



Effective January 1 - December 31 of 2026

**UnitedHealthcare**  
**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>Dental Services</b> .....	<b>10</b>
<b>Hearing Test &amp; Hearing Aid</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.

AARP Medicare Advantage, Careflex, AARP Medicare Advantage Extras, UHC Complete Care	30 Day Retail	100 Day Mail-Order Preferred
Tier 1	\$0	\$0
Tier 2	\$0 - \$10	\$0 - \$30

UHC Dual Complete Prescription copays are set by Medicaid

**OptumRx Mail-Order Pharmacy**  
**Customer Service Line: 1-800-356-3477**  
**Website: [optumrx.com](http://optumrx.com)**

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

First, call the OptumRx 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.

### UHC Dual Complete

This benefit provides a **\$50 - \$181 credit** per month to purchase OTC products, covered groceries and certain utility bills.

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

### AARP Medicare Advantage, Careflex & Essentials

This benefit provides a **\$25 - \$45 credit** per month to purchase OTC products.

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

### UHC Complete Care

This benefit provides a **\$48 credit** per month to purchase OTC products and covered groceries.

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

### AARP Medicare Advantage / AARP Medicare Advantage Extras

This benefit provides a **\$60 credit** per month to purchase OTC products.

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

## UnitedHealthcare OTC Services by SOLUTRAN

Order online at [MyUHC Medicare.com/HWP](https://MyUHC Medicare.com/HWP)

To order via phone, call **1-833-853-8587**

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



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

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## AARP Medicare Advantage & Extras

- One routine eye exam per year.
- Copay amount is listed on Insurance Card.
- **\$200 - \$250 allowance** provided every 2 years for glasses or contacts.  
*(Copay for refraction and exams may apply)*

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## AARP Medicare Advantage CareFlex, Essentials & Giveback

- One routine eye exam per year.
- Copay amount is listed on Insurance Card.
- **\$150 allowance** provided every 2 years for glasses or contacts.  
*(Copay for refraction and exams may apply)*

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## UHC Dual Complete

- One routine eye exam per year.
- Copay amount is listed on Insurance Card.
- **\$150 - \$200 allowance** provided per year for glasses or contacts.  
*(Copay for refraction and exams may apply)*

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## UHC Complete Care

- One routine eye exam per year.
- Copay amount is listed on Insurance Card.
- **\$300 allowance** provided every 2 years for glasses or contacts.  
*(Copay for refraction and exams may apply)*

# Eye Exam & Eyeglass Wear



## (No Referral Required)

Downtown	Northeast
<p>San Antonio Eye Center 511 Dallas St. 210-226-6169</p>	<p>Alamo City Eye Physicians 11601 Topperwein Rd. 210-946-2020</p>
Southeast	Northwest
<p>Alamo City Eye Physicians 3327 Research Plaza #306 210-946-2020</p>	<p>San Antonio Eye Center 6151 NW Loop 410 #200 210-226-6169</p> <p>South Texas Eye Institute 2424 Babcock Rd. #101 210-692-1388</p>
South	
<p>San Antonio Eye Center 2119 Commercial 210-226-6169</p>	



## 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.

## UnitedHealthcare Dental Services

<b>Aspen Dental</b>	<b>Campos Family Dental</b>	<b>Medica MD Dental</b>
2814 SW Military Dr. 210-504-4031	1313 Guadalupe St. 210-212-3900	834 SW Military 210-923-2337
<b>Berchermann Family Dental</b>	4351 Callaghan 210-680-9544	7010 S Zarzamora 210-921-0603
608 Fair Ave. 210-336-8478	5250 Blanco Rd. 210-349-3368	4315 Fredericksburg Rd. 210-979-8478
<b>Brident Dental</b>	6140 Wurzbach 210-523-6188	18010 South WW White 210-337-1438
6700 S Flores 210-460-7795  10630 Culebra Rd. 210-248-0649  7334 San Pedro Ave. 210-460-7869  1455 Austin Hwy. 210-306-2993	3715 SW Military 210-532-1166	<b>Complete Family Dentistry</b>
<b>CentroMed Southside Dental</b>	<b>Monarch Dental</b>	1302 S General McMullen Dr 210-432-7851
3750 Commercial Ave. 210-334-3780	7860 Culebra 210-647-3151	<b>Smile R Us</b>
	1218 SW Military 210-927-1000	5460 Babcock Rd 210-694-4999
	5841 NW Loop 410 210-521-4600	<b>Ziva Dental</b>
	11398 Bandera Rd. 210-520-4867	5835 Culebra Rd 210-988-0777
	17700 San Pedro Ave. 210-922-2765	

## Hearing Test & Hearing Aid



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

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### **UHC Complete Care, AARP Medicare Advantage, Careflex, Essentials, Extras, Giveback & Patriot**

- **\$0 copay** for 1 routine hearing exam per year.
- **\$199 - \$829 copay** for each OTC hearing aid, 2 devices per year.
- **\$199 - \$1,249 copay** for each prescription hearing aid, 2 devices per year.

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### **UHC Dual Complete**

- **\$0 copay** for 1 routine hearing exam per year.
- **\$2,000 copay** for per device (Plan S003), 2 devices every 2 years.
- **\$1,500 copay** per device (Plan D004), 2 devices every 2 years.
- **\$1,249 copay** per device (Plan V007), 2 devices a year.

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**Call UnitedHealthcare Hearing to Schedule  
an Appointment: 1-855-523-9355**

#### **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 UnitedHealthcare Hearing 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 UnitedHealthcare Hearing.



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.

## Renew Active Fitness

Visit [UHCRenewActive.com](http://UHCRenewActive.com)

North	East
<p><b>Golds Gym</b> 1602 Babcock Rd. 210-340-2121</p> <p><b>LA Fitness</b> 7427 NW Loop 410 210-527-8499</p>	<p><b>Global Fitness Center</b> 637 S. WW White Rd. 210-233-1923</p> <p><b>Golds Gym</b> 2828 Goliad Rd. 210-337-6969</p>
West	South
<p><b>Planet Fitness</b> 207 N Gen. McMullen 210-447-7047</p> <p><b>Planet Fitness</b> 4400 Fredericksburg Rd. 210-736-3536</p> <p><b>Westside YMCA</b> 2900 Ruiz 210-433-6391</p>	<p><b>Elvira Cisneros Senior Center</b> 517 SW Military Dr. 210-927-9328</p> <p><b>Y-Living Center</b> 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.**

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## **UnitedHealthcare Transportation Services**

**URIDE: 1-888-462-6050**

**Wheelchair/ Ambulatory / Stretcher**

Have an appointment next week? UnitedHealthcare provides complimentary limited services. Simply call 7-10 business days in advance. If you need additional assistance, call our office at 210-921-3800 and we will be glad to help!

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## **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.

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**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.

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