



Effective January 1 - December 31 of 2026

SCAN
Medicare Advantage
Plan Benefits



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.

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

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.

SCAN Balance & SCAN My Choice	30 Day Preferred	100 Day Mail-Order Preferred
Tier 1	\$0	\$0
Tier 2	\$0	\$0
SCAN Classic & SCAN Strive	30 Day Preferred	100 Day Mail-Order Preferred
Tier 1	\$0	\$0
Tier 2	\$0	\$0

SCAN Strive Prescription copays are set by Medicaid

Express Scripts Mail-Order Pharmacy
Customer Service Line: 1-866-553-4125
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. Patients also have the option to setup automatic refills if preferred.

Over the Counter Services (OTC)



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

SCAN Classic

This benefit provides an **\$100 credit** per quarter to purchase OTC products.

Unused quarterly benefits roll over to the next quarter.

SCAN Balance

This benefit provides an **\$55 credit** per quarter to purchase OTC products.

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

SCAN Strive

This benefit provides a **\$105 credit** per month to purchase OTC products and healthy groceries.

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

SCAN MyChoice

This benefit provides a **\$240 credit** per quarter to purchase OTC products.

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

Order online at scanhealthplan.com

To order via phone, call 1-844-428-8135

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

Visit in person at CVS



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

SCAN Balance

- One routine eye exam per year.
 - Copay amount is listed on Insurance Card.
 - **\$325 credit** per year for glasses or contacts.
(Copay for refraction and exams may apply)
-

SCAN Classic

- One routine eye exam per year.
 - Copay amount is listed on Insurance Card.
 - **\$300 credit** per year for glasses or contacts.
(Copay for refraction and exams may apply)
-

SCAN Strive

- One routine eye exam per year.
- Copay amount is listed on Insurance Card.
- **\$350 credit** per year for glasses or contacts.
(Copay for refraction and exams may apply)



SCAN Vision Benefit Provider: EyeMed

Phone: 1-844-226-2850

(Referral Required)

America's Best	Lens Crafters
4801 W Commerce 210-536-7937	6301 NW Loop 410 210-680-6075
Eyemart Express	Vision Source
3818 S New Braunfels 210-532-5261	6011 S Flores St. 210-924-3994



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.

Dental Services



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

Dental Services through DeltaCare USA: 1-855-830-6583

Aspen Dental	Raices Dentistree
1251 Austin Hwy. 726-444-3379	1114 SW Military Dr. 210-923-5422
DeZavala Modern Dentistry	Monarch Dental
5215 DeZavala 210-740-0645	1218 SW Military Dr. 210-923-2337
Riverwalk Dental and Ortho	4400 Fredericksburg Rd. 210-734-9551
1431 Palo Alto 210-446-1234	



Hearing Test & Hearing Aid



You receive a complimentary hearing exam once a year! Call TruHearing to schedule an appointment.

SCAN Balance, SCAN MyChoice, & SCAN Classic

- **\$0 copay** for 1 routine hearing exam per year.
 - **\$550 copay** for Advanced level hearing aid per ear.
 - **\$850 copay** for a Premium hearing aid per ear.
 - 2 aids per year.
-

SCAN Strive

- **\$0 copay** for Medicare-covered diagnostic hearing and balance exam.
(No allowance provided.)
-

**Call TruHearing to Schedule
an Appointment: 1-844-244-9003**

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 TruHearing 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 TruHearing.

Fitness Program



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.

One Pass

Call **1-888-452-5898** or visit youronepass.com

North	East
<p>Anytime Fitness 4200 McCullough Ave. 210-829-8400</p> <p>Golds Gym 255 E Basse Rd., Ste 310 210-625-4089</p>	<p>Davis-Scott Family YMCA 1213 Iowa St. 210-532-0932</p> <p>Planet Fitness 1721 S WW White Rd., Ste 105 210-729-2030</p>
West	South
<p>Planet Fitness 207 N Gen. McMullen 210-447-7047</p> <p>Westside YMCA 2900 Ruiz 210-433-6391</p> <p>YWCA Olga Madrid Center 503 Castroville Rd. 210-433-9922</p>	<p>Centro Fitness 3800 Commercial Ave. 210-334-3800</p> <p>Planet Fitness 1131 SE Military Dr., Ste 101 210-255-1120</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.

SCAN Transportation Services

SCAN Transportation: 1-844-714-2218

Wheelchair/ Ambulatory / Stretcher

Have an appointment next week? SCAN provides complimentary limited services. Simply call 3-4 business days in advance. If you need additional assistance, call our office at 210-921-3800 and we will be glad to help!

Other Transportation Options

Medical Transportation Program: 1-877-633-8747

Wheelchair / Ambulatory

Transportation assistance is available for specific programs. If you are interested, begin by calling to find out if you are eligible. If you are eligible, call 1 week prior to your appointment date to schedule transportation.

Via Trans: 210-362-5050

Wheelchair / Ambulatory

Call to see if you are eligible for transportation assistance programs! If you are eligible, schedule your transportation assistance 1 week prior to your appointment.

Alamo Service Connection: 210-477-3275

Several community programs may be available to you! Call the number above to learn more.

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