



Effective January 1 - December 31 of 2026

HealthSpring Medicare Advantage Plan Benefits



GONZABA[™]
MEDICAL GROUP

About This Booklet

Welcome to your Medicare Advantage Plan Benefits! In this booklet, you will be walked through the benefits of your healthcare plan. At every step of the way, we have provided the respective phone numbers for any questions you may have.

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Patient Advocates

Patient Advocates are here to inform you about all the options your Medicare Advantage plan offers, including primary care, specialists, and urgent care.

What does this mean?

Patient Advocates are your one-stop solution to answer any questions about your Medicare Advantage health plan coverage, including scheduling appointments and transportation.

Well, what else?

Medicare Advantage health plans can be personalized to you! There are benefits that include preventative care, specialized services, and primary care, which are all services that Gonzaba Medical Group provides.

Patient Advocates can inform you about the different health plan options, and ensure you have all the information you need to make the best decisions for your healthcare.

Well, how can I contact a Patient Advocate?

You can meet with them in-person at one of the locations below or call the Gonzaba Patient Advocate Line.

Gonzaba Patient Advocate Line: 210-905-4606

Available Monday - Friday from 8 AM - 5 PM

Hillcrest Medical Center
1499 Hillcrest Dr.
San Antonio, TX 78228

Main Medical Center
720 Pleasanton Rd.
San Antonio, TX 78214

Northwest Medical Center
7219 Culebra Rd.
San Antonio, TX 78251



Contact Center

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

- Scheduling Appointments at any of our Gonzaba Medical Group locations
- Processing Prescription Refill Requests
- Arranging Transportation for your appointments
- Answering general questions about Gonzaba Medical Group

Contact Center
210-921-3800

Monday - Friday
7 AM - 8 PM

Saturday & Sunday
8 AM - 8 PM

Pharmacy & Prescriptions



Do you need a prescription refill? When selecting preferred pharmacies, you can get lower copays and mail services! The table below compares the out-of-pocket retail expenses to the mail order expenses.

Preferred	31 Day Retail	100 Day Mail-Order
Tier 1	\$0	\$0
Tier 2	\$2	\$0
Preferred Savings	31 Day Retail	100 Day Mail-Order
Tier 1	\$0	\$0
Tier 2	\$0	\$0

Express Scripts Mail-Order Pharmacy
Customer Service Line: 1-800-282-2881
Website: [express-scripts.com/rx](https://www.express-scripts.com/rx)

Ready to set up your Mail-Order service?

First, call the Express Scripts Customer Service Line to verify your Home Address, Date of Birth, Phone Number & Insurance ID Number. Make sure to have your Insurance Card and Information ready when you make the call!

Once your information has been verified, your doctor will submit your prescriptions.

How do I order a refill prescription?

Call the customer service line 1-2 weeks before you are out of medication.

Over the Counter Services (OTC)



Use your Over the Counter benefits to purchase health and wellness products throughout the year in convenient ways.

Health Spring Courage

This benefit provides a **\$45 credit** each quarter to purchase OTC products.

Unused quarterly benefits do not roll over to the next quarter. Use it or lose it.

HealthSpring Preferred

This benefit provides a **\$100 credit** each quarter to purchase OTC products.

Unused quarterly benefits do not roll over to the next quarter. Use it or lose it.

HealthSpring Preferred Savings

This benefit provides a **\$165 credit** each quarter to purchase OTC products.

Unused quarterly benefits do not roll over to the next quarter. Use it or lose it.

HealthSpring Total-Care

This benefit provides a **\$250 credit** each quarter to purchase OTC products.

Unused quarterly benefits do not roll over to the next quarter. Use it or lose it.

Order online at [HealthSpringFlex.com](https://www.healthspringflex.com)

To order via phone, call 1-866-851-1579

**Or, visit participating stores:
Dollar General, Family Dollar, Walmart & CVS**

(Estimated delivery is 7-10 business days from order date)



Did you know you could receive up to **\$350 of credit** once a year for glasses or contact lenses?

HealthSpring Courage

- One routine eye exam per year.
 - **\$250 credit** once a year for glasses or contacts when received by the companies listed on the next page.
 - **\$0 copay** for refraction and eye exam.
-

HealthSpring Preferred

- One routine eye exam per year.
 - **\$300 credit** once a year for glasses or contacts when received by the companies listed on the next page.
 - **\$0 copay** for refraction and eye exam.
-

HealthSpring Preferred Savings

- One routine eye exam per year.
 - **\$350 credit** once a year for glasses or contacts when received by the companies listed on the next page.
 - **\$0 copay** for refraction and eye exam.
-

HealthSpring Total-Care

- One routine eye exam per year.
- **\$275 credit** once a year for glasses or contacts when received by the companies listed on the next page.
- **\$0 copay** for refraction and eye exam.



(No Referral Required)

San Antonio Eye Center, PA

2119 Commercial Ave.
210-226-6169

511 Dallas St.
210-226-6169

14807 San Pedro
210-226-6169

6151 NW Loop 410, St. #200
210-226-6169

800 McCullough Ave.
210-226-6169

622 Camden
210-226-6169



Important Reminder



Gonzaba's Patient Advocates are here to guide you through any questions or concerns you may have regarding your eye benefits.

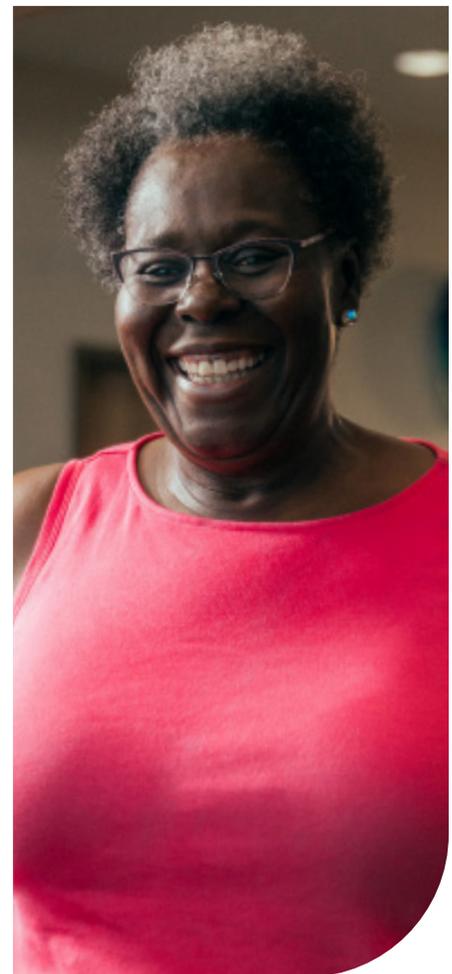
Call our team of Advocates at 210-905-4606.



When was your last dental appointment? Schedule your yearly visit with a **\$0 copay**. Call one of the dental offices below to schedule now.

HealthSpring Dental Services: 1-866-213-7295

The Smile Center	Monarch Dental
1539 SW Loop 410 210-675-8000	8502 Village Dr. 210-653-7474
Brident Dental & Ortho	11398 Bandera Rd. 210-520-4867
7970 Fredericksburg Rd. 210-248-0385	5841 NW Loop 410 210-521-4600
Dental Doc	17700 San Pedro Ave. 210-922-2765
2358 E. Southcross Blvd. 210-532-9998	7860 Culebra 210-647-3151
David De La Garza Jr., DDS	
7434 Louis Pasteur Dr. 210-681-1113	



Hearing Test & Hearing Aid



You receive a complimentary hearing exam once a year! Call Hearing Care Solutions to schedule an appointment.

HealthSpring Hearing Test & Hearing Aid Services

- **\$0 copay** for 1 routine hearing exam per year.
 - **\$0 - \$35 copay** for exam to diagnose & treat hearing and balance issues.
 - **\$0 copay** for fitting/evaluation up to 1 per year.
 - **\$399 - \$1,800 copay** per device, limited to 2 devices per year. Actual cost will depend on hearing aid selected.
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**Call HealthSpring Hearing to Schedule
an Appointment: 1-866-872-1001**

Are you ready to order your hearing aid?

First, call the Customer Service Line to schedule your hearing test.

After your test, you will receive a copy of your results along with instructions on how to call Hearing Care Solutions to order your new hearing aid. Then, you will choose a hearing aid depending on the audiologist recommendations and your test results.

What about insurance?

Insurance is available for hearing aids! For more information, contact Hearing Care Solutions.



Enhance your daily routine by embarking on a health & physical activity journey through Silver Fit benefit! Silver Fit is a valuable benefit included with your Medicare Advantage plan. Take advantage of your membership! Silver Fit offers a basic membership at the participating gym locations below. Facilities, amenities, and classes vary by location.

Silver & Fit

Call **1-888-886-1992**

North	East
<p>Anytime Fitness 9902 Potranco Rd. 210-512-2348</p> <p>Golds Gym 8935 State Hwy. 151 210-200-6160</p>	<p>Anytime Fitness 3154 SE Military Dr. 210-679-4877</p> <p>Golds Gym 2828 Goliad Rd. 210-337-6969</p>
West	South
<p>Planet Fitness 207 N Gen. McMullen 210-447-7047</p> <p>Planet Fitness 4400 Fredericksburg Rd. 210-736-3536</p> <p>Westside YMCA 2900 Ruiz 210-433-6391</p>	<p>Elvira Cisneros Senior Center 517 SW Military Dr. 210-927-9328</p> <p>Y-Living Center 835 W Southcross 210-924-8858</p>



Transportation Services



Need a ride to your appointment? Your Medicare Advantage Plan can provide transportation as part of your benefits.

HealthSpring Courage, Preferred & Total-Care

HealthSpring Transportation: 1-866-214-5126

Complimentary limited services provided for HealthSpring members only. Call 3-5 days prior to your appointment date. If you need additional assistance, please call our office at 210-921-3800 and we will be glad to help!

Other Transportation Options

Medical Transportation Program: (MTP) 1-877-633-8747

Wheelchair / Ambulatory

Transportation Assistance for specific programs. You must call to see if you are eligible. If eligible, you must call 1 week prior to your appointment date.

Via Trans: 210-362-5050

Wheelchair / Ambulatory

Transportation Assistance for specific programs. You must call to see if you are eligible. If eligible, you must call 1 week prior to your appointment date.

Alamo Service Connection: 210-477-3275

Several community programs available. Call the number for more information.

Patient Portal - Gonzaba Medical Group



Our patient portal connects you, the patient, with your health-care provider. It gives you instant access to your personal health information from your computer or phone at any time – day or night.

What can I use the Patient Portal for?

- Manage your healthcare virtually.
- Request an appointment at any Gonzaba Medical Group location.
- View upcoming appointment reminders.
- Cancel and reschedule appointments.
- View directions for appointments via a link to Google maps.
- Submit medication refills outside of business hours.
- Ask your provider questions through secure communication.
- Request medical records.
- Access progress tracking graphs for weight, BMI, blood pressure and respiration
- Make a payment.
- View your lab results.

To register for the Patient Portal, provide your primary email address to the Front Desk during your next visit or call our Contact Center at 210-921-3800.



gonzaba.com | 210-921-3800