



Effective January 1 - December 31 of 2026

# Devoted Health 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.

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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

### **Northwest Medical Center**

7219 Culebra Rd., San Antonio, TX 78251

### **Main Medical Center**

720 Pleasanton Rd., San Antonio, TX 78214

### **Southeast Medical Center**

1130 Goliad Rd., San Antonio, TX 78223



## 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.

Devoted Core	30 Day Retail	100 Day Mail-Order
Tier 1	\$0	\$0
Tier 2	\$0	\$0

  

Devoted Give Back	30 Day Retail	100 Day Mail-Order
Tier 1	\$0	\$0
Tier 2	\$3	\$7.50

**CVS Caremark Mail-Order Pharmacy**  
**Customer Service Line: 1-844-232-2310**  
**Website: [caremark.com](http://caremark.com)**

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

First, call the CVS Caremark 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.

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### **Devoted Health C-SNP / Devoted Dual / Devoted Dual Full / Devoted C-SNP Plus**

This benefit provides a **\$50 credit** per month to purchase OTC products.

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

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### **Devoted Core**

This benefit provides a **\$100 credit** per month to purchase OTC products.

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

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### **Devoted Giveback**

This benefit provides a **\$200 credit** per month to purchase OTC products.

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

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**Order online at [CVS.com/OTCHS/Devoted](https://www.cvs.com/OTCHS/Devoted)**

**To order via phone, call CVS Flex Benefits 1-833-287-0312**

**Or, visit participating CVS stores**

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



Did you know you could receive up to **\$400 of credit** once a year for glasses or contact lenses?

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## Devoted Core 003 / Devoted C-SNP Plus

- 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)*
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## Devoted Dual / Full Dual / Devoted Core 004 / Devoted C-SNP / Devoted MA Only

- One routine eye exam per year.
  - Copay amount is listed on Insurance Card.
  - **\$400 credit** per year for glasses or contacts. *(Copay for refraction and exams may apply)*
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## Devoted Giveback

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



## San Antonio Eye Center

**Phone: 210-226-6169**

**Website: [saeye.com](http://saeye.com)**

**(Referral Required)**

Downtown	South	Northwest
511 Dallas St. San Antonio, TX 78215	2119 Commercial Ave. San Antonio, TX 78221	6151 Northwest Loop 410 #200 San Antonio, TX 78238



### 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 DentaQuest to schedule now.

## Dental Services through DentaQuest: 1-888-700-0992

<b>Brident Dental &amp; Ortho</b>	<b>Comfort Dental</b>
<i>Several Providers within locations</i>  6700 S Flores 210-460-7795  7334 San Pedro Ave. 210-460-7869	4812 W. Avenue 210-977-0321
<b>Berchermann Family Dental</b>	<b>Smile R Us</b>
608 Fair Ave. 210-336-8478	5460 Babcock Rd. 210-694-4999
<b>Campos Family Dental</b>	<b>Raices Dentistree</b>
<i>Several Providers within locations</i>  1313 Guadalupe St. 210-212-3900  4351 Callaghan 210-680-9544  5250 Blanco Rd. 210-349-3368  6140 Wurzbach 210-523-6188  3715 SW Military 210-532-1166  2020 Pleasanton Rd. 210-922-2765	1114 SW Military Dr. 210-923-5422
	<b>Ziva Dental</b>
	5835 Culebra Rd. 210-988-0777

# Hearing Test & Hearing Aid



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

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## Devoted Hearing Test & Hearing Aid Services

- **\$0 copay** for 1 routine hearing exam per year.
  - **\$199 - \$599 copay** for Advanced level hearing aid per ear.
  - **\$499 - \$899 copay** for a Premium hearing aid per ear, 2 aids per year.
  - **\$0 - \$45 copay** for Medicare covered hearing exam.
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**Call TruHearing to Schedule  
an Appointment: 1-800-338-6833**

### 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.



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

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

North	East
<p><b>Golds Gym</b> 8935 State Hwy. 151 210-200-6160</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>





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

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## 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 healthcare 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