



Effective January 1 - December 31 of 2026

**Humana**  
**Medicare Advantage**  
**Plan Benefits**



**GONZABA**<sup>™</sup>  
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.

<b>Patent Advocates</b> .....	<b>4</b>
<b>Contact Center</b> .....	<b>5</b>
<b>Pharmacy and Prescriptions</b> .....	<b>6</b>
<b>Over the Counter Services</b> .....	<b>8</b>
<b>Eye Exam &amp; Eyeglass Wear</b> .....	<b>9</b>
<b>Hearing Test &amp; Hearing Aid</b> .....	<b>10</b>
<b>Dental Services</b> .....	<b>11</b>
<b>Fitness Program</b> .....	<b>12</b>
<b>Transportation Services</b> .....	<b>13</b>
<b>Patient Portal</b> .....	<b>14</b>

# 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

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**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.

Humana Gold Plus	30 Day Retail	100 Day Mail-Order
Tier 1	\$0	\$0
Tier 2	\$0	\$0
Humana Gold Plus SNP-DM & Heart	30 Day Retail	100 Day Mail-Order
Tier 1	\$0	\$0
Tier 2	\$0	\$0

Humana Gold Plus SNP-DE Prescription copays are set by Medicaid

**CenterWell Mail-Order Pharmacy**  
**Customer Service Line: 1-800-379-0092**  
**Website: [centerwellpharmacy.com](http://centerwellpharmacy.com)**

## Ready to set up your Mail-Order service?

First, call the CenterWell 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 2-3 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.

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### Humana Gold Plus

This benefit provides a **\$70 - \$90 credit** per quarter on a prepaid card to purchase OTC products and health & wellness products.

*If you do not use your benefit every 3 months, you lose it.*

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### Humana Gold Plus SNP-DM & Heart

This benefit provides a **\$75 credit** per month on a prepaid card to use towards the purchase of food, OTC products & home supplies and other services.

*Unused monthly benefits roll over to the next month. All benefits expire at end of plan year.*

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### Humana Gold Plus SNP-DE

This benefit provides a **\$130 - \$215 credit** per month on a prepaid card to use towards the purchase of food, OTC products & home supplies and other services.

*Unused monthly benefits roll over to the next month. All benefits expire at end of plan year.*

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**Order online at [HumanaPharmacy.com](https://www.humanapharmacy.com)**

**Mail-in order to:  
Humana Pharmacy PO Box 1197  
Cincinnati, OH 45201**

**Fax in order to 1-800-379-7617**



Did you know you could receive up to **\$300 of credit** once a year for glasses or contact lenses?

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## Humana Gold Plus (H0028-070)

- 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.
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## Humana Gold Plus SNP-DM & Heart

- One routine eye exam per year.
- **\$150 credit** once a year for glasses or contacts when received by the companies listed on the next page.

*(Copay for refraction and exams may apply)*

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## Humana Gold Plus SNP-DE / Humana Gold Plus (H0028-030) / Humana Gold Plus (H4461-058)

- One routine eye exam per year.
- **\$200 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.

# Eye Exam & Eyeglass Wear



**(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, Ste #200  
210-226-6169

800 McCullough Ave.  
210-226-6169

622 Camden  
210-226-6169

## Alamo City Eye Physicians

11601 Topperwein Rd.  
210-946-2020

19026 Stone Oak Pkwy, Ste #216  
210-946-2020

3327 Research Plaza, Ste #306  
210-946-2020



## 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.

## Hearing Test & Hearing Aid



You receive a complimentary hearing exam once a year! Call TruHearing to schedule an appointment for screenings, hearing test & hearing aids.

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### Humana Gold Plus SNP-DM & Heart

- **\$0 copay** for 1 routine hearing exam per year.
  - **\$15 copay** for exam to diagnose and treat hearing & balance issues.
  - **\$599 copay** for Advanced level hearing aid up to 1 per ear every year thru TruHearing.
  - **\$1,099 copay** for a Premium hearing aid purchase up to 1 per ear every year thru TruHearing.
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### Humana Gold Plus (H0028-070) / (H4461-053)

- **\$0 copay** for 1 routine hearing exam per year.
  - **\$15 copay** for exam to diagnose and treat hearing & balance issues.
  - **\$0 copay** for each Advanced level hearing aid up to 1 per ear every 3 years.
  - **\$299 copay** for each premium level hearing aid up to 1 per ear every 3 years.
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### Humana Gold Plus (H0028-030) / (H4461-058)

- **\$0 copay** for 1 routine hearing exam per year.
  - **\$20 copay** for Medicare covered hearing exam.
  - **\$0 copay** for fitting/evaluation up to 1 year.
  - **\$799 copay** for Advanced level hearing aid purchase up to 1 per ear every 3 years thru TruHearing.
  - **\$1,099 copay** for a Premium hearing aid purchase up to 1 per ear every 3 years thru TruHearing.
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**Call TruHearing to Schedule  
an Appointment: 1-844-255-7144**



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

## Humana Dental Services

Brident Dental	Monarch Dental	Raices Dentistree
<p><i>Several Providers within locations</i></p> <p>834 SW Military 210-927-9998</p> <p>4622 W Commerce St. 210-757-9913</p> <p>3655 Fredericksburg Rd. 210-733-9990</p> <p>2000 SE Loop 410 210-648-0996</p>	<p><i>Several Providers within locations</i></p> <p>1202 SW Military 210-928-7751</p> <p>3800 S. New Braunfels 210-533-9900</p> <p>4400 Fredericksburg Rd. 210-734-9551</p>	<p>1114 SW Military Dr. 210-923-5422</p>
<b>Brident Dental &amp; Ortho</b>	<b>Lee Dental Center</b>	<b>Smile R Us</b>
<p><i>Several Providers within locations</i></p> <p>6700 S Flores 210-460-7795</p> <p>7334 San Pedro Ave. 210-460-7869</p>	<p><i>Several Providers within locations</i></p> <p>6336 Bandera Rd. 210-682-5555</p> <p>24501 W. Interstate 10 210-681-5555</p>	<p>5460 Babcock Rd. 210-694-4999</p>



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

## Silver Sneakers for Humana Gold Plus and Humana Gold Plus SNP-DM & Heart

Call **1-888-423-4632** or visit [silversneakers.com](http://silversneakers.com)

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>





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

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## **Humana Health Plans**

**Humana Transportation: 1-877-841-3647**

Complimentary limited services provided for Humana HMO Medicare 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!

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## **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.

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**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.

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**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](http://gonzaba.com) | 210-921-3800