



Effective January 1 - December 31 of 2026

**Wellpoint
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
Personal Emergency Response System (PERS)	12
Transportation Services	13
Fitness Program	14
Patient Portal	15

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

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.



Wellpoint Select	31 Day Retail	100 Day Mail-Order
Tier 1	\$0	\$0
Tier 2	\$0	\$0
Wellpoint Medicare Advantage 2	31 Day Retail	100 Day Mail-Order
Tier 1	\$0	\$0
Tier 2	\$2	\$0

CarelonRx Mail-Order Pharmacy
Customer Service Line: 1-833-396-0309
Website: online.careionrx.com

Ready to set up your Mail-Order service?

First, call the CarelonRx 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.

Wellpoint Select

This benefit provides a **spending allowance of \$62** every quarter.

Wellpoint Full Dual Advantage

Spending allowance of **\$25** each month.

Wellpoint Dual Advantage

Spending allowance of **\$50** each month.

Wellpoint Medicare Advantage 2

Spending allowance of **\$44** each quarter.

Wellpoint Kidney Care

Spending allowance of **\$80** each month.

Wellpoint Chronic Care

Spending allowance of **\$45** each month.

A spending allowance provided for OTC health and wellness products. Shop in-store at participating locations, online on the approved vendor website or on the approved vendor mobile app. You can also order via phone or mail.

**Shop in-store at Walmart or visit the online store at
mybenefits.nationsbenefits.com
To request a catalog by phone, please call 1-866-413-2582
Estimated Delivery is 7-10 Business Days**



Did you know you can receive **\$150-\$400 of credit** once a year for glasses or contact lenses?

Wellpoint Select

- **\$250 credit** once a year for glasses or contacts when received by the companies listed on the next page.
-

Wellpoint Dual Advantage

- **\$175 credit** once a year for glasses or contacts when received by the companies listed on the next page.
-

Wellpoint Full Dual Advantage

- **\$400 credit** once a year for glasses or contacts when received by the companies listed on the next page.
-

Wellpoint Medicare Advantage 2

- **\$100 credit** once a year for glasses or contacts when received by the companies listed on the next page.
-

Wellpoint Kidney Care, Wellpoint Chronic Care

- **\$325 credit** once a year for glasses or contacts when received by the companies listed on the next page.
-

- One routine eye exam per year.
 - *(Copay for refraction and exams may apply)*
-



San Antonio Eye Center

Phone: 210-226-6169

Website: saeye.com

(No Referral Required)

Downtown	South	Northwest
511 Dallas St. San Antonio, TX 78215 622 Camden St. San Antonio, TX 78215	2119 Commercial Ave. San Antonio, TX 78221	6151 Northwest Loop 410 #200 San Antonio, TX 78238 14807 San Pedro Ave. San Antonio, TX 78232



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 Liberty Dental to schedule now.

Dental Services through Liberty Dental: 1-888-700-0992

Aria Dental	Brident Dental & Ortho	Raices Dentistree
<p>5983 Bandera Rd. 210-681-4867</p>	<p>6700 S Flores 210-460-7795</p>	<p>1114 SW Military 210-977-0321</p>
Berchermann Family Dental	<p>10630 Culebra Rd. 210-248-0649</p>	Ziva Dental
<p>608 Fair Ave. 210-336-8478</p>	<p>7334 San Pedro Ave. 210-460-7869</p>	<p>5835 Culebra Rd 210-988-0777</p>
Brident Dental	Campos Family Dental	
<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>1313 Guadalupe St. 210-212-3900</p> <p>4351 Callaghan 210-680-9544</p> <p>5250 Blanco Rd. 210-349-3368</p> <p>6140 Wurzbach 210-523-6188</p> <p>3715 SW Military 210-532-1166</p>	

Hearing Test & Hearing Aid



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

Wellpoint Dual Advantage

- Covers 1 routine hearing exam every year - **\$0 copay**.
- **\$1500** maximum for prescribed hearing aids yearly.
- **\$300** maximum for over-the-counter hearing aids.

Wellpoint Select, Wellpoint Full Dual Advantage, & Wellpoint Chronic Care

- Covers 1 routine hearing exam every year - **\$0 copay**.
- **\$3000** maximum for prescribed hearing aids yearly.
- **\$300** maximum for over-the-counter hearing aids.

Wellpoint Medicare Advantage 2

- **\$30 copay** for exam to diagnose and treat hearing and balance issues.
- Routine hearing services not covered.

Wellpoint Kidney Care

- Covers 1 routine hearing exam every year - **\$0 copay**.
- **\$2000** maximum for prescribed hearing aids yearly.
- **\$300** maximum for over-the-counter hearing aids.

**Call Hearing Care Solutions to Schedule
an Appointment: 1-855-312-2545**

Personal Emergency Response System (PERS)

When you live alone, or with the risk of falling, prompt medical attention can play a pivotal role during emergency situations.

The accessibility to assistance PERS device contributes to a heightened sense of security and peace of mind. Wellpoint Member Services is available to answer your questions or arrange a home visit to install your PERS device. The PERS device gives you access to assistance with the press of a button.



STEP 1

Push the medical alert button.



STEP 2

The CST-LTL Care Center Representative provides immediate assistance.



STEP 3

Family, friends and emergency services are alerted.

Order your Personal Emergency Response System

Wellpoint Member Services: 1-866-805-4589

(For Spanish, select Option 2)

When you calling, please have your **Member ID Number (or Social Security Number), Home Address and Phone Number ready.** During your call, a Referral Form will be created and sent off to Critical System Technology (CST) to schedule your Personal Emergency Response System device.

Transportation Services



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

Wellpoint Transportation Services

American Logistics Company: 1-844-287-6695

Wheelchair/ Ambulatory / Stretcher

Have an appointment next week? Wellpoint provides complimentary limited services. Simply call 2-3 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-VIA 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.

Fitness Program



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 **1-855-741-4985** or visit [silversneakers.com](https://www.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>



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