

MEDICARE ADVANTAGE



2025 MA HMO Benefits At A Glance

TRUSTED SENIOR CARE.

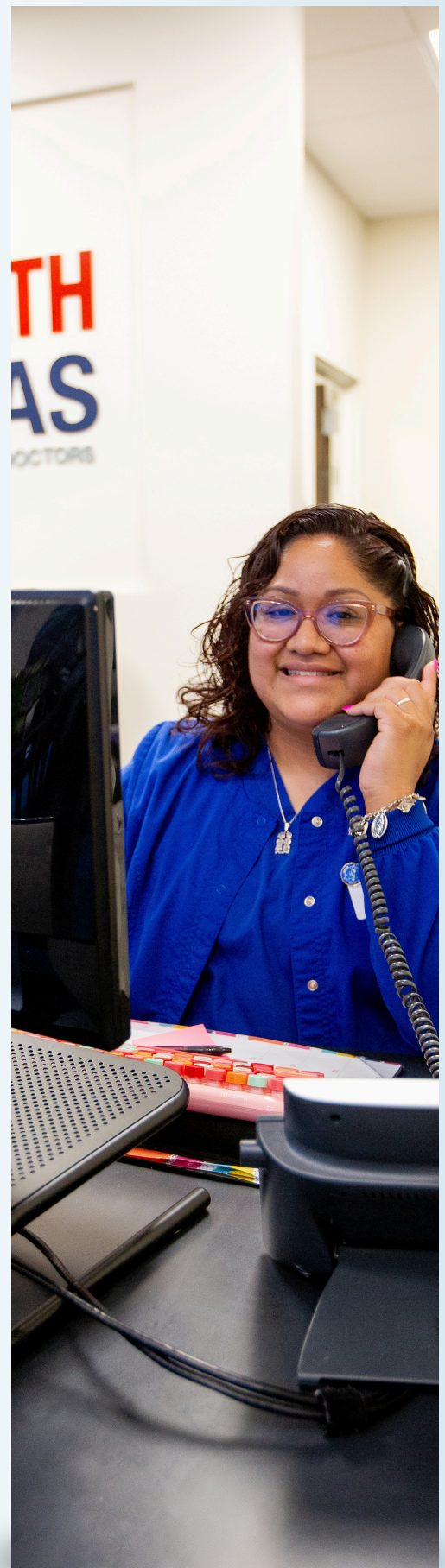
HealthTexas.org



**HEALTH
TEXAS**
PRIMARY CARE DOCTORS

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Welcome to HealthTexas Primary Care Doctors

We are grateful you've selected us as your primary care provider. This booklet is tailored for our VIP Patients—those enrolled in UnitedHealthcare Medicare Advantage HMO Plans. We are exclusively partnered with UnitedHealthcare for Medicare Advantage plans, and you are a valued patient of HealthTexas Primary Care Doctors.



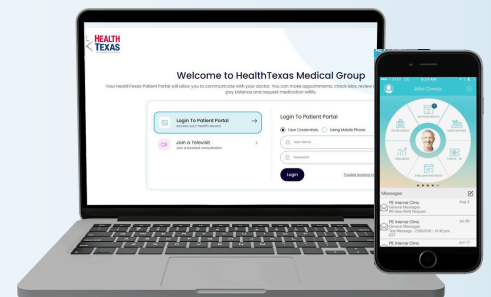
HealthTexas Services

- Board Certified Doctors
- Comprehensive Clinical Team
- Extensive Specialist Network
- Hospital Nurse Case Managers
- Hospitalist Physicians
- On-site EKG's
- On-site Foot Care
- On-site Labs
- On-site Wound Care
- Patient Education Classes
- Patient Navigators
- Patient Portal/Healow app
- Preventive Care
- Saturday Care with Appointments
- Same-Day Sick Appointments
- 24/7 Physician On-Call

Patient Portal/Healow App

Our Patient Portal and Healow App are secure, web-based platforms that provide you with instant access to your health information. **We highly encourage all patients to register for both systems, as using the portal and app will help you save time.**

If you need assistance with the Patient Portal/Healow app, please visit with a Patient Care Representative at your clinic.



View labs and test results



Send and receive secured online messages with your provider



View the status of referrals and authorizations



Schedule non-urgent appointments



Pay your balance and view statements



Request medication refills

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

Patient Navigators

Our Patient Navigators help answer any questions or concerns you may have regarding your healthcare and benefits. These individuals are an essential point of contact, dedicated to our VIP patients, ensuring everyone is informed and on the same page.

Samantha Gonzales

(210) 605-3864

Samantha.Gonzales@HealthTexas.org

Laura Romo

(210) 427-2657

Laura.Romo@HealthTexas.org

Rachel Martinez

(210) 287-7532

Rachel.Martinez@HealthTexas.org

Services provided include:

1. Medication Assistance program (LIS)
2. Provider Services
3. Medicare Savings Program
4. Medicare Advantage Benefit questions and assistance
5. Community Resources



Same Day Sick Appointments

HealthTexas offers same day appointments for established patients needing to see a provider immediately, including Saturdays. **These appointment MUST be scheduled as we do not offer walk-in care.** Same day appointments are intended to save you time and money.

All clinics have same day appointments Monday through Friday, and on Saturdays at either our San Pedro or Wurzbach clinics.



San Pedro clinic

530 San Pedro Ave
San Antonio, TX 78212
(210) 225-4511



Wurzbach clinic

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

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Urgent Care Locations

BEFORE heading to Urgent Care, call your clinic and ask for your provider or an on-call provider! Our doctors are available 24/7 and can often help you without the hassle or expense of an ER visit.

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



Worried you might need a Hospital, ER, or Urgent Care?

Call Us First!



Emergency Room/Hospitals

HealthTexas recommends visiting the hospitals listed below based on your clinic. Our doctors communicate with the ER doctors and HealthTexas Hospitalists, who visit these hospitals daily, to coordinate your care. Always bring a family member and take all your medications with you.

| Clinic | Preference | Optional |
|--------------------|------------------------------|--------------------------|
| 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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What to know about HealthTexas Appointments

Arrival Time



Appointment Time:

Please arrive 15 minutes prior to your appointment time.



Arrival:

Please complete your paperwork, check in, take your vitals, and review your medical history before your appointment to ensure timely service.



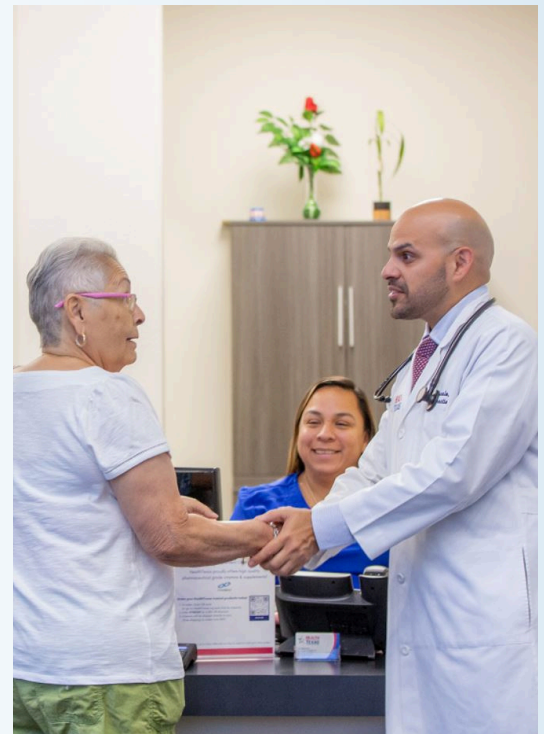
Appointment Timeline:

Please arrive at least 15 minutes before your scheduled time or your appointment may be rescheduled.



Cancellation/Rescheduling:

To avoid a no-show fee, please notify us at least 24 hours in advance if you need to cancel or reschedule your appointment.



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Transportation

Transportation is included with most Medicare Advantage HMO plans and is provided by Modivcare. Transportation should be used **for non-emergency trips** like to/from your HealthTexas appointments, to see a specialist or pick-up a prescription at your Pharmacy.

At HealthTexas, our clinical teams are trained to assist in scheduling your round trip doctor visits, and if you require wheelchair accessibility we'll make sure that is included. However, if you choose to schedule your transportation with Modivcare directly, please make sure to tell them you require a wheelchair accessible vehicle. Modivcare is a pick up/drop off service only, they do not provide assistance with getting in/out of a vehicle.



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.

One-way trips by HMO Health plans:

| | |
|-----------------------------------------------|------------------|
| AARP Medicare Advantage Essentials (050) | None |
| AARP Medicare Advantage Extras (063) | 12 one way trips |
| AARP Medicare Advantage (071) | 36 one way trips |
| AARP Medicare Advantage Giveback (067) | None |
| AARP Medicare Advantage Patriot (056) | 12 one way trips |
| AARP Medicare Advantage CareFlex (078) | None |
| UnitedHealthcare Complete Care (058) | 36 one way trips |
| UnitedHealthcare Dual Complete (021, Texas) | 48 one way trips |
| UnitedHealthcare Dual Complete (052, Full) | 48 one way trips |
| UnitedHealthcare Dual Complete (065, Partial) | 12 one way trips |

If you run out of trips with Modivcare, additional transportation resources are available. Please visit with a patient care representative at your clinic, who can offer support.

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Health Product Benefit

Discounted health products are available through your health plan. Ordering online from the designated vendor can help you save both time and money. If you need assistance with registration or accessing your health product benefits, please reach out to your Advanced Medical Receptionist or Patient Navigator.

Over The Counter Credit (OTC) includes a variety of items like vitamins, pain relievers, toothpaste, and more. You can purchase these products in person or online using your UCard.

Online: MyUHC Medicare.com/HWP

In-Person Locations: CVS, Dollar General, Walgreens, or Walmart



UHC Quarterly Credit by HMO Health Plan:

| | |
|------------------------------------------|-------------------|
| AARP Medicare Advantage Essentials (050) | \$25 per quarter |
| AARP Medicare Advantage Extras (063) | \$80 per quarter |
| AARP Medicare Advantage (071) | \$100 per quarter |
| AARP Medicare Advantage Giveback (067) | \$25 per quarter |
| AARP Medicare Advantage Patriot (056) | \$25 per quarter |
| AARP Medicare Advantage CareFlex (078) | \$25 per quarter |

UHC Monthly Credit by HMO Health Plan:

| | |
|-----------------------------------------------|-----------------|
| UnitedHealthcare Complete Care (058) | \$49 per month |
| UnitedHealthcare Dual Complete (021, Texas) | \$181 per month |
| UnitedHealthcare Dual Complete (052, Full) | \$100 per month |
| UnitedHealthcare Dual Complete (065, Partial) | \$76 per month |

Dual Complete patients can use their UCard for healthy groceries, over-the-counter products, and utility bills (like electricity, gas, water, or internet). You can pay for these items online or in-person at participating stores.

Complete Care patients can use their UCard for healthy groceries and over-the-counter products. You can pay for these items online or in-person at participating stores.

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UnitedHealthcare Rewards

Earn rewards year-round with your UCard. Rewards automatically load onto your UCard and can be used at retailers like CVS, Dollar General, Walgreens, and Walmart. Spend them on eligible items such as over-the-counter products, groceries, gifts, and more.

Rewardable activities for AARP patients:

| | | | | | |
|-----------------------|--------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| Rewardable Activities |  Meet your 2025 UCard |  Complete your annual wellness visit |  Get Moving monthly challenge |  Connect with others |  Get your flu shot |
| Earn | \$5 | \$15 | \$10 per month | \$10 | \$5 |



Rewardable activities for Dual Complete and Complete Care patients:

| | | | | | | |
|-----------------------|--------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| Rewardable Activities |  Meet your 2025 UCard |  Complete your annual wellness visit |  Complete your health assessment |  Get Moving monthly challenge |  Connect with others |  Get your flu shot |
| Earn | \$5 | \$15 | \$10 | \$10 per month | \$10 | \$5 |

Rewards FAQs

How can a patient report a completed activity? Patients can visit myUHCMedicare.com/rewards and click on "Rewards" on the right side of the home page, use the mobile app and select "Rewards," or call the number on their UCard for assistance.

Can rewards be spent online? Yes, rewards can be used at Walmart.com. Patients should filter by Retailer Category, select Walmart, and enter their 17-digit UCard number at checkout.

How can rewards be spent using the UCard? The barcode on the back of the UCard can be scanned at checkout.

Can rewards be spent on anything? No, not all items are eligible. Patients can use the Product Scanner in the UnitedHealthcare app to check eligibility.

Where can patients view their reward balance? Patients can view their balance and transactions in the UCard Hub, accessible from their home page or the rewards page.

Do rewards expire? No, reward balances do not expire and will carry over to the next year's UCard if not spent.



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Prescription & Pharmacy

Your health plan may include Part D, which covers your prescriptions. You can use a local retail pharmacy for your medications. You may also consider using OptumRx mail-order to receive your medications by mail.

OptumRx Mail Order Customer Service Instructions:

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



| | Deductible: | Insulin co-pay: |
|-----------------------------------------------|--------------------|------------------------|
| AARP Medicare Advantage Essentials (050) | \$340 | \$35 Monthly |
| AARP Medicare Advantage Extras (063) | \$420 | \$35 Monthly |
| AARP Medicare Advantage (071) | \$340 | \$35 Monthly |
| AARP Medicare Advantage Giveback (067) | \$495 | \$35 Monthly |
| AARP Medicare Advantage Patriot (056) | \$0 | Visit VA Pharmacy |
| AARP Medicare Advantage CareFlex (078) | \$495 | \$35 Monthly |
| UnitedHealthcare Complete Care (058) | \$340 | \$25 Monthly |
| UnitedHealthCare Dual Complete (021, Texas) | \$0 | \$0 |
| UnitedHealthcare Dual Complete (052, Full) | \$0 | \$0 |
| UnitedHealthCare Dual Complete (065, Partial) | \$0 | \$0 |

Rx Deductible Payment Assistance Program:

1. **Call Member Services:** Dial the number on the back of your UCard.
2. **Provide Info:** Share your member ID number, name, and DOB.
3. **Payment Options:** The representative will offer payment options (no income information needed).
4. **Confirm Plan:** If you agree to a monthly payment, the representative will set up the plan and provide a payment schedule.

Note: If the representative is unfamiliar with the program or unable to assist, end the call and try again with a different representative. You must call and agree to the payment plan.

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Vision Services



HealthTexas partners with South Texas Total Eye Centers (STTEC) for vision exams. No referral is needed. **Vision services include one routine eye exam per year with a \$0 co-pay**, and allowances for frames, lenses, and contacts vary based on your HMO plan, as detailed below:

| | |
|-------------------------------------------------------|---------------------|
| AARP Medicare Advantage Essentials (050) | \$200 every 2 years |
| AARP Medicare Advantage Extras (063) | \$300 every 2 years |
| AARP Medicare Advantage (071) | \$300 every 2 years |
| AARP Medicare Advantage Giveback (067) | \$200 every 2 years |
| AARP Medicare Advantage Patriot (056) | Not covered |
| AARP Medicare Advantage CareFlex (078) | \$250 every 2 years |
| UnitedHealthcare Complete Care (058) | \$200 every 2 years |
| UnitedHealthCare Dual Complete (021, Texas) | \$300 per year |
| UnitedHealthcare Dual Complete Full (052, Full) | \$200 per year |
| UnitedHealthCare Dual Complete Partial (065, Partial) | \$250 every 2 years |

To schedule your vision examination:

Please visit a patient care representative at your clinic, and they will assist you in setting up an appointment with a provider.

South Texas Total Eye Care and Vision Source of San Antonio locations:

DOWNTOWN

San Antonio Eye Center; P.A.

622 Camden
523 Dallas St
801 Brooklyn
800 McCullough Ave
(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
11149 Westwood Loop
(210) 226-6169

NORTHCENTRAL

San Antonio Eye Center; P.A.

19292 Stone Oak Pkwy
14807 San Pedro
(210) 226-6169

Alamo City Eye Physicians

19026 Stone Oak Pkwy
(210) 946-2020

SOUTH

San Antonio Eye Center, P.A.

2119 Commercial Ave.
(210) 226-6169

SOUTHEAST

Alamo City Eye Physicians

3327 Research Plaza, Suite #306
(210) 946-2020

BOERNE

Rashid and Rice Eye Associates, PLLC

113 Falls Court, Suite 100
(830) 248-1222

Retina Specialist of San Antonio

124 E Bandera St. #403
(210) 271-7648

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 preventive services, like exams and cleanings 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, and extractions.



Comprehensive Dental Services year allowance:

| | |
|-----------------------------------------------|-------------------|
| AARP Medicare Advantage Essentials (050) | \$1,500 per year |
| AARP Medicare Advantage Extras (063) | \$4,000 per year |
| AARP Medicare Advantage (071) | \$5,000 per year |
| AARP Medicare Advantage Giveback (067) | Preventative only |
| AARP Medicare Advantage Patriot (056) | \$2,000 per year |
| AARP Medicare Advantage CareFlex (078) | \$1,500 per year |
| UnitedHealthcare Complete Care (058) | \$2,000 per year |
| UnitedHealthCare Dual Complete (021, Texas) | \$3,000 per year |
| UnitedHealthcare Dual Complete (052, Full) | \$1,500 per year |
| UnitedHealthCare Dual Complete (065, Partial) | \$2,500 per year |

SAN ANTONIO LOCATIONS:

Smile Structure Dentistry (210) 572-2394
Campos Family Dental (210) 275-9155
Celebrate Dental & Braces (210) 686-0739
River City Dental Solutions (210) 349-3745
TruSmile Dentistry (210) 479-8779
Bechermann Family Dental (210) 336-8478
Smile Kings Dental (210) 236-9220
Helotes Family Dentistry (210) 318-4119
Southtown Dental Group (210) 227-0101
Sonterra Dental (210) 341-3222

NEW BRAUNFELS LOCATIONS:

Premier Dental Center (830) 625 -2111
New Braunfels Modern Dentistry (830) 201-1223
Aspen Dental (830) 730-4072
Toothtime Family Dentistry (830) 625-6410
New Braunfels Dental Arts (830) 629-7494

SCHERTZ LOCATIONS:

Gary Farrimoond, DDS (210) 658-4141
Aspen Dental (210) 659-6622
Modern Dentistry (210) 810-3690
Marbella Dentistry (210) 774-5122
Ideal Dental (210) 658-8100
Premier Dental Center (210) 654-9094

BOERNE LOCATIONS:

Lifetime Dental (830) 249-9300
Boerne Dental Center (830) 249-2045
Premier Dental Boerne (830) 249-8407
Dr. George Metz (830) 229-5581
Steven Sanchez DDS (830) 816-5228
Complete Dental Studio (830) 368-4830

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Hearing & Hearing Device Services

Hearing services include one exam per year with a \$0 co-pay. All Medicare Advantage plans include TWO hearing devices every year. Should you require a hearing device, co-pays start at \$99.

To schedule your hearing examination:

1. Kindly meet with our Patient Care Representative at your clinic.
2. Our Patient Care Representative will assist in locating a suitable hearing provider for you.
3. Contact the recommended hearing location to book your appointment.
4. Following your examination, your audiologist will assess whether you need hearing aids. If necessary, you'll be presented with various options during your examination.



Co-pay ranges for the following plans:

| | |
|-----------------------------------------------|-------------------------|
| AARP Medicare Advantage Essentials (050) | \$99 - 1,249 per device |
| AARP Medicare Advantage Extras (063) | \$99 - 1,249 per device |
| AARP Medicare Advantage (071) | \$99 - 1,249 per device |
| AARP Medicare Advantage Giveback (067) | \$99 - 1,249 per device |
| AARP Medicare Advantage Patriot (056) | \$99 - 1,249 per device |
| AARP Medicare Advantage CareFlex (078) | \$99 - 1,249 per device |
| UnitedHealthcare Complete Care (058) | \$99 - 1,249 per device |
| UnitedHealthCare Dual Complete (065, Partial) | \$99 - 1,249 per device |

The following Dual Plans have an allowance provided yearly:

| | |
|---------------------------------------------|------------------|
| UnitedHealthCare Dual Complete (021, Texas) | \$2,200 per year |
| UnitedHealthcare Dual Complete (052, Full) | \$1,500 per year |

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Meal Benefits

Post Hospital Discharge

This benefit can be used immediately following an inpatient hospital or skilled nursing facility (SNF) stay for most of the MA plans. 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 the HealthTexas case management department will create a referral for your meals.

Fitness Renew Active™

All health plans include a standard membership to participating fitness locations at no additional charge with no contract needed. To access your gym membership simply use your UCard. Stay on top of your health by adding exercise into your daily routine! Patients will have access to equipment orientations, classes, socials and access to basic amenities. For complete location list in your health plan network call (866) 550-4736 or visit UHCRenewActive.com

To begin a membership at a gym follow these steps:

1. Call UnitedHealthcare at (866) 550-4736
2. You will be provided with a fitness ID number
3. Visit a gym of your choice and present them with the fitness ID number provided



Below are some participating locations:

- Anytime Fitness
- Gold's Gym
- Camp Gladiator
- ALFA Fitness
- LA Fitness
- Planet Fitness
- Fitness Connection
- CycleBar
- YMCA
- TruFit
- Crunch Fitness
- Snap Fitness
- Transformation Station

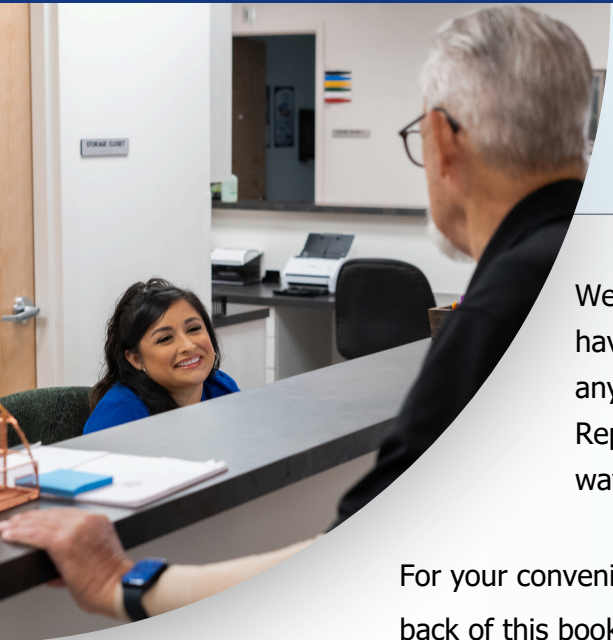
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Patient Education

We provide a diverse range of in-person Patient Education classes for individuals to learn more about specific health topics. Our classes include:

- Alzheimer's
- Diabetes
- COPD/Asthma
- Heart Failure
- Hypertension
- Life Planning
- Matter of Balance
- Menopause
- Nutrition

To sign up for a class, please call (210) 921-9915 or visit with a Patient Care Representative at your clinic.



Thank You for Trusting Us

We are committed to providing you with the highest level of care. If you have any questions about your plans, benefits, community resources, or anything else, please feel free to speak with a Patient Care Representative at your clinic. We're here to help you every step of the way. **Welcome to HealthTexas!**

For your convenience, you can find your specific clinic's direct phone number on the back of this booklet.

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Scan here

TRUSTED SENIOR CARE.

- 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 Park 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

