot participate in any sales events that have not been previously filed with CMS.
3. Licensed Sales Agents/Brokers must wear business attire at all times.
4. Licensed Sales Agents/Brokers must be licensed with the State of Texas and certified to represent health insurance plans accepted by GMG.
5. Licensed Sales Agents/Brokers must bring all necessary items to their camp out or event. This includes, tables, tablecloths, banners, brochures, business cards, etc.
6. Licensed Sales Agents/Brokers should be discreet with food and drink while at their designated camp out. Light refreshments can be provided to patients.

SECTION II. SCHEDULE

1. Licensed Sales Agents/Brokers must be at their designated camp out location at their assigned time. They may not arrive late or leave early – as stated in CMS guidelines.
2. If Licensed Sales Agents/Brokers have a scheduling issue, please inform GMG staff as soon as possible so that another agent can be assigned.

SECTION III. MATERIALS AND ENGAGEMENT

1. Licensed Sales Agents at any GMG camp out event must first have a clear understanding of the rules and expectations set forth by Gonzaba Medical Group.
2. Licenses Sales Agents must be aware of what health insurance plans are accepted by GMG. They should also have an awareness of the Hospital and Specialist Networks of GMG.
3. Licensed Sales Agents must abide by CMS guidelines and standards in regard to sales events and camp outs.
4. Licensed Sales Agents must be ready and willing to engage with potential clients and act in the best interest of each patient.
5. Licensed Sales Agents must have clear knowledge of Gonzaba Medical Group's goals, mission, community engagement, and vision. They must treat every patient –como familia.

AGENT RULES

SECTION IV. ETHICS AGREEMENT

1. Licensed Sales Agents must make every effort to have the patient/potential client contact their Agent of Record when dealing with plan changes.
2. Licensed Sales Agents must always act with integrity and do what is in the best interest of the patient.
3. Licensed Sales Agents will not change or place a customer on an insurance plan that is not most beneficial to the patient for the sole purpose of receiving a commission.
4. Licensed Sales Agents will not steal clients from other agents at the same camp out center.
5. Licensed Sales Agents will not market plans not specific to Medicare – including Life Insurance, Funeral Plans, or Auto Insurance.
6. Licensed Sales Agents must adhere to Gonzaba Medical Group rules and guidelines while at a clinic event or camp out.
7. Licensed Sales Agents must remain in their designated camp out area.

SECTION V. AGENT OF RECORD

Agents are encouraged to submit their enrollments (Patient name, Date of Birth, Phone Number, Address, Effective Date, Plan Name, PCP, Medicare Number Optional) to our Community Healthcare Advocate Team via email or text message. Upon receipt of your enrollment, Gonzaba Medical Group will list agent as Agent of Record (AOR) in our Salesforce and EHR system.

By signing this document, I agree to adhere to all the rules and regulations as outlined in this packet. I recognize that if I fail to abide by these guidelines, I can be subject to temporary or permanent exclusion from participating in any Gonzaba Medical Group camp outs or events.

Agency: _____

Licensed Sales Agent Signature: _____

Printed Name: _____

Date: _____

DE AQUÍ. PARA TI.

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GONZABATM

MEDICAL GROUP