

MEDICARE ADVANTAGE



2023 HMO MA BENEFITS AT A GLANCE

YOU are More...

HealthTexas.org



**HEALTH
TEXAS**

PRIMARY CARE DOCTORS



Welcome to HealthTexas Primary Care Doctors

We are honored you have chosen us for your primary care. This booklet is for our VIP Patients – those on UnitedHealthcare Medicare Advantage HMO Plans. It contains important information for you to have as a member of UnitedHealthcare but also as a patient of HealthTexas Primary Care Doctors. Please remember that your Medicare Advantage benefits are subject to change without notice, therefore understanding your benefits is important and the responsibility of every patient.

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WHAT DOES HealthTexas OFFER?

- 24/7 Physician On-Call
- Annual Wellness Exams
- Board Certified Doctors
- Chronic Care Management
- Comprehensive Clinical Team
- Extensive Specialist Network
- Hospital Nurse Case Managers
- Hospitalist Physicians
- Preventative Care
- Medicaid Savings Program
- On-site EKG's
- On-site Foot Care
- On-site Labs
- Patient Education
- Patient Navigators
- Patient Portal & Healow App
- Routine Care on Saturdays
- Same-Day Sick Appointments
- Social Worker
- State/Federal Programs
- Wound Care
- Transportation
- VIP Referral Program
- VIP Customer Service Team

Your Medicare Advantage Benefits are subject to change without notice.
Understanding your benefits is very important and the responsibility of every patient.



PATIENT PORTAL/HEALOW APP

Our Patient Portal and Healow App are secured web-based systems that allow you to view your health information instantly. **All patients are strongly encouraged to register for both systems as using the portal or app will save you time and it's the quickest way to talk to your provider!**



With the Patient Portal/Healow App, you are able to do the following:

- Telemedicine Visits
- View Results for Tests and Labs
- Request Medication Refills
- Communicate with your Provider
- Request Non-Urgent Appointments
- Pay Your Medical Bill

For more information, call the HealthTexas Patient Portal Support Team at (210) 731-4885.

PATIENT NAVIGATORS

Our Patient Navigators help answer any questions or concerns you may have regarding your healthcare and HMO health plan. They act as a liaison by facilitating communication between you, your physician and your insurance agent. You can contact your Patient Navigator by calling them directly or by having the clinic direct you to one of them.



Alex Ramos
(210)287-7532
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Samantha.Gonzales@HealthTexas.org



Laura Romo
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SATURDAY AVAILABILITY

HealthTexas offers Saturday and Same-Day Sick Appointments at two of our locations. Any established HealthTexas patient can schedule an appointment at either clinic without any additional costs.

Saturday 8:00 a.m. – 5:00 p.m.

San Pedro Clinic
530 San Pedro Ave.
(210) 225-4511

Wurzbach Clinic
8542 Wurzbach Rd
(210) 616-7300

TRANSPORTATION

Your Medicare Advantage Plan includes transportation for **non-emergency trips** to/from designated locations. These locations include any HealthTexas Clinic, Specialists and Pharmacies. Our Clinic Teams are trained to assist you in scheduling your round trip doctor visits to our Clinics. We offer wheelchair accessible and stretcher transport if needed.

Routine Transportation managed by:



modivcare

TO SCHEDULE A RIDE

1-866-435-9357 (TTY 1-866-288-3133)

8am to 5pm, local time, Monday - Friday

Riders must be scheduled 3 business days in advance

FOR RIDE ASSISTANCE

1-866-435-9358

Call when you are running late, when your driver is late, when your visit is done, you are ready to go home and/or any change to a scheduled ride.

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HEALTH PRODUCT BENEFIT

Discounted health products are available through your Medicare Advantage HMO Plan. Ordering online through the designated vendor can save you time and money. If you need help registering or accessing your health product benefits, please contact your Patient Navigator.

Over The Counter Credit (OTC) covers products like vitamins, pain relievers, toothpaste, etc. You can purchase products in person or online. You will use your “U Card” to purchase any OTC products.

Online: MyUHCMedicare.com/HWP

In-Person: Walmart, CVS, Walgreen or Kroger delivery

Monthly/Quarterly Credit by HMO (Non-Medicaid) Health Plan:

AARP Medicare Advantage Secure Horizon	\$40 per quarter
AARP Medicare Advantage	\$80 per quarter
UnitedHealthcare Chronic Complete	\$35 per month
AARP Medicare Advantage Patriot	\$40 per quarter

Monthly Credit by HMO (Medicaid) Health Plan:

UnitedHealthcare Dual Complete	\$150 per month
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Dual Complete members are allowed to use their “U Card” for healthy grocery items, OTC products and utility bill. A utility bill is considered a bill for electronic, gas, water or internet. Use your U Card to pay for these products online or in-person at a Walmart Money Center.

Online: MyUHCMedicare.com/CommunityPlan/OTC

In-Person: Walmart, CVS, Walgreens Kroger/delivery

Flex Benefit covers out-of-pocket expenses toward your dental, vision, and hearing benefits.

The health plans listed below are eligible for Flex Benefit, which includes a \$150 pre-paid VISA card to use for these benefits yearly:

- AARP Medicare Advantage Secure Horizon
- UHC Chronic Complete
- AARP Medicare Advantage

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PRESCRIPTION & PHARMACY

Your Medicare Advantage plan could include your Part D, which is your prescription coverage. You may use a local retail pharmacy for your prescriptions or for lower co-pay(s), you can use your OptumRx mail-order prescriptions benefit. Tier 1 and Tier 2 medications, for retail or mail order, have a \$0 co-pay. Majority Insulin will be available to patients with a co-pay of \$25.

OptumRx Mail Order Customer Service Line

1. Call OptumRx customer service at (800) 791-7658
2. Have your address, phone number, and insurance card on hand
3. Set a spending limit that can be charged to your account
4. Your doctor will then call in your prescription with auto refills electronically
5. Your prescription will be mailed to your doorstep

Insulin Co-pay by HMO Health Plan:

- | | |
|--|------|
| • AARP Medicare Advantage Secure Horizon | \$35 |
| • AARP Medicare Advantage | \$35 |
| • UnitedHealthcare Chronic Complete | \$25 |
| • UnitedHealthcare Dual Complete | \$0 |
| • AARP Medicare Advantage Patriot | \$0 |

Patients who experience financial hardships for co-pays or medication should contact their Patient Navigator for medication assistance applications with social security.

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VISION SERVICES

HealthTexas recommends South Texas Total Eye Centers (STTEC) for your vision services. STTEC has been a partner with HealthTexas for decades, which is why patients do not need a referral when using a STTEC location. Vision Services include ONE routine eye exam per year with a \$0 co-pay. Allowances for standard frames, lenses and contacts are based on your HMO health plan below:

- AARP Medicare Advantage Secure Horizon \$300 per year
- AARP Medicare Advantage \$300 per year
- UnitedHealthcare Chronic Complete \$300 per year
- UnitedHealth Dual Complete \$300 per year
- AARP Medicare Advantage Patriot \$250 per year

Below you will find a list of vision sources and eye care centers:

PARTNERS IN SOUTH TEXAS TOTAL EYE CARE AND VISION SOURCE OF SAN ANTONIO

DOWNTOWN
 Alamo Ophthalmology
 215 E. Quincy, Suite #505
 (210) 222-9172

Retina Consultants of
 San Antonio
 303 E. Quincy, Suite #100
 (210) 271-7648

NORTHEAST
 Alamo City Eye Physicians
 11601 Toepperwein Rd.
 (210) 946-2020

NORTHWEST
 San Antonio Eye Center; P.A.
 6151 NW Loop 410, Suite #200
 (210) 226-6169

SOUTH
 San Antonio Eye Center, P.A.
 2119 Commercial
 (210) 226-6169

SOUTHEAST
 Alamo City Eye Physicians
 3327 Research Plaza, Suite #306
 (210) 946-2020

BOERNE
 Ophthalmology Associates of SA
 1048 E. Blanco Rd.
 (210) 223-5561

NEW BRAUNFELS
 Dr. Joseph Kavanagh
 457 Landa St., Ste. F
 (210) 223-5561

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DENTAL SERVICES

Your Medicare Advantage HMO Plan offers both preventive and comprehensive dental services. All preventative services, like exams and cleaning include a \$0 co-pay. Comprehensive services are based on an allowance by your health plan, these include services for dentures, fillings, crowns, root canals, extractions, and implants.

Comprehensive Dental Services year allowance:

AARP Medicare Advantage Secure Horizon	\$2,500	UnitedHealth Dual Complete	\$3,000
AARP Medicare Advantage	\$2,500	AARP Medicare Advantage Patriot	\$2,000
UnitedHealthcare Chronic Complete	\$2,500		

SAN ANTONIO LOCATIONS:

BeRchelmann Family Dental - (210) 336-8478
 Brident Dental & Ortho - (210) 460-7860
 Campos Family Dental - (210) 212-3900
 Celebrate Dental & Braces - (210) 675-7000
 Complete Family Dentistry of SA - (210) 432-7851
 Familia Dental (New Braunfels, TX) - (830) 632-6369
 Monarch Dental - (210) 647-3151
 Roosevelt Family Dental - (210) 924-5008
 Smile Center - (210) 340-0303
 Smile Structure Dental - (210) 405-8187

BOERNE LOCATIONS:

Lifetime Dental - (830) 249-9300
 Gardner Springs Dentistry - (830) 267-8782
 Boerne Dental Center - (830) 249-2045
 Premier Dental Boerne - (830) 249-8407
 Hill Country Dental Center - (830) 755-6475
 Dr. George Metz - (830) 229-5581
 Luigi Massa DDS - (830) 816-6111
 Family Smiles of Boerne - (830) 428-3698
 Codruta Simescu DMD - (830) 249-3242
 Complete Dental Studio - (830) 368-4830

NEW BRAUNFELS LOCATIONS:

Hill Country Dental - (830) 626-1002
 Comal Dental - (830) 625-1515
 Premier Dental Center - (830) 625-2111
 New Braunfels Modern Dentistry - (830) 201-1223
 Litton Family Dental - (830) 625-4313
 Aspen Dental - (830) 730-5077
 Monarch Dental - (830) 310-3333
 Sharad Davis DDS - (830) 302-7254
 New Braunfels Family & Cosmetic Dentistry - (830) 515-5189
 Toothtime Family Dentistry - (830) 625-6410

SCHERTZ LOCATIONS:

Milani Dental - (210) 651-5988
 Gary Farrimond, DDS - (210) 658-4141
 Penny Worg, DDS - (210) 251-4979
 Yunham Ding, DDS - (210) 659-7884
 Hoha Ghanizadeh, DDS - (210) 810-3690
 Irma Cantu, DDS - (210) 836-9911
 Marbella Dentistry - (210) 774-5122
 Melissa Rosson, DDS - (210) 654-6882
 Ideal Dental - (210) 658-8100
 Premier Dental Center - (210) 654-9094

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PERSONAL EMERGENCY RESPONSE SYSTEM

You can have peace of mind for emergency situations with the PERS in-home monitoring system. With no cost to you, this service is available 24 hours. The device is a lightweight button that can be worn around your neck or wrist and can automatically detect falls. You must have a working landline and/or cellular phone coverage to take advantage of this benefit.

Personal Emergency Response System (PERS) is sponsored by the Phillips Lifeline.

Monday – Friday, 7:00 am – 7:30 pm

1. Call Philips Lifeline at (855) 596-7612, TTY 711
2. Have your Member ID number and Date of Birth
3. Your product will be shipped to you

If you are interested in obtaining a PERS let HealthTexas assist you with ordering online, just ask a staff member from your clinic.

HEARING & HEARING AID SERVICES

All Medicare Advantage HMO Plans offer a \$0 co-pay for hearing examinations. Should you require a hearing aid, co-pays start at \$175 for the following brands to save you money:

- Beltron
- Oticon
- Phonak
- ReSound
- Signia
- Starkey
- Unitron
- Widex

To schedule your hearing examination:

1. Call United Healthcare Hearing at (855) 523-9355
2. Confirm your hearing benefit and schedule your hearing exam
3. After your exam, your doctor will determine if you require a hearing aid. Should you require an aid, you will be presented with options at the time of your hearing examination results.

If you need hearing aid(s):

After your hearing exam, you will be provided with a copy of your results and assistance in ordering your aid(s). All Medicare Advantage plans include TWO hearing aids every year.

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FITNESS RENEW ACTIVE™

All Medicare Advantage Plans include a standard membership to participating fitness locations to no additional charge. To access your gym membership at any location simply use your U-Card that will be provided to you through your selected healthcare plan. Stay on top of your health by adding exercise into your daily routine! Formerly called 'Silver Sneakers Fitness', the Renew Active Fitness Membership now offers MORE locations. This benefit is more than just a gym membership, it can be life-changing.

- Fitness center membership at no additional cost
- Equipment orientations, classes, socials and access to basic amenities
- For complete location list in your health plan network call (866) 550-4736 or visit www.UHC RenewActive.com

Below are some participating locations:

- Anytime Fitness
- Gold's Gym
- New Braunfels Rec.
- Snap Fitness
- Camp Gladiator
- Koko FitClub
- Orange Theory Fitness
- TrueFit Athletic Clubs
- Club Pilates
- LA Fitness
- Planet Fitness
- UFC Gym
- CycleBar
- Lifetime Fitness
- Pure Barre
- YMCA

MEAL BENEFITS POST HOSPITAL DISCHARGE

You are eligible for a one-time post hospital discharge meal program with a \$0 co-pay. To receive the meal program following talk to a HealthTexas Clinical Team Member or call Moms Meals at (855) 428-6667, TTY 711, Monday – Friday, 7 am – 6 pm

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CONVENIENT URGENT CARE LOCATIONS

FOR LIFE THREATING EMERGENCIES, PLEASE CALL 911!

BEFORE you go to Urgent Care, call **HealthTexas FIRST!** Our doctors are available 24/7 and may be able to save you long waits, money or unnecessary worry!

The following Urgent Care Centers are covered by your Medicare Advantage Plan:

- **Concentra-** Concentra.com
- **Fast Aid Urgent Care-** FirstAiduc.com
- **NextCare Urgent Care-** NextCare.com

EMERGENCY ROOM/HOSPITALS

FOR LIFE THREATING EMERGENCIES, PLEASE CALL 911!

HealthTexas encourages our Medicare/Medicare Advantage HMO patients to visit a hospital below based on the clinic you receive care. Our doctors can communicate with the ER doctor and your HealthTexas Hospitalist doctor, who visit these hospitals daily, to coordinate and manage your care. Always remember it is best to bring a family member with you as well as taking all your medications with you.

Clinic	1st	2nd
Alamo Heights	Baptist - Northeast	Baptist - St. Luke's
Blanco	Baptist - Northeast	Baptist - St. Luke's
Helotes	Baptist - St. Luke's	Methodist - Med Center
Highlands	Baptist Med Center /Downtown	Methodist - Metropolitan
Hill Country	Baptist - St. Luke's	Methodist - Med Center
Holy Cross	Baptist Med Center /Downtown	Baptist - St. Luke's
Ingram Park	Baptist - St. Luke's	Methodist - Med Center
Las Palmas	Baptist Med Center /Downtown	Baptist - St. Luke's
Leon Valley	Baptist - St. Luke's	Methodist - Med Center
New Braunfels	Baptist - Resolute	Baptist - Northeast
Perrin Beitel	Baptist - Northeast	Baptist - St. Luke's
San Pedro	Baptist Med Center /Downtown	Methodist - Metropolitan
Schertz	Baptist - Northeast	Baptist - Resolute
Southwest Military	Baptist Med Center /Downtown	Methodist - Metropolitan
Stone Oak	Baptist N Central	Baptist - Northeast
Val Verde	Baptist Med Center /Downtown	Methodist - Metropolitan
Westover Hills	Baptist - St. Luke's	Methodist - Med Center
Wurzbach	Baptist - St. Luke's	Methodist - Med Center

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Quality and compassionate care with outstanding service, every patient, every time.

HealthTexas.org

1 ALAMO HEIGHTS CLINIC
1248 Austin Hwy., Ste. 214
San Antonio, TX 78209
(210) 828-2531

2 BLANCO CLINIC
615 N.W. Loop 410, Ste. 210
San Antonio, TX 78216
(210) 384-8282

3 HELOTES CLINIC
11820 Bandera Rd, Ste. 102
San Antonio, TX 78023
(210) 477-7180

4 HIGHLANDS CLINIC
1910 S. New Braunfels
San Antonio, TX 78210
(210) 532-0891

5 HILL COUNTRY CLINIC
105 Falls Ct., Ste. 100
Boerne, TX 78006
(830) 249-3800

6 HOLY CROSS CLINIC
590 N. Gen. McMullen, Ste. 1
San Antonio, TX 78228
(210) 249-0212

7 INGRAM CLINIC
7431 N.W. Loop 410, Ste. 109
San Antonio, TX 78245
(210) 477-7190

8 LAS PALMAS CLINIC
911 Castroville Rd.
San Antonio, TX 78237
(210) 436-7402

9 LEON VALLEY CLINIC
6428 Bandera Rd.
San Antonio, TX 78238
(210) 520-4455

10 NEW BRAUNFELS CLINIC
900 Loop 337
New Braunfels, TX 78130
(830) 515-1280

11 PERRIN BEITEL CLINIC
8906 Perrin Beitel
San Antonio, TX 78217
(210) 572-3306

12 SAN PEDRO CLINIC
530 San Pedro Ave.
San Antonio, TX 78212
(210) 225-4511

13 SCHERTZ CLINIC
16997 IH-35 N, Ste 260
Schertz, TX 78154
(210) 477-7181

14 SW MILITARY CLINIC
1802 S.W. Military Dr.
San Antonio, TX 78221
(210) 924-2337

15 STONE OAK CLINIC
20821 US Hwy. 281 N.,
Ste. 122
San Antonio, TX 78258
(210) 546-1600

16 VAL VERDE CLINIC
810 S.E. Military Dr.
San Antonio, TX 78214
(210) 921-4200

17 WESTOVER HILLS CLINIC
10307 State Hwy. 151
San Antonio, TX 78251
(210) 237-4983

18 WURZBACH CLINIC
8542 Wurzbach Rd.
San Antonio, TX 78240
(210) 616-7300

