



**Keep Doing
The Things You
*Love!***



Purpose

To serve our patients
Como Familia—Like Family™.

Vision

To lead the transformation
to value-based healthcare
that is physician-led and
focused on the needs and
experiences of patients
and communities.

Mission

We are a patient-centered,
physician-led, value-
driven medical group
that enhances the well-
being of our patients
through coordinated
compassionate care.

CONTENT

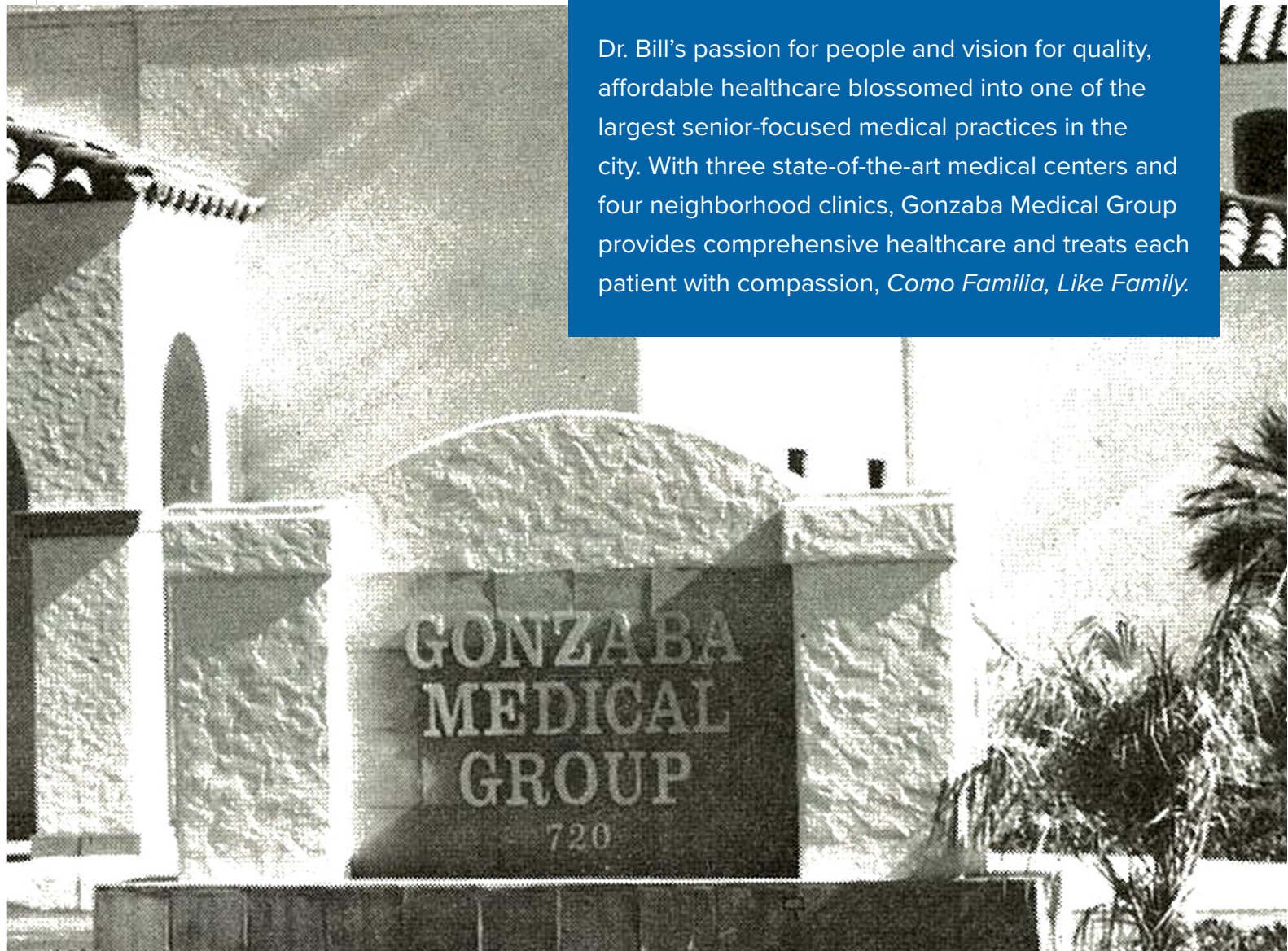
| | |
|--|--------|
| The Gonzaba Story | 4 |
| The Visionary..... | 6 |
| The Coordinated Care Model | 8, 9 |
| Radiology Services | 10, 11 |
| Physical Medicine and Rehabilitation | 12, 13 |
| Gonzaba Urgent Care | 14, 15 |
| Managed Care Plans | 16, 17 |
| Our Doctors | 18–25 |
| Specialty Center | 26, 27 |
| Locations | 28, 29 |
| Awards and Accreditations..... | 30, 31 |
| Field Marketing Team..... | 32 |
| Agent Rules | 33–35 |

THE GONZABA STORY

More than 60 years ago, Dr. Bill Gonzaba implemented a model that would positively change the quality and accessibility of medical care forever. What is now nationally known as the “full-risk” healthcare model puts the patient at the center of the practice and was pioneered by Gonzaba Medical Group, the first locally-owned medical group in San Antonio.

“I wanted to bring quality medical care closer to home for the friends, neighbors and family I grew up with,” shares Dr. Bill. “I had watched my parents and their friends suffer because of the lack of access to medical care.”

Dr. Bill’s passion for people and vision for quality, affordable healthcare blossomed into one of the largest senior-focused medical practices in the city. With three state-of-the-art medical centers and four neighborhood clinics, Gonzaba Medical Group provides comprehensive healthcare and treats each patient with compassion, *Como Familia, Like Family*.



Our goal is to surround patients with quality services and resources that decrease medical costs and increase positive healthcare outcomes. We’ve created a system in which Gonzaba physicians work together daily to provide primary care, urgent care, specialty care, preventive services and end-of-life care all within the same medical group. Each patient has a personalized healthcare team that collaborates on their behalf. Services such as CT scans, MRI’s and lab services are all provided in-house for convenience and efficiency.

2022

Gonzaba Hillcrest Medical Center opened and expanded as a 52,000 square foot comprehensive medical complex.

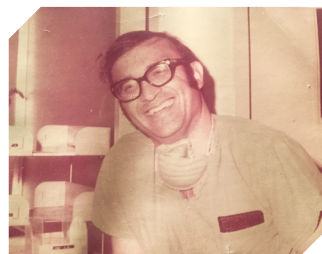


We continue our commitment to the community by offering classes and activities to keep seniors healthy and happy. Gonzaba Medical Group has also partnered with various local leaders to promote better health throughout San Antonio as a whole, including City Council, SAWS, The Salvation Army and the San Antonio Food Bank.

The Gonzaba Medical Group commitment to quality care has earned the trust of thousands of patients since 1960, and we are dedicated to delivering on that trust for years to come.

THE VISIONARY

Dr. William Gonzaba earned his undergraduate degree from the University of Texas in Austin, Texas and medical degree from the University of Texas Medical Branch in Galveston, Texas. He began practicing medicine in 1960 and has dedicated his medical career to family practice and general surgery.



During his distinguished career, Dr. Bill Gonzaba has served as Clinical Assistant Professor in the Department of Family Practice at the University of Texas Health Science Center in San Antonio and is a member of the Alumni Board of Trustees and the Alumni Advisory Committee of Minority Affairs and the UTMB Sealy Society at the University of Texas Medical Branch in Galveston.

Awards:

- Adelante Award | Hispanic Magazine
- Business Success Series Award | San Antonio Hispanic Chamber of Commerce
- Community Champion Business Award | West San Antonio Chamber of Commerce
- Entrepreneur of the Year Award | Ernest & Young, Inc. Magazine and Merrill Lynch
- Hall of Fame Award | Mexican American Physicians Association
- Healthcare Heroes Lifetime Achievement Award | San Antonio Business Journal
- Legacy Leader Award | San Antonio Business Journal
- Legends Award | South San Antonio Chamber of Commerce

Memberships and Affiliations:

- American Medical Association
- American Academy of Family Practice
- Texas Medical Association
- Bexar County Medical Society
- Institute of American Entrepreneurs



Dr. William Gonzaba
Founder/CEO



FRANCISCO "PACO" GONZABA
EXECUTIVE DIRECTOR
OF BUSINESS OPERATIONS

"The quality care that our physicians and staff provide our patients is further enhanced through our commitment to patient satisfaction and customer service. We achieve this through community engagement partnerships, and activities and effective communication. From the moment patients walk through our doors, our culture creates an environment of quality care and compassion for their well-being. We also build strong relationships within the insurance agent community who create a vital link between our clinic and our patients. Our overall goal at Gonzaba is to help everyone in the community benefit from the value of being part of the Gonzaba family."



DR. DAVID PADILLA
CHIEF MEDICAL OFFICER

"Gonzaba is actively led by Dr. Bill and a highly qualified physician leadership team, offering a model of the future that separates Gonzaba from other clinics. Our primary focus is to treat the patient with holistic care at all stages of their life. Gonzaba physicians meet frequently to discuss appropriate and innovative practices to deliver the highest quality healthcare. Our team ensures that all faculty and staff follow the Gonzaba Mission of treating all patients *"Como Familia."*

THE COORDINATED CARE MODEL



CASE MANAGERS

Case Managers coordinate and manage the care of high-risk patients in the hospital or in a skilled nursing facility.

SPECIALIST CARE

- Endocrinology
- Rheumatology
- Podiatry
- Hematology/Oncology
- Wound Care
- Infectious Diseases
- Dermatology
- Colon and Rectal Surgeries

WELLNESS MANAGEMENT

- Women & Men's Wellness
- Screenings
- Foot Clinic
- Diabetes Education & Management
- Pain Management/Joint Injection
- Flu/Seasonal Clinic

ENHANCED URGENT CARE

The only Joint Commission Accredited Urgent Care based in San Antonio.

CONTACT CENTER

SENIOR CARE HOTLINE

Senior Nurse Line

We have nurses on duty Monday through Friday 8 AM–5 PM to take calls from patients who are feeling ill or need to be seen right away. **210-921-6688**

Senior Focus Line

Patients can call or send a message to their physician for prescription refills, appointment questions, or any other healthcare needs. **210-921-6677**

ADVANCED RADIOLOGY & IMAGERY/LAB SERVICE

- MRI
- Computed Tomography (CT)
- Vascular Studies & Sonograms
- Bone Density
- Echocardiograms
- Mammography

HOSPITALISTS

GMG physicians work in hospitals to coordinate with patients' primary care physicians.

PHYSICAL THERAPY

- Routine Care/Physicals
- Work Condition Programs
- Back Safety and Lifting Education
- Ergonomics Education
- Functional Capacity Evaluations

PALLIATIVE CARE

Provides hospice and supportive living services offering comfort to patients and families.

HOSPITAL HIGH RISK HOME VISITS

We provide in-home nursing services to home-bound patients such as: body system checks, wound care, IV therapy, and more.

Our team also performs hospital follow-up evaluations in the patient's home within 7 days of discharge.

HOLISTIC CARE

- Pain Management
- Acupuncture
- Dry Needling
- Massage/Myofascial Release

WELLNESS PROGRAM

- Cooking Classes
- Healthy Living Support
- Tai Chi/Yoga/Zumba/Meditation

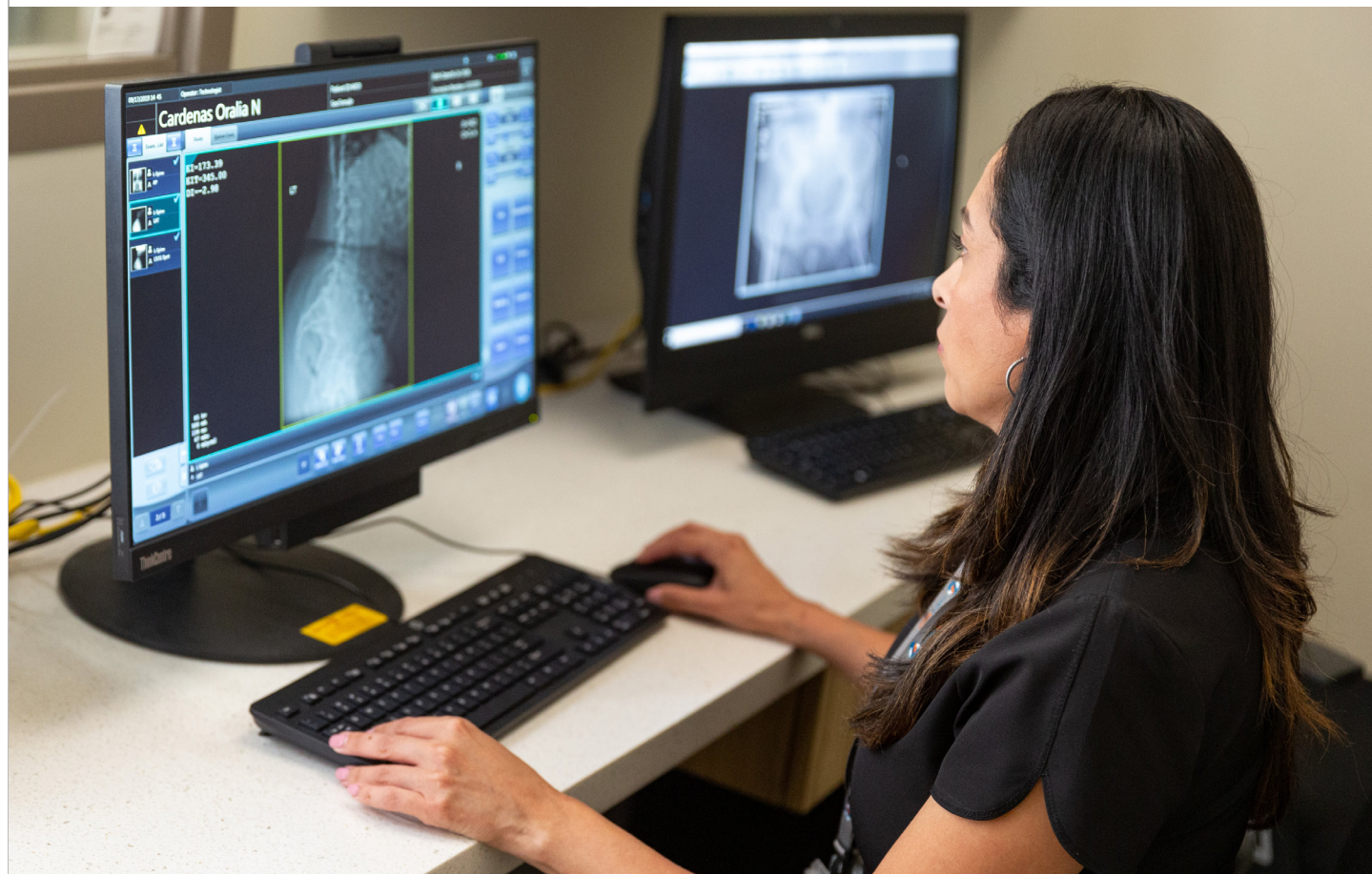
RADIOLOGY SERVICES

Part of what sets Gonzaba Medical Group apart from other medical facilities is our full-service diagnostic imaging and interventional radiology services. Unlike most medical facilities, Gonzaba Medical Group conveniently offers radiology services at their locations for imaging and diagnostic testing. Gonzaba Medical Group patients enjoy the convenience of not having to travel far to receive the best in advanced imaging at an affordable cost.

Our highly quailed and experience team uses some of the latest state-of-the art technology available.

WE PROVIDE THE FOLLOWING SERVICES:

- MRI
- CT Scan
- Ultrasound
- Vascular
- Mammography
- X-Ray
- Bone Density
- Echocardiograms



WE LEAD INNOVATION IN THE PRACTICE OF MEDICINE.



THE GONZABA DIFFERENCE:

For questions about Radiology Services, please call 210-923-XRAY (9729) to speak with an Ancillary Coordinator.

We deliver the highest quality care at the lowest cost with compassion and respect.



PHYSICAL MEDICINE AND REHABILITATION

At Gonzaba Medical Group, the Physical Medicine and Rehabilitation staff is committed to providing patients with safe and effective treatments. After an initial evaluation, a comprehensive plan is initiated to quickly begin the recovery process. This plan will include an exercise program individually designed for the patient and their specific condition. Patients have access to state-of-the-art rehabilitation equipment and education resources to help promote mobility and decrease pain. Our goal is to provide patients with the right tools to improve their quality of life.

WE PROVIDE THE FOLLOWING SERVICES:

- Routine Care / Physicals
- Work Condition Programs
- Back Safety and Lifting Education
- Ergonomics Education
- Functional Capacity Evaluations

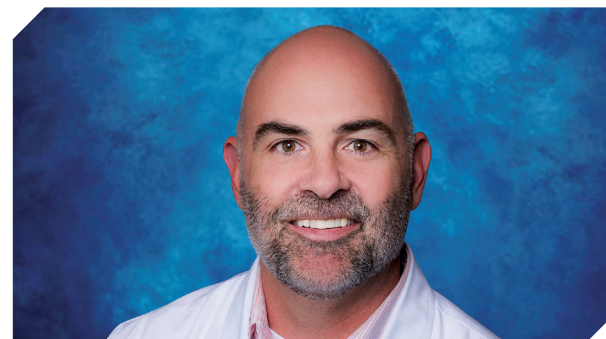
For more information or to request an appointment call **210-921-3800**.



JOHN MIRELES | CHIROPRACTOR
Northwest Medical Center

PHYSICAL THERAPY CENTER

7219 Culebra Rd., San Antonio, TX 78251
Monday–Thursday 7 AM–5 PM
Friday 7 AM–4 PM
Saturday 8 AM–12 PM
Sunday Closed



TOM LONGHWAY | PHYSICAL THERAPIST
Northwest Medical Center

PHYSICAL THERAPY CENTER

7219 Culebra Rd., San Antonio, TX 78251
Monday–Thursday 7 AM–5 PM
Friday 7 AM–4 PM
Saturday 8 AM–12 PM
Sunday Closed



STUART SAUNDERS | PHYSICAL THERAPIST
Main Medical Center

PHYSICAL THERAPY CENTER

810 Pleasanton Rd., San Antonio, TX 78214
Monday–Thursday 8 AM–6 PM
Friday 7:30 AM–6 PM
Saturday 9 AM–12 PM
Sunday Closed



BRADLEY SMITH | CHIROPRACTOR
Main Medical Center

PHYSICAL THERAPY CENTER

810 Pleasanton Rd., San Antonio, TX 78214
Monday–Thursday 8 AM–6 PM
Friday 7:30 AM–6 PM
Saturday 9 AM–12 PM
Sunday Closed

Gonzaba Urgent Care Center Leading the Way

**State-of-the-Art,
Advanced Urgent Care Center**



Innovation. Compassion. Community.

What makes Gonzaba Medical Group truly unique? It is our *Coordinated Care model* – where primary care physicians work directly with a multitude of other services for the benefit of the patient, including Urgent Care. Gonzaba Medical Group is proud to announce the opening of the new advanced Gonzaba Urgent Care Center at 711 Pleasanton Rd.

This state-of-the-art Urgent Care Center sets itself apart from traditional urgent care facilities, where patients can expect same-day comprehensive acute care with labs, diagnostics, the latest technology, and care that is aligned with the patient's Gonzaba Primary Care physician. All of this is paired with the personalized attention Gonzaba Medical Group is known for – *Como Familia, Like Family.*



Dr. Tom Gonzaba and Francisco "Paco" Gonzaba

"Our investment and innovation of advanced urgent care is beyond the expected and not common in the industry. This expansion aligns with our focus on the patient."

Dr. Tom Gonzaba
Medical Director,
Gonzaba Medical Group

"The advanced Gonzaba Urgent Care Center is a prime example of innovation at work for our community. As San Antonio's leading senior health care provider, we are growing in line with our mission, vision, and values to better meet the needs of our patients."

Francisco "Paco" Gonzaba
Executive Director of Business
Operations

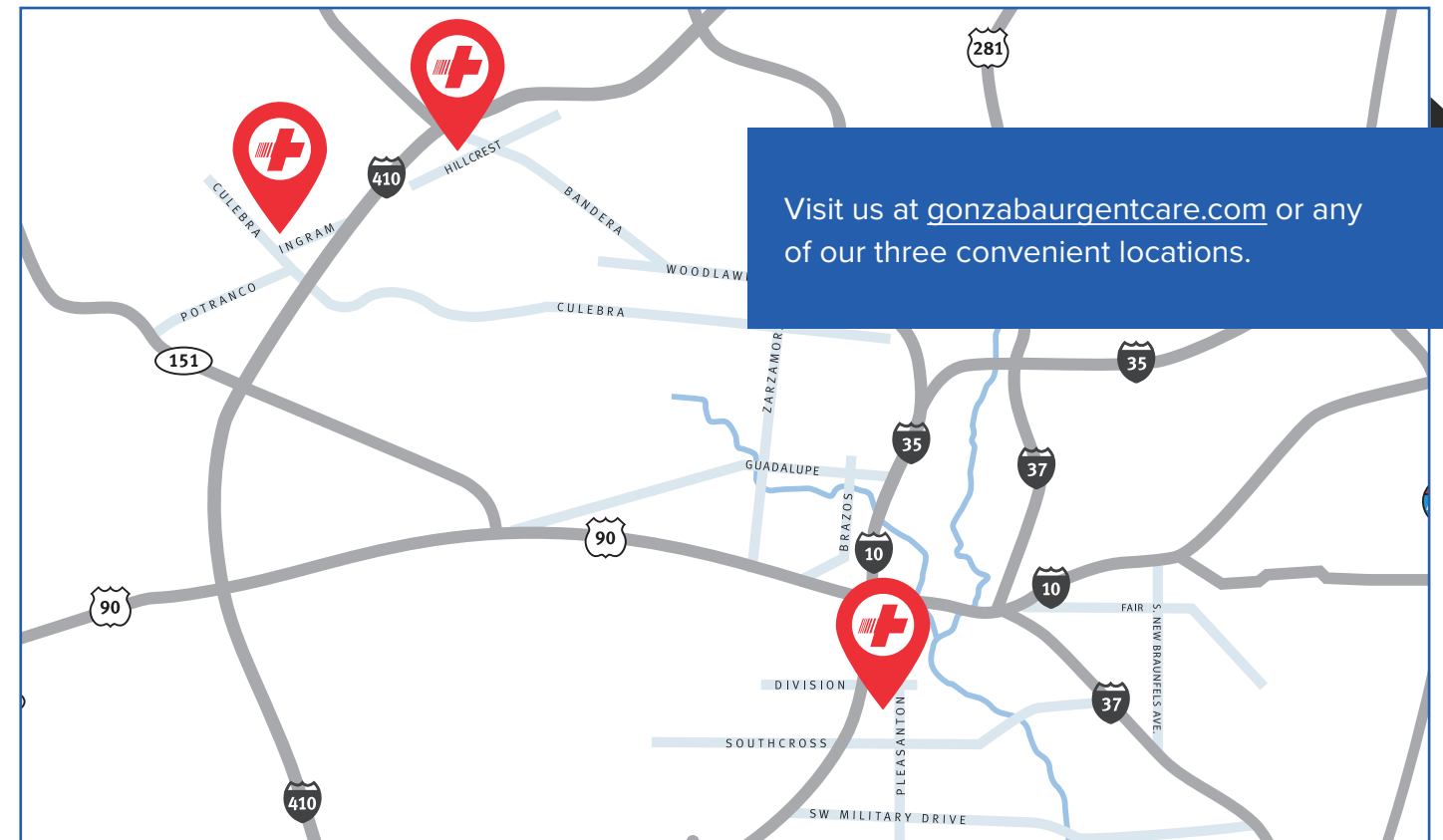


GONZABA™
URGENT CARE CENTER


Gonzaba Urgent Care is available for same day and walk-in care for medical conditions that need to be addressed right away. We offer advanced diagnostic capabilities such as lab services and radiology. Providers at our Urgent Care collaborate with our primary care physicians to deliver coordinated care for our patients ensuring your healthcare is our top priority.


VISIT THE URGENT CARE FOR:


- Allergies or asthma
- Cough, cold or flu
- Sore throat
- Respiratory or sinus infection
- Headache
- Joint aches and pain
- Nausea and vomiting
- Rash, infection, insect bite or small wound



Visit us at gonzabaurgentcare.com or any of our three convenient locations.

 **Main Medical Center**
711 Pleasanton Rd.
San Antonio, TX 78214
8 AM–8 PM

 **Northwest Medical Center**
7219 Culebra Rd.
San Antonio, TX 78251
8 AM–8 PM

 **Hillcrest Medical Center**
1499 Hillcrest Dr.
San Antonio, TX 78228
M-F: 8 AM–8 PM
Closed Weekends

MEDICARE ADVANTAGE PLANS

CONTRACTED WITH GONZABA MEDICAL GROUP



**Medicare Advantage PPOs allow patients to access care "outside of Network" but the patient typically pay higher "out of network" costs. While a Medicare Advantage PPO patient can access care at GMG, we are not contracted, are not part of the Network and so patients may pay more out-of-pocket to receive healthcare services at Gonzaba Medical Group (GMG).

**Medicare Advantage PPOs permite que los pacientes tengan acceso a cuidado médico "fuera de la red" pero el paciente típicamente paga más. Mientras que un paciente de Medicare Advantage PPO puede tener acceso a cuidado médico en GMG, no nos contratan, ni somos partede la red, asi que los pacientes pueden pagar más para recibir servicios de cuidado medico en GMG.



MAIN MEDICAL CENTER

720 Pleasanton Rd., San Antonio, TX • Monday–Friday 8 AM–5 PM

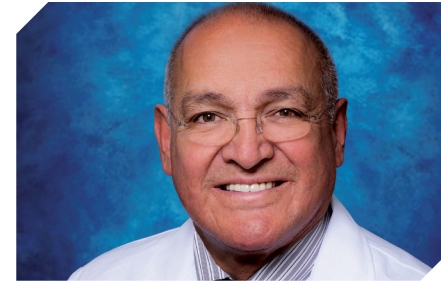


DR. TOM GONZABA

Board Certified, Emergency Medicine and Internal Medicine

UHC - DEC # 020103-0002
WP - PRPR # 01378495
HUM - VENDOR ID # 642662
DEV - DH ID # LX24ES-AX
CIGNA - C08401794
SCAN - 459022

Se Habla Español



DR. PASCUAL MENDOZA

Board Certified, Family Medicine

UHC - DEC # 020103-0050
WP - PRPR # 03095548
HUM - VENDOR ID # 641240
DEV - DH ID # LX24ES-AS
CIGNA - QMP000002287168
SCAN - 459482

Se Habla Español



DR. MANUEL MARTINEZ

Board Certified, Internal Medicine

UHC - DEC # 020103-0021
WP - PRPR # 01429254
HUM - VENDOR ID # 641238
DEV - DH ID # LX24ES-AJ
CIGNA - QMP000002276374
SCAN - 494393

Se Habla Español



Provider has reached maximum capacity.

DR. RAYLEEN VILLANUEVA

Board Certified, Internal Medicine

UHC - DEC # 020103-0021
WP - PRPR # 01429254
HUM - VENDOR ID # 641238
DEV - DH ID # LX24ES-AJ
CIGNA - QMP000002276518
SCAN - 458504

Se Habla Español



DR. CRISTINA RIVERA

Board Certified, Family Medicine

UHC - DEC#: 020103-0112
HUM - VENDOR ID # A18777
DEV - DH ID # LX24ES-AK

Se Habla Español



DR. ZAHIR OSUNA

Board Certified, Internal Medicine

UHC - DEC # 020103-0097
WP - PRPR # 12102164
HUM - VENDOR ID # 3450175
DEV - DH ID # LX24ES-AD
CIGNA - QMP000005944296

Se Habla Español



DR. MELISSA MARTINEZ-DIAZ

Board Certified, Internal Medicine

UHC - DEC # 020103-0088
WP - PRPR # 06668294
HUM - VENDOR ID # 641239
DEV - DH ID # LX24ES-AR
CIGNA - QMP000003435307
SCAN - 390905

Se Habla Español



DR. JESUS GARCIA-GALLEGOS

Board Certified, Family Medicine

UHC - DEC # 020103-0032
WP - PRPR # 01404397
HUM - VENDOR ID # 642651
DEV - DH ID # LX24ES-AQ
CIGNA - QMP000003355752
SCAN - 458847

Se Habla Español



DR. LOUIS GUTIERREZ

Board Certified, Family Medicine

UHC - DEC # 020103-0037
WP - PRPR # 01709323
HUM - VENDOR ID # 642654
DEV - DH ID # LX24ES-BD
CIGNA - QMP000003461209
SCAN - 494383

Se Habla Español



DR. JOSE ALEJANDRO CORTES

Board Certified, Family Medicine

HUM - VENDOR ID # A18782
DEV - DH ID # LX24ES-AN

Se Habla Español



DR. LAURA TORRES

Board Certified, Internal Medicine

UHC - DEC#: 020103-0113
DEV - DH ID # LX24ES-AM
HUM - VENDOR ID # A18780

Se Habla Español



DR. NICOLAS MORTON GONZABA

Board Certified, Internal Medicine

UHC - DEC#: 020103-0114
DEV - DH ID # LX24ES-AH
HUM - VENDOR ID # A22336



DR. TERRI KIRN

Board Certified, Family Medicine

UHC - DEC # 020103-0056
WP - PRPR # 03127885
HUM - VENDOR ID # 642659
DEV - DH ID # LX24ES-BA
CIGNA - QMP000005779913
SCAN - 459399



DR. JACOBO MORALES

Board Certified, Internal Medicine

UHC - DEC # 020103-0055
WP - PRPR # 03127899
HUM - VENDOR ID # 641242
DEV - DH ID # LX24ES-AT
CIGNA - QMP000003705668
SCAN - 459397

Se Habla Español



DR. JULIAN FALLA

Board Certified, Internal Medicine

UHC - DEC # 020103-0095
WP - PRPR # 11890997
HUM - VENDOR ID # 2234597
DEV - DH ID # LX24ES-AC
CIGNA - QMP000004451287
SCAN - 494261

Se Habla Español



DR. MIGUEL F PALACIOS

Board Certified, Family Medicine

Se Habla Español

NORTHWEST MEDICAL CENTER

7219 Culebra, San Antonio, TX 78251 • Monday–Friday 8 AM–5 PM



DR. V. GREG GONZABA

Internal Medicine

UHC - DEC # 020103-0005
WP - PRPR # 01434112
HUM - VENDOR ID # 642660
DEV - DH ID # LX24EU-AQ
CIGNA - QMP000003459192
SCAN - 460921

Se Habla Español



DR. JUDY CANTU

Board Certified, Internal Medicine

UHC - DEC #020103-0078
WP - PRPR # 04961447
HUM - VENDOR ID # 642653
DEV - DH ID # LX24EU-AA
CIGNA - QMP000005938504
SCAN - 494259

Se Habla Español



Provider has reached maximum capacity.

DR. CARLA ACRA DESPRADEL

Board Certified, Internal Medicine

UHC - DEC # 020103-0091
WP - PRPR # 07818020
HUM - VENDOR ID # 674461
DEV - DH ID # LX24EU-AP
CIGNA - QMP000005938367
SCAN - 493943

Se Habla Español



DR. ROBERT NICHOLS

Board Certified, Family Medicine

UHC - DEC # 020103-0057
WP - PRPR # 03089881
HUM - VENDOR ID # 641244
DEV - DH ID # LX24EU-AS
CIGNA - HSSPC0000047092
SCAN - 494560



Provider has reached maximum capacity.

DR. IDALYS SANTOS-SANCHEZ

Board Certified, Internal Medicine

UHC - DEC # 020103-0096
WP - PRPR # 12268885
HUM - VENDOR ID # 10030
DEV - DH ID # LX24EU-AB
CIGNA - QMP000005938512
SCAN - 494162

Se Habla Español



DR. SUMANDEEP BRAR

Board Certified, Internal Medicine

UHC - DEC # 020103-0096
WP - PRPR # 12268885
HUM - VENDOR ID # A18779
DEV - DH ID # LX24EU-AD
SCAN - 494664



DR. DAVID NAVA JR.

Internal Medicine

UHC - DEC # 020103-0111
WP - PRPR # 12268886
HUM - VENDOR ID # A21086
DEV - DH ID # LX24EU-AE
SCAN - 494162

Se Habla Español



DR. ALEJANDRO MACIAS SUSTAITA.

Internal Medicine

Se Habla Español

NORTH CENTRAL CLINIC

6487 Blanco Rd., San Antonio, TX 78216 • Monday–Friday 8 AM–5 PM



DR. N. PAOLA FORERO MEDINA

Board Certified, Family Medicine

UHC - DEC # 020103-0099
WP - PRPR # 12211403
HUM - VENDOR ID # 25226
DEV - DH ID # LX24FE-AC
CIGNA - QMP000005057398
SCAN - 494505

Se Habla Español



DR. DOUGLAS VALBUENA

Board Certified, Internal Medicine

UHC - DEC # 020103-0079
WP - PRPR # 05175839
HUM - VENDOR ID # 641253
DEV - DH ID # LX24FE-AB
CIGNA - QMP000005938520
SCAN - 494067

Se Habla Español



DR. CHRISTEN CUEVAS

Board Certified, Family Medicine, Preventive Medicine

UHC - DEC # 020103-0102
WP - PRPR # 18567516
HUM - VENDOR ID # A07181
DEV - DH ID # LX24FE-AE
CIGNA - QMP000005944293

Se Habla Español

GUADALUPE CLINIC

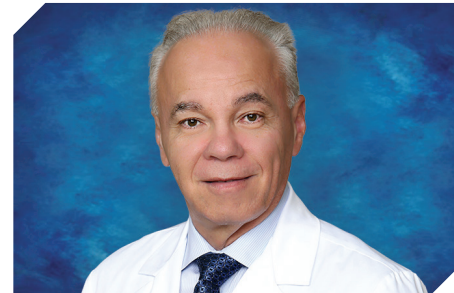
1313 Guadalupe St., San Antonio, TX 78207 • Monday–Friday 8 AM–5 PM



DR. KAREN OLARTE

Board Certified, Internal Medicine

UHC - DEC # 020103-0047 *Se Habla Español*
 WP - PRPR # 01957608
 HUM - VENDOR ID # 641245
 DEV - DH ID # LX27J4-AB
 CIGNA - QMP000004022082
 SCAN - 494283



DR. LUIS BIELER

Board Certified, Internal Medicine

Se Habla Español

SOUTHEAST CLINIC

3520 S. New Braunfels, San Antonio, TX 78223 • Monday–Friday 8 AM–5 PM

(*Provider availability varies per location, see details below.)



DR. CARLOS GARCIA FAJARDO

Board Certified, Family Medicine

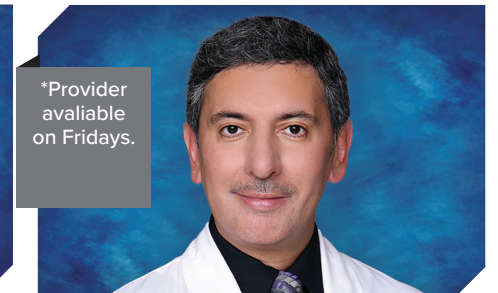
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 SCAN - 492718



DR. MARTHA GUADAMUD PACHECO

Board Certified, Family Medicine

UHC - DEC # 020103-0080 *Se Habla Español*
 WP - PRPR # 05175841
 HUM - VENDOR ID # 642655
 DEV - DH ID # LX24EW-AL
 CIGNA - QMP000005166088
 SCAN - 494418



*Provider available on Fridays.

CRENCIO DURAN JR.

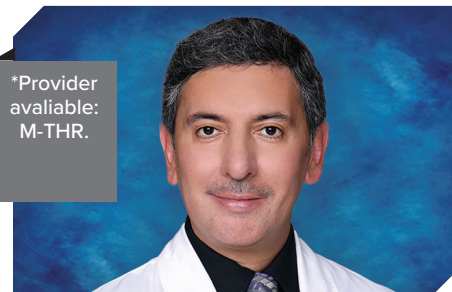
Board Certified, Family Medicine

Se Habla Español

DOWNTOWN CLINIC

1303 McCullough, Ste. 170, San Antonio, TX 78212 • Monday–Friday 8 AM–5 PM

(*Provider availability varies per location, see details below.)



*Provider available: M-THR.

CRENCIO DURAN JR.

Board Certified, Family Medicine

UHC - DEC # 020103-0021 *Se Habla Español*
 WP - PRPR # 01429254
 HUM - VENDOR ID # 641238
 DEV - DH ID # LX24ES-AJ
 CIGNA - QMP000002276374
 SCAN - 494393



DR. MICHELLE GONZABA.

Board Certified, Family Medicine

HILLCREST MEDICAL CENTER

1499 Hillcrest Dr., San Antonio, TX 78228



DR. LAURA PIÑON TRIPLETT

Board Certified, Family Medicine

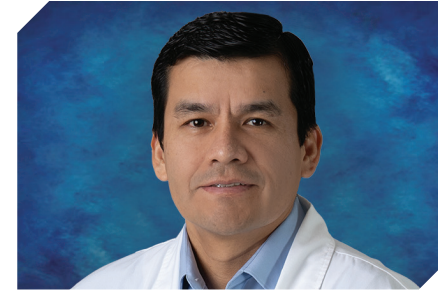
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 CIGNA - QMP000005938522
 SCAN - 494350



DR. ALEJANDRO LERMA

Board Certified, Family Medicine

UHC - DEC # 020103-0052 *Se Habla Español*
 WP - PRPR # 01932071
 HUM - VENDOR ID # 642642
 DEV - DH ID # LX2AZK-AE
 CIGNA - QMP000004069413
 SCAN - 459239



DR. ERICK F. ALVAREZ MOSQUEIRA

Board Certified, Family Medicine

UHC - DEC # 020103-0060 *Se Habla Español*
 WP - PRPR # 03094379
 HUM - VENDOR ID # 642646
 DEV - DH ID # LX2AZK-AF
 CIGNA - QMP000005938368
 SCAN - 494098



DR. GUILLERMO MADERO

Board Certified, Internal Medicine and Geriatrics

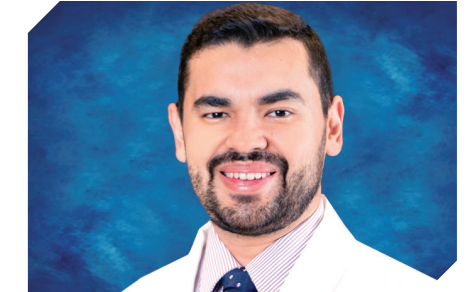
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 HUM - VENDOR ID # 37691
 DEV - DH ID # LX2AZK-AD
 CIGNA - QMP000005938516



DR. ALEXANDRA CASTRO PEÑA

Board Certified, Internal Medicine, Infectious Disease

UHC - DEC # 020103-0071 *Se Habla Español*
 WP - PRPR # 04259427
 HUM - VENDOR ID # 682659
 DEV - DH ID # LX2AZK-AJ
 CIGNA - QMP000004742383
 SCAN - 682659



DR. CARLOS GARCIA MONTERROSO

Board Certified, Internal Medicine

UHC - DEC# 020103-0105 *Se Habla Español*
 HUM - VENDOR ID # A18776
 DEV - DH ID # LX2AZK-AG
 SCAN - 493946



DR. ANDREW ORTEGA

Board Certified, Family Medicine

UHC - DEC # 020103-0006 *Se Habla Español*
 WP - PRPR # 01600361
 HUM - VENDOR # 641246
 DEV - DH ID # LX2AZK-AH
 CIGNA - QMP000003499125
 SCAN - 493862



DR. GINA ESPARZA

Board Certified, Family Medicine

UHC - DEC # 020103-0013 *Se Habla Español*
 HUM - VENDOR ID # 642649
 DEV - DH ID # LX2AZK-AI
 SCAN - 459233



DR. JULLY SANCHEZ

Board Certified, Internal Medicine

UHC - DEC # 020103-0040 *Se Habla Español*
 WP - PRPR # 01715538
 HUM - VENDOR ID # 641249
 DEV - DH ID # LX2AZK-AK
 CIGNA - QMP000003792121
 SCAN - 494268



DR. TATIANA RUGELES SUAREZ

Board Certified, Internal Medicine

Se Habla Español

SPECIALTY CENTER

Gonzaba Medical Group has a stand-alone Specialty Center to provide the senior population with the top-quality medical care they deserve. The principle behind the coordinated care model is for patients to have access to specialty care connected with their primary care. The Specialty Center is conveniently located, lessening their travel burden. The Specialty Center further enhances the coordination between specialty and primary care. Coordinated care such as this improves patients' health outcomes. Primary care physicians have more effective access to better monitor their patients and closely collaborate with specialists.



THE SPECIALTY CENTER PROVIDES A STATE-OF-THE-ART LOCATION FOR:

- Clinical Dermatology
- Endocrinology
- Infectious Diseases
- Hematology/ Oncology
- Podiatry
- Rheumatology
- Wound Care
- Colorectal Surgery
- Neurology
- Accupuncture and Oriental Medicine

Access to the Specialty Center is exclusive to Gonzaba Medical Group patients.



Gonzaba Medical Group recently expanded their healthcare footprint with the construction of a brand new 8,000 square-foot Specialty Center. This facility will house specialty services to include hematology, oncology, endocrinology, rheumatology, podiatry, dermatology, neurology, colorectal surgery, wound care and infectious diseases. Because of the Gonzaba Specialty Center's close proximity to one of Gonzaba Medical Group's three main Medical Centers, primary care physicians have better access to monitor patients and enhance communication and collaboration between primary care physicians and specialists.



DR. LUIS ANAYA HOYOS
Board Certified, Internal Medicine, Endocrinology



DR. GABRIEL BOTERO
Board Certified, Family Medicine, Wound Care



DR. ANA BALLESTER-FIALLO
Board Certified, Rheumatology



DR. JUSTO CISNEROS
Board Certified, Hospice, Palliative Care



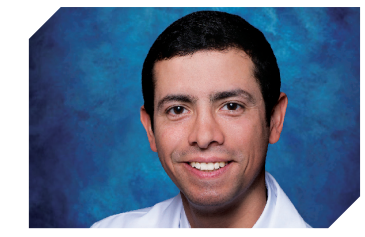
DR. EDUARDO MARQUES ZILLI
Board Certified, Psychiatry, Neurology



DR. ALEXANDRA CASTRO PEÑA
Board Certified, Internal Medicine, Infectious Disease



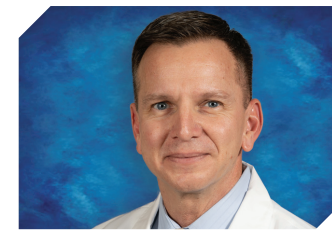
DR. ESTHER URBAEZ-DURAN
Board Certified, Internal Medicine, Hematology/Oncology



DR. AARON GARZA
Board Certified, Internal Medicine, Rheumatology



DR. CYNTHIA VILLANUEVA RAMOS
Board Certified, Family Medicine, Clinical Dermatology



DR. ROBERT CYR
Board Certified, Podiatric Medicine, Board Certified, Wound Management



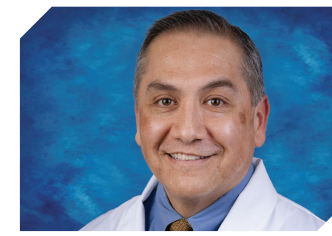
DR. SALVADOR RICARDO GARCIA
Board Certified, Rheumatology, Internal Medicine



DR. MARIA MARTINEZ UGARTE
Board Certified, General Surgery, Colorectal Surgery



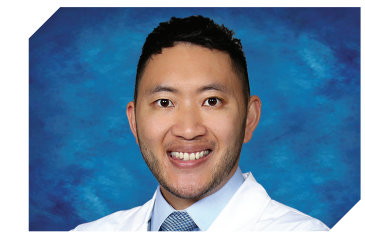
DR. BRADLEY SMITH
Board Certified, Chiropractor



DR. JOHN MIRELES
Board Certified, Chiropractor



DR. CARLOS A. PEREZ RUIZ
Hospice and Palliative Care
Board Certified, Internal Medicine







DR. LAM THANH LE
Physical Therapist







DR. "AMARA" HUNG
Board Certified, Acupuncture and Oriental Medicine


LOCATIONS



 **MAIN MEDICAL CENTER** 
720 Pleasanton Rd.
San Antonio, TX 78214



 **NORTHWEST MEDICAL CENTER** 
7219 Culebra Rd.
San Antonio, TX 78251



 **HILLCREST MEDICAL CENTER** 
1499 Hillcrest Dr.
San Antonio, TX 78228

 **NORTH CENTRAL CLINIC** 
6487 Blanco Rd.
San Antonio, TX 78216

 **DOWNTOWN CLINIC**
1303 McCullough Ave., Ste. 170
San Antonio, TX 78212

 **GUADALUPE CLINIC** 
1313 Guadalupe St., Ste. 100
San Antonio, TX 78207

 **SOUTHEAST CLINIC** 
3520 S. New Braunfels Ave.
San Antonio, TX 78223

 **MAIN SPECIALTY CENTER** 
730 Pleasanton Rd.
San Antonio, TX 78214

 **WOODLAWN SPECIALTY CENTER** 
902 Bandera Rd.
San Antonio, TX 78228

 **GONZABA™
LAB SERVICES**

Gonzaba Medical Group offers in-house lab services at seven convenient locations with no appointment necessary. It's just one more way we care for you, *Como Familia – Like Family™*.

MAIN MEDICAL CENTER
Mon–Fri: 7 AM–5 PM | Sat: 7 AM–12 PM

HILLCREST MEDICAL CENTER
Mon–Fri: 7:30 AM–5 PM | Sat: 8 AM–12 PM

NORTHWEST MEDICAL CENTER
Mon–Fri: 7 AM–5 PM | Sat: 7 AM–12 PM

NORTH CENTRAL CLINIC
Mon–Fri: 8 AM–5 PM | Sat: CLOSED

GUADALUPE CLINIC
Mon–Fri: 8 AM–5 PM | Sat: CLOSED

SOUTHEAST CLINIC
Mon–Fri: 8 AM–5 PM | Sat: CLOSED

PLEASANTON PLAZA
933 Pleasanton Rd.
Mon–Fri: 8 AM–5 PM | Sat: 7 AM–12 PM



AWARDS AND ACCREDITATIONS

PATIENT-CENTERED MEDICAL HOME

The National Committee on Quality Assurance has recognized Gonzaba Medical Group as a Patient-Centered Medical Home. This recognition is awarded to a group practice with a commitment to quality improvement, lowering costs, and a patient-centered approach to care.



THE AMERICAN COLLEGE OF RADIOLOGY + INTERSOCIETAL ACCREDITATION COMMISSION (IAC) ACCREDITATION MAGNETIC RESONANCE IMAGING (MRI), COMPUTED TOMOGRAPHY (CT), VASCULAR STUDIES

An accreditation from the American College of Radiology is recognized as the Gold Standard in medical imaging. The IAC accreditation is awarded to testing facilities who promote top quality standards and methods of patient care.



THE JOINT COMMISSION-ACCREDITED URGENT CARE FACILITIES

The Joint Commission, the same organization that recognizes hospitals across the country, has deemed Gonzaba Urgent Care Centers as accredited facilities. The Joint Commission monitors safety and quality of patient care in the healthcare industry. Gonzaba Urgent Care was awarded this national accreditation in 2015 and has successfully maintained this status every year.



TEXAS DEPARTMENT OF STATE HEALTH SERVICES - MAMMOGRAPHY

Gonzaba Medical Group is accredited with the State of Texas Mammography services. An Accreditation with the Department of State Health Services Indicates that Gonzaba Medical Group has met the established requirements of the Mammography Quality Standards Act (MQSA) and the Department of State Health Services.



SAN ANTONIO BUSINESS JOURNAL BEST PLACES TO WORK

The San Antonio Business Journal's annual list of Best Places to Work is based on the scores from an impartial analysis of the employers that nominate themselves. The Business Journal partners with Quantum Workplace to conduct an evaluation that involves employees completing surveys that are kept confidential to encourage candidness. The survey is intended to measure key areas that make up an organization's culture.



THE SAN ANTONIO EXPRESS-NEWS ANNUAL LIST OF TOP WORKPLACES

The San Antonio Express-News annual list of Top Workplaces is based solely on an employee survey that measures several aspects of workplace culture – including alignment, execution and connection, just to name a few. The survey administered by Energage, LLC, a leading provider of technology-based employee engagement tools.



COMMUNITY HEALTHCARE ADVOCATE TEAM



Steven Vargas

Community Healthcare Director
210-238-3045



Oralia Flores

Community Healthcare Supervisor
210-441-8688



Doreen Garza

Community Healthcare
Advocate
210-380-6518



Beatrice Gomez

Community Healthcare
Advocate
210-682-0180



Saily Santarely

Community Healthcare
Advocate
210-792-4057



Priscilla Aguilar

Community Healthcare
Advocate
210-834-2035



Itati Acevedo

Community Healthcare
Coordinator
210-242-6974



Josephine Rivera

Community Healthcare
Coordinator
210-964-0913



Amelia Vela

Community Healthcare
Administrator
210-845-6465



Iliana Escrigas

Broker Relations
Advocate
210-540-1483

AGENT RULES

LICENSED SALES AGENT/BROKER OVERVIEW OF ROLES AND RESPONSIBILITIES

FIELD MARKETER

Field Marketers will provide information about the services that Gonzaba Medical Group offers. Field Marketers should embody the spirit of “Como Familia” when approaching and communicating with patients. They should assist them with their transition in choosing a GMG doctor or clinic. Field Marketers should connect patients with a licensed agent if patient requests more information.

BROKER/AGENT

- Enroll patients in a Medicare Advantage Plan Part C or Part D plan and provide information about health plans and their Medicare options.
- Agents cannot directly approach potential clients other than saying a friendly greeting.
- Clients must fill out a Scope of Appointment form before plan benefits are reviewed.
- Report the outcome of the potential client to GMG so that clinic can notate “Agent of Record” and make first appointment (to include lead-enrollment metrics).
- Must adhere to guidelines established by the Centers for Medicare and Medicaid Services (CMS) when conducting business or marketing to patients or potential clients.

BROKERS AND LICENSED AGENTS ARE ALLOWED TO:

- Conduct sales and marketing activities in common areas or agent office ONLY.
- Provide product materials during agent camp out at agent station ONLY.
- Provide Scope of Appointment form or “Permission to contact” forms for patients interested in obtaining more information.

BROKERS AND LICENSED AGENTS ARE NOT ALLOWED TO:

- Conduct business in patient care rooms, waiting rooms, or Lab/PT/Radiology areas.
- Leave product materials in agent office after your designated camp out time. You must take all items with you at the end of your allotted time.
- To maintain compliance with the guidelines and standards set forth by CMS, Gonzaba Medical Group (Field Marketers/Provider) CAN:
 - Provide the names of the Medicare Advantage health plans accepted by GMG.
 - Refer patients to socialsecurity.gov, medicare.gov, or 1-800-MEDICARE for more information.
 - Provide CMS approved marketing materials.

CANNOT:

Distribute health plan marketing materials in a clinical setting.
Collect applications or any other information on behalf of an insurance sales agent or broker.
Steer patients to a specific insurance plan, to include making phone calls or sending direct marketing materials.

AGENT RULES

- Give patient or potential client contact information to insurance sales agents or brokers.
- Accept Medicare enrollment applications.
- Send direct mail pieces on behalf of health insurance plans.
- Offer something of value to encourage a patient to enroll in a specific health plan.
- Accept compensation from a health plan or insurance sales agent/broker for assisting with the enrollment of patients to a health plan.

LICENSED SALES AGENT/BROKER BEST PRACTICES

SECTION I. BASICS

1. Licensed Sales Agents/ Brokers must ensure that all Medicare-related sales events are filed with CMS
2. Licensed Sales Agents/ Brokers cannot participate in any sales events that have not been previously filed with CMS.
3. Licensed Sales Agents/Brokers must wear business attire at all times.
4. Licensed Sales Agents/Brokers must be licensed with the State of Texas and certified to represent health insurance plans accepted by GMG.
5. Licensed Sales Agents/Brokers must bring all necessary items to their camp out or event. This includes, tables, tablecloths, banners, brochures, business cards, etc.
6. Licensed Sales Agents/Brokers should be discreet with food and drink while at their designated camp out. Light refreshments can be provided to patients.

SECTION II. SCHEDULE

1. Licensed Sales Agents/Brokers must be at their designated camp out location at their assigned time. They may not arrive late or leave early – as stated in CMS guidelines.
2. If Licensed Sales Agents/Brokers have a scheduling issue, please inform GMG staff as soon as possible so that another agent can be assigned.

SECTION III. MATERIALS AND ENGAGEMENT

1. Licensed Sales Agents at any GMG camp out event must first have a clear understanding of the rules and expectations set forth by Gonzaba Medical Group.
2. Licenses Sales Agents must be aware of what health insurance plans are accepted by GMG. They should also have an awareness of the Hospital and Specialist Networks of GMG.
3. Licensed Sales Agents must abide by CMS guidelines and standards in regard to sales events and camp outs.
4. Licensed Sales Agents must be ready and willing to engage with potential clients and act in the best interest of each patient.
5. Licensed Sales Agents must have clear knowledge of Gonzaba Medical Group's goals, mission, community engagement, and vision. They must treat every patient –como familia.

AGENT RULES

SECTION IV. ETHICS AGREEMENT

1. Licensed Sales Agents must make every effort to have the patient/potential client contact their Agent of Record when dealing with plan changes.
2. Licensed Sales Agents must always act with integrity and do what is in the best interest of the patient.
3. Licensed Sales Agents will not change or place a customer on an insurance plan that is not most beneficial to the patient for the sole purpose of receiving a commission.
4. Licensed Sales Agents will not steal clients from other agents at the same camp out center.
5. Licensed Sales Agents will not market plans not specific to Medicare – including Life Insurance, Funeral Plans, or Auto Insurance.
6. Licensed Sales Agents must adhere to Gonzaba Medical Group rules and guidelines while at a clinic event or camp out.
7. Licensed Sales Agents must remain in their designated camp out area.

SECTION V. AGENT OF RECORD

Agents are encouraged to submit their enrollments (Patient name, Date of Birth, Phone Number, Address, Effective Date, Plan Name, PCP, Medicare Number Optional) to our Field Marketing Team via email or text message. Upon receipt of your enrollment, Gonzaba Medical Group will list agent as Agent of Record (AOR) in our Salesforce and EHR system.

By signing this document, I agree to adhere to all the rules and regulations as outlined in this packet. I recognize that if I fail to abide by these guidelines, I can be subject to temporary or permanent exclusion from participating in any Gonzaba Medical Group camp outs or events.

Agency: _____

Licensed Sales Agent Signature: _____

Printed Name: _____

Date: _____

**DE AQUÍ.
PARA TI.**

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GONZABA™

MEDICAL GROUP