

MEDICARE ADVANTAGE



2024
HMO

Benefits
At A
Glance

TRUSTED SENIOR CARE.

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.

WHAT DOES HealthTexas OFFER?

- Board Certified Doctors
- Comprehensive Clinical Team
- Extensive Specialist Network
- Hospital Nurse Case Manager
- Hospital Social Workers
- Hospitalist Physicians
- On-site EKG's
- On-site Foot Care
- On-site Labs
- On-site Wound Care
- Patient Education
- Patient Navigators
- Patient Portal
- Preventive Care
- Routine Care on Saturdays
- Same-Day Sick Appointments
- Transportation
- VIP Customer Service Team
- 24/7 Physician On-Call

PATIENT EDUCATION CLASSES OFFERED

We offer a wide variety of in-person Patient Education classes to patients who are pre-diabetic, newly diagnosed, or interested in learning more about certain health topics. Classes offered include:

- Matter of Balance
- Diabetes
- Nutrition
- Life Planning
- Hypertension
- Alzheimer's

To register in a class, please call (210) 921-9915.

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/app will save you time.**



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

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

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. These individuals are an essential point of contact, ensuring everyone is informed and on the same page. As intermediaries, they facilitate communication between you, your physician, and your insurance agent.



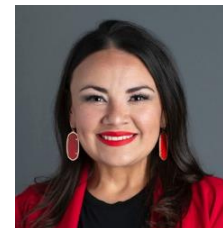
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ROUTINE CARE ON SATURDAYS

We offer Routine Care on Saturday 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

SAME DAY SICK APPOINTMENTS

We offer Same Day Sick Appointments daily, Monday through Friday, at any of our 18 clinics!

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. All of our clinics are wheelchair accessible. Modivcare doesn't offer wheelchairs but they will offer a wheelchair accessible vehicle if requested during initial reservation. Modivcare is a curb to curb service.

Routine Transportation managed by:



TO SCHEDULE A RIDE

1-866-435-9357 (TTY 1-866-288-3133)
8 am to 5 pm, local time, Monday - Friday
Riders must be scheduled 3 business days in advance.

FOR RIDE ASSISTANCE

1-866-435-9358
Call the Ride Assistance line if you're running late, if your driver is late, when you're ready to be picked up, or to report a change to a scheduled ride.

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HEALTH PRODUCT BENEFIT

Discounted health products are available through your health 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 Advanced Medical Receptionist or Patient Navigator.

UHC Quarterly Credit by HMO Health Plan:

AARP Secure Horizon Medicare Advantage (050)	\$40 per quarter
AARP Medicare Advantage (063)	\$70 per quarter
AARP Medicare Advantage Premium Plan (071)	\$100 per quarter
AARP Medicare Advantage Rebate Plan (067)	\$40 per quarter
AARP Medicare Advantage Patriot (056)	\$40 per quarter

UHC Monthly Credit by HMO Health Plan:

UnitedHealthCare Dual Complete Full (053)	\$125 per month
UnitedHealthCare Dual Complete Partial (065)	\$78 per month
UnitedHealthcare Complete Care (058)	\$47 per month

Dual Complete and Partial Dual Complete patients are allowed to use their UCard for healthy grocery items, OTC products and utility bill. A utility bill is considered a bill for electronic, gas, water or internet. Use your UCard to pay for these products online or in-person at participating vendors.

Chronic Complete patients are allowed to use their UCard for healthy grocery items and OTC products. Use your UCard to pay for these products online or in-person at participating vendors.

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 UCard to purchase any OTC products.

Online: MyUHCMedicare.com/HWP

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

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PRESCRIPTION & PHARMACY

Your health plan could include your Part D, which is your prescription coverage. You may use a local retail pharmacy for your prescriptions. For lower co-pay(s), you can use your OptumRx mail-order prescriptions benefit.

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 Secure Horizon Medicare Advantage (050)	\$35 Monthly
AARP Medicare Advantage (063)	\$35 Monthly
AARP Medicare Advantage Premium Plan (071)	\$35 Monthly
AARP Medicare Advantage Rebate Plan (067)	\$35 Monthly
UnitedHealthCare Dual Complete Full (053)	\$0
UnitedHealthcare Dual Complete Partial (065)	\$0
UnitedHealthcare Complete Care (058)	\$25
AARP Medicare Advantage Patriot (056)	Visit VA Pharmacy

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

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VISION SERVICES

HealthTexas recommends South Texas Total Eye Centers (STTEC) for your vision exams. 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 Secure Horizon Medicare Advantage (050)	\$250 per year
AARP Medicare Advantage (063)	\$300 per year
AARP Medicare Advantage Premium Plan (071)	\$300 per year
AARP Medicare Advantage Rebate Plan (067)	\$100 per year
UnitedHealthCare Dual Complete Full (053)	\$300 per year
UnitedHealthCare Dual Complete Partial (065)	\$250 per year
UnitedHealthcare Complete Care (058)	\$300 per year
AARP Medicare Advantage Patriot (056)	\$250 per year

SOUTH TEXAS TOTAL EYE CARE AND VISION SOURCE OF SAN ANTONIO LOCATIONS

DOWNTOWN

San Antonio Eye Center; P.A.
622 Camden
(210) 226-6169

Retina Specialist 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
(830) 627-7327

SCHERTZ

Dr. Joseph Kavanagh
457 Landa St., Ste. F
(830) 627-7327

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DENTAL SERVICES

Your health 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 Secure Horizon Medicare Advantage (050)	\$2,000 per year
AARP Medicare Advantage (063)	\$4,000 per year
AARP Medicare Advantage Premium Plan (071)	\$5,000 per year
AARP Medicare Advantage Rebate Plan (067)	\$1,500 per year
UnitedHealth Dual Complete Full (053)	\$3,000 per year
UnitedHealthCare Dual Complete Partial (065)	\$2,500 per year
UnitedHealthcare Complete Care (058)	\$2,500 per year
AARP Medicare Advantage Patriot (056)	\$2,000 per year

SAN ANTONIO LOCATIONS:

Brident Dental & Ortho - (210) 625-4724
Campos Family Dental - (210) 523-6168
Celebrate Dental & Braces - (210) 686-0739
Monarch Dental - (210) 543-8900
Monarch Dental - (210) 533-9900
Monarch Dental - (210) 521-4600
River City Dental Solutions - (210) 349-3745
Super Dentists - (210) 361-3000
TruSmile Dentistry - (210) 479-8779

BOERNE LOCATIONS:

Lifetime Dental - (830) 249-9300
Jennifer Hensley DDS - (830) 331-8008
Boerne Dental Center - (830) 249-2045
Premier Dental Boerne - (830) 249-8407
Dr. George Metz - (830) 229-5581
Steven Sanchez DDS - (830) 816-5228
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) 730-4072
Monarch Dental - (830) 310-3333
Sharad Davis DDS - (830) 302-7254
Toothtime Family Dentistry - (830) 625-6410

SCHERTZ LOCATIONS:

Gary Farrimoond, DDS - (210) 658-4141
Aspen Dental - (210) 659-6622
Yunham Ding, DDS - (210) 659-7884
Modern Dentistry - (210) 810-3690
Monarch Dental - (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 Lifeline. Please follow these steps to order your device:

Monday – Friday, 7:00 am – 7:30 pm

1. Call 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 one of our Advanced Medical Receptionists or Patient Navigators assist you with ordering online.

HEARING & HEARING AID SERVICES

All health plans offer a \$0 co-pay for hearing examinations. All Medicare Advantage plans include TWO hearing aids every year. Should you require a hearing aid, co-pays start at \$99 for the following brands to save you money:

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

Note: All devices have a 3 year warranty

To schedule your hearing examination:

1. Call UnitedHealthcare Hearing at (855) 523-9355
2. Confirm your hearing benefit for the calendar year and schedule your hearing exam
3. After your exam, your audiologist will determine if you require hearing aids. Should you require hearing aids, you will be presented with options at the time of your hearing examination.

AARP Secure Horizon Medicare Advantage (050)	\$99 - 1,249 per year
AARP Medicare Advantage (063)	\$99 - 1,249 per year
AARP Medicare Advantage Premium Plan (071)	\$99 - 1,249 per year
AARP Medicare Advantage Rebate Plan (067)	\$99 - 1,249 per year
UnitedHealthcare Complete Care (058)	\$99 - 1,249 per year
AARP Medicare Advantage Patriot (056)	\$99 - 1,249 per year

Dual Plan members will have an allowance provided yearly:

UnitedHealth Dual Complete Full (053)	\$2,000 per year
UnitedHealthCare Dual Complete Partial (065)	\$1,100 per year

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FITNESS RENEW ACTIVE™

All health plans include a standard membership to participating fitness locations at no additional charge. To access your gym membership simply use your Ucard. Stay on top of your health by adding exercise into your daily routine! This benefit is more than just a gym membership, it can be life-changing. There is a \$0 copay to utilize workout equipment at participating gym locations.

- 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
- Camp Gladiator
- Club Pilates
- LA Fitness
- CycleBar
- New Braunfels Rec.
- Orange Theory
- Planet Fitness
- Pure Barre
- Snap Fitness
- Lifetime Fitness
- UFC Gym
- YMCA
- Transformation Station
- TruFit
- Athletic Clubs
- Centro Fitness

MEAL BENEFITS POST HOSPITAL DISCHARGE

This benefit can be used immediately following an inpatient hospital or skilled nursing facility (SNF) stay. You can receive up to 28 home-delivered meals for up to 14 days. The first meal delivery may take up to 72 hours after ordered. There is a \$0 copay and an **authorization** is required. Home-delivered meals are available nationwide through Roots Food Group.

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Call us first before you go to the ER!

- ✓ Available 24/7
- ✓ Avoid the wait and stress of an ER visit
- ✓ Avoid the expense of an ER visit
- ✓ Speak to a licensed provider



URGENT CARE LOCATIONS

BEFORE you go to Urgent Care, **call your clinic and ask for your provider or a provider on call!** Our doctors are available 24/7 and may be able to care for you without the hassle or expense of an ER.

The following Urgent Care Centers are covered by your health plan:

- **CareNow Urgent Care**



- **Nextcare Urgent Care**



- **Concentra**



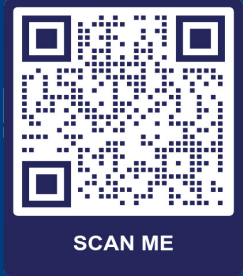
EMERGENCY ROOM/HOSPITALS

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 option	2nd option
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 Height 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**
650 FM 3009
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

