

# AGENT NEWSLETTER



## Doctor Spotlight



Mary Faith Casiwa, MD  
Family Medicine  
Dec# 020201-0149

Dr. Mary Casiwa is Board Certified in Family Medicine. She is originally from the Philippines and is bilingual in Tagalog and English. Dr. Casiwa believes it is her mission to help people and make a difference

in their lives. She enjoys listening to her patients about their lives and experiences but especially focuses on their health and well-being. Dr. Casiwa truly cares about each one of her patients and strives to keep them active and healthy at any age. Dr. Casiwa welcomes new patients.

### Ingram Park Clinic

7431 N.W. Loop 410, Ste 109  
San Antonio, TX 78245

## Open Enrollment

We are almost at the finish line! We hope you are having a successful AEP! We are with you until the end. Please contact the sales team if there is anything we can do to assist you to make your personal enrollment goal. Your success is our success! Do not forget, we are also now working on January events. Give us a call to set something up.

## New to HTAOR.org

The HealthTexas Marketing & Loyalty Engagement department wants to ensure that as a trusted agent, you have access to new tools to assist your client with extra help. The HealthTexas Patient Navigators will assist with processing Medicaid applications, LIS, Chronic Verification, Senior Living, and requests for Provider Services. The sales team will keep you updated on any progress or approval of any requested resources. Our goal is to assist you in helping your client with the resources they deserve. This feature will go live in January 2023.

## Agent Survey

HealthTexas cares about our agents! In the first quarter of 2023, will be distributing our agent survey via email. We want to know how we can assist you better and how we can make our partnership stronger. Look out for our survey and please participate in helping us do better for you!

## Universal Human Rights Month

December is Universal Rights and this year's theme is Dignity, Freedom, and Justice for all. Human Rights Month is about recognizing and acknowledging people of different races, religions, cultures and beliefs.



*Happy Holidays!*

HealthTexas wishes you and your family a Happy and Safe Holiday Season! With this year almost ending, HealthTexas is thankful for all your hard work and for trusting us with your clients. Our Holiday clinic closures are as follows:

- Saturday, December 24
- Monday, December 26
- Monday, January 2, 2023



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