



# Provider and Pharmacy Directory for 2024

## El Paso County, Texas

Member Services: 1-855-878-1784 (TTY: 711)  
Monday through Friday from 8 a.m. to 8 p.m. local time  
[www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp)

## Addendum

AEP December 2023







# Wellpoint STAR+PLUS MMP (Medicare-Medicaid Plan) 2024 Provider and Pharmacy Directory/EI Paso County

## Introduction

This *Provider and Pharmacy Directory* includes information about the provider and pharmacy types in Wellpoint STAR+PLUS MMP (Medicare-Medicaid Plan) and listings of all the plan's providers and pharmacies as of the date of this Directory. The listings contain provider and pharmacy address and contact information as well as other details such as days and hours of operations, specialties, and skills. Key terms and their definitions appear in alphabetical order in the last chapter of the *Member Handbook*.

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## A. Disclaimers

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- ❖ Wellpoint STAR+PLUS MMP (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Texas Medicaid to provide benefits of both programs to enrollees.
- ❖ The List of Covered Drugs and/or pharmacy and provider networks may change throughout the year. We will send you a notice before we make a change that affects you.
- ❖ Benefits and/or copays may change on January 1 of each year.
- ❖ This Directory lists health care professionals (such as doctors, nurse practitioners, and psychologists), facilities (such as hospitals or clinics), and support providers (such as Adult Day Health and Home Health providers) that you may use as an Wellpoint STAR+PLUS MMP member. We also list the pharmacies that you may use to get your prescription drugs.
- ❖ We will refer to these groups as “network providers” in this Directory. These providers signed a contract with us to provide you services. This is a list of Wellpoint STAR+PLUS MMP's network providers for El Paso. A complete Directory of all 4 regions is available on Wellpoint STAR+PLUS MMP's website. You can contact **1-855-878-1784** (TTY: **711**) Monday through Friday from 8 a.m. to 8 p.m. local time, except for holidays. local time to ask for help with finding a provider in another county in Wellpoint STAR+PLUS MMP's plan. The call is free. You can also ask for a complete printed copy of the Directory for all 4 regions.
- ❖ We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter just call us at **1-855-878-1784** (TTY: **711**). Someone that speaks Spanish can help you. This is a free service.
- ❖ Contamos con servicios de interpretación gratuitos para responder cualquier pregunta que pueda tener sobre nuestro plan de medicamentos. Para obtener un intérprete, solo llámenos al **1-855-878-1784** (TTY: **711**). Alguien que hable español puede ayudarlo. Este es un servicio gratuito.
- ❖ You can get this document for free in other formats, such as large print, braille, or audio. Call **1-855-878-1784** (TTY: **711**), Monday through Friday from 8 a.m. to 8 p.m. local time, except for holidays. The call is free.
- ❖ You can make a standing request to get this and future information for free in other languages and formats. You can also make changes to your standing request if you want it in a different language or format. Call **1-855-878-1784** (TTY: **711**) Monday through Friday from 8 a.m. to 8 p.m. local time, except for holidays . The call is free.
- ❖ The list is up-to-date as of **12/1/2023**, but you need to know that:
  - Some Wellpoint STAR+PLUS MMP network providers may have been added or removed from our network after this Directory was published.
  - Some Wellpoint STAR+PLUS MMP providers in our network may no longer be accepting new members. If you are having trouble finding a provider who will accept new members, call Member Services at **1-855-878-1784** (TTY: **711**) and we will help you.
  - To get the most up-to-date information about Wellpoint STAR+PLUS MMP's network providers in your area, visit **[www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp)** or call Member Services at **1-855-878-1784** (TTY: **711**), Monday through Friday from 8 a.m. to 8 p.m. local time, except for holidays. The call is free.



**If you have questions**, please call Wellpoint STAR+PLUS MMP at **1-855-878-1784** (TTY: **711**), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit **[www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp)**.

Doctors and other health care professionals in Wellpoint STAR+PLUS MMP's network are listed on pages 10-43. Pharmacies in our network are listed on pages 46-55. You can use the Index in the back of the Directory to find the page where a provider or pharmacy is listed.

## B. Providers

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### B1. Key Terms

This section explains key terms in our *Provider and Pharmacy Directory*.

- ❖ **Providers** are health care professionals and support providers such as doctors, nurses, pharmacists, therapists, and other people who provide care and services. **Services** include medical care, long-term services and supports (LTSS), supplies, prescription drugs, equipment and other services.
  - The term providers also includes facilities such as hospitals, clinics, and other places that provide medical services, medical equipment, and long-term services and supports.
  - Providers that are a part of our plan's network are called **network providers**.
- ❖ **Network providers** are the providers that have contracted with us to provide services to members in our plan. The providers in our network generally bill us directly for care they give you. When you use a network provider, you usually pay nothing for covered services.
- ❖ A **Primary Care Provider (PCP)** is a family doctor, OB/GYN, nurse practitioner, or physician assistant who gives you routine health care. Your PCP will keep your medical records and get to know your health needs over time. Your PCP will also give you a referral if you need a specialist or other provider.
- ❖ **Specialists** are doctors who provide health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:
  - Oncologists care for patients with cancer.
  - Cardiologists care for patients with heart conditions.
  - Orthopedists care for patients with certain bone, joint, or muscle conditions.
- ❖ You may need a **referral** to use a specialist or someone that is not your primary care provider (PCP). A **referral** means that your PCP must give you approval before you can use someone that is not your PCP. If you don't get a referral, Wellpoint STAR+PLUS MMP may not cover the service.
  - Referrals from your network PCP or our plan are not needed for:
    - emergency care;
    - urgently needed care;
    - kidney dialysis services that you get at a Medicare-certified dialysis facility when you are outside the plan's service area;
    - services from a women's health specialist; **or**
    - 24-Hour Nurse HelpLine.



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- Additionally, if you are eligible to get services from Indian health providers, you may use these providers without a referral. We must pay the Indian health provider for those services even if they are out of our plan's network.
- More information on referrals is available in Chapter 3 of the Member Handbook.
- ❖ You also have access to a **service coordinator** and/or a **service coordination team** that you choose.
  - A **Service Coordinator** helps you manage your medical providers and services.
  - Your **service coordination team** helps to coordinate your care. Everyone on the service coordination team works together to make sure your care is coordinated. This means that they make sure tests and labs are done once and the results are shared with the appropriate providers. It also means that your PCP should know all medicines you take so that they can reduce any negative effects. Your PCP will always get your permission before sharing your medical information with other providers.

## **B2. Wait times for primary care and behavioral health**

We must provide you with access to primary care and behavior health services within the following time frames:

- ❖ Immediately for urgently needed services or an emergency
- ❖ Within 7 days for services that are not an emergency or urgently needed, but you require medical attention.
- ❖ Within 30 days for routine and preventative care.

## **B3. Primary Care Provider (PCP)**

You can get services from any provider who is in our network and accepting new members.

First, you should choose a Primary Care Provider. You may be able to have a specialist act as your PCP.

Your Primary Care Provider (PCP) is your main doctor and will be responsible for providing many of your preventive and primary care services. Your PCP will help create your personal care plan and will recommend or ask for many of the services you'll get through your health plan.

Your PCP can be one of the following providers, or under certain circumstances such as pregnancy, a specialist:

- Family Practice
- Internal Medicine
- General practice
- OB/GYN
- Geriatrics
- Pediatricians
- Federally Qualified Health Center (FQHC)/Rural Health Clinic (RHC)



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To choose a PCP, refer to the list of providers on page 10 and choose a provider:

- that you use now, **or**
- who has been recommended by someone you trust, **or**
- whose offices are easy for you to get to.
- If you want help in choosing a PCP, please call Member Services at **1-855-878-1784** (TTY: **711**), Monday through Friday from 8 a.m. to 8 p.m. local time, except for holidays. The call is free. Or, visit **[www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp)**.
- If you have questions about whether we will pay for any medical service or care that you want or need, call Member Services and ask before you get the service or care.

#### **B4. Long-term services and supports (LTSS)**

As a Wellpoint STAR+PLUS MMP member, you may be able to get long-term services and supports (LTSS), such as adult day care, nursing facility care, and more. LTSS help for people who need assistance to do everyday tasks like taking a bath, getting dressed, making food, and taking medicine. Most of these services are provided at your home or in your community but could be provided in a nursing home or hospital.

Your service coordinator can tell you more about available services, the eligibility requirements, and how to apply for these programs.

#### **B5. How to identify providers in Wellpoint STAR+PLUS MMP's network**

You may need a referral to use someone who is not a Primary Care Provider. There is more information about referrals in Section B1 of this Provider and Pharmacy Directory on page 2.

You must get all of your covered services from providers within our network. If you use providers who are not in Wellpoint STAR+PLUS MMP's network (without prior authorization [PA] or approval from us), you will have to pay the bill.

A **PA** is an approval from Wellpoint STAR+PLUS MMP before you can get a specific service, drug, or use an out-of network provider. Wellpoint STAR+PLUS MMP may not cover the service or drug if you don't get approval.

The exceptions to this rule are when you need urgent or emergency care or dialysis and cannot get to a provider in the plan, such as when you are away from home. You can also use providers outside the plan for other non-emergency services if Wellpoint STAR+PLUS MMP gives you permission first.

- You may change providers within the network at any time during the year. If you have been using one network provider, you do not have to keep using that same provider. For some providers, you may need a referral from your PCP.
- Wellpoint STAR+PLUS MMP works with all the providers in our network to accommodate the needs of people with disabilities. The list of network providers below includes information about the accommodations they provide.



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- If you need to use a provider and are not sure if they offer the accommodations you need, Wellpoint STAR+PLUS MMP can help you. Talk to your service coordination team or service coordinator for assistance.

## **B6. How to find Wellpoint STAR+PLUS MMP providers in your area**

This directory is organized by the types of providers and where they're located. To find network providers close to your home:

- First, look up the type of provider you need
- Then, look up the city or town to find out which providers serve that community

You can also contact Member Services for help. Call us at **1-855-878-1784** (TTY: **711**), Monday through Friday from 8 a.m. to 8 p.m. local time, except for holidays. The call is free.

## **B7. List of network providers**

This Directory of Wellpoint STAR+PLUS MMP's network providers contains:

- **Health care professionals** including primary care physicians, specialists, and mental health providers, such as outpatient behavioral health providers; and
- **Facilities** including hospitals, nursing facilities, and mental health facilities; and
- **Support providers** including those providing adaptive aids/medical equipment, adult foster care, assisted living, cognitive rehabilitation therapy, day activity and health services, dental services, emergency response services, employment assistance, financial management services, home delivered meals, minor home modifications, nursing services, occupational therapy, personal assistance services, physical therapy, respite, speech therapy, supported employment, and transition assistance services.

Providers are listed in alphabetical order by last name. You can also find the provider's name and the page where the provider's additional contact information is in the Index at the end of the Directory. Providers are also listed in alphabetical order by last name in the Index. In addition to contact information, provider listings also include specialties and skills, for example, such as languages spoken or completion of cultural competence training.

**Cultural competence training** is additional instruction for our health care providers that helps them better understand your background, values, and beliefs to adapt services to meet your social, cultural, and language needs.



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You may receive services from any of the providers on this list. For some services, you may need a referral from your PCP.

Primary Care Providers (PCPs) .....	14
Specialists .....	37
Behavioral Health Providers .....	1
Long-Term Services and Supports: Adult Day Care .....	0
Long-Term Services and Supports: Primary Home Care/Nursing Services .....	0
Long-Term Services and Supports: Assisted Living/Respite Care .....	0
Long-Term Services and Supports: Adult Foster Care .....	0
Long-Term Services and Supports: Emergency Response System .....	0
Long-Term Services and Supports: Nursing Facility .....	0
Long-Term Services and Supports: Home Delivered Meals .....	0
Long-Term Services and Supports: Adaptive Aids/Medical Equipment .....	0
Long-Term Services and Supports: Minor Home Modifications .....	0
Long-Term Services and Supports: Physical Therapy .....	15
Long-Term Services and Supports: Occupational Therapy .....	0
Long-Term Services and Supports: Speech Therapy .....	0
Long-Term Services and Supports: Employment Assistance .....	0
Long-Term Services and Supports: Supported Employment .....	0
Ancillary Providers .....	0
Acupuncture Providers .....	0
Chiropractic Providers .....	0
Dental Providers .....	0
Vision Care Providers .....	0
Hearing Care Providers .....	0
Hospitals .....	0
Skilled Nursing Facilities (SNF) .....	0
Nursing Facilities (NF) .....	0



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Urgent Care Centers .....	0
Federally Qualified Health Centers .....	0
HIV/AIDS Specialists .....	0
Retail and Chain Pharmacies .....	0
Home Infusion Pharmacies .....	0
Long-Term Care (LTC) Pharmacies .....	0
Clinic Pharmacies .....	0
Inpatient Hospital Pharmacies .....	0
Specialty Pharmacies .....	0
Community/Retail Pharmacies .....	0
Institutional Pharmacies .....	0



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## B8. Icons, Definition and Legend

You may find these symbols next to provider names and addresses.

This Symbol	Means
A	Provider/facility sees members of the aged population.
B	Provider/facility sees patients with behavioral health needs.
↑	Provider is board certified.
**	Ongoing training is offered to this provider.
	Nearby access to public transportation.
H	Provider/facility sees patients diagnosed as HIV positive.
■	Provides extended day supply.
●	E-prescribing available.
◆	Pharmacy is open 24 hours a day.
★	Treats patients of all ages unless otherwise noted.
	Accessible to People with Disabilities
	Provider has completed culturally competent care training offered by the U.S. Department of Health & Human Services.
*	Provider is not accepting new patients at this time.
	Offers Telemedicine, Telehealth, or Telemonitoring Services.
□	Provider has an after-hours contact number.
Basic	Basic access demonstrates facility site access for the members with disabilities to parking, building, elevator, doctor's office, exam room, and restroom.
Limited	Limited access demonstrates facility site access for the members with a disability is missing or is incomplete in one or more features for parking, building, elevator, doctor's office, exam room and restroom.
P Parking	Parking spaces, including van accessible space(s), are accessible. Pathways have curbed ramps between the parking lot, office and at drop off locations.
EB Exterior Building	Curbed ramps and other ramps to the building are wide enough for a wheelchair or scooter. Handrails are provided on both sides of the ramp. There is an "accessible" entrance to the building. Doors are wide enough to let a wheelchair or scooter user enter and have handles that are easy to use.
IB Interior Building	Doors open wide enough to let a wheelchair or scooter user enter, and have handles that are easy to use. Interior ramps are wide enough and have handrails. Stairs, if present, have handrails. If there is an elevator, it is available for public/patient use at all times the building is open. The elevator has easy to hear sounds and Braille buttons within reach.



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This Symbol	Means
R Restroom	The restroom is accessible and the doors are wide enough to accommodate a wheelchair or scooter and easy to open. The restroom has enough room for a wheelchair or scooter to turn around and close the door. There are grab bars which allow easy transfer from wheelchair to toilet. The sink is easy to get to and the faucets, soap, and toilet paper are easy to reach and use.
E Exam Room	The entrance to the exam room is accessible, with a clear path. The doors open wide enough to accommodate a wheelchair or scooter and are easy to open. The exam room has enough room for a wheelchair or scooter to turn around.
T Exam Table/ Scale	The exam table moves up and down and the scale is accessible with handrails to assist people using wheelchairs or scooters. The weight scale is able to accommodate a wheelchair.
NPI #	A National Provider Identifier or NPI is a unique 10-digit identification number issued to health care providers by the Centers for Medicare and Medicaid Services (CMS).
M-F	Monday through Friday
M, T, W, Th, F, S, Su	Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday



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Internal Medicine  
El PasoFamily Medicine  
El Paso

79902

**Loya Valencia, Carlos E., MD**

Bhs Physicians  
Network Inc  
NPI: 1447646708  
1755 Curie Dr Ste C  
El Paso, TX 79902  
(915) 271-4569 📞  
M-F, 8am-5pm  
Gender: Male  
ADA Accessible: 🚶Basic

79905

**Avila, Christina R., MD**

Wellmed Medical Group  
NPI: 1780073593  
5100 E Paisano Dr  
El Paso, TX 79905  
(915) 774-2550 📞  
M-F, 08am-05pm  
Gender: Female  
ADA Accessible: 🚶Basic

79924

**Loya Valencia, Carlos E., MD**

Bhs Physicians  
Network Inc  
NPI: 1447646708  
9870 Gateway Blvd N  
Ste A  
El Paso, TX 79924  
(915) 881-3368 📞  
Gender: Male  
ADA Accessible: 🚶Basic

79935

**Alvarado, Sergio A., MD**

We Care Clinic  
NPI: 1841424181  
2267 Trawood Dr Ste G2  
El Paso, TX 79935  
(915) 256-9751 📞  
M-Th, 8am-6pm F,  
8am-12pm  
Gender: Male  
Translation Svcs: Yes  
ADA Accessible: 🚶P R E T

Special Services/Skills:  
Blind/Visually Impaired,  
Deaf/Hearing Impaired,  
Hiv/Aids Related  
Issues, Homeless

**Family Practice  
Nurse Prac  
El Paso**

79903

**Vasquez, Graciela, NP**

Medical Services Of  
The Border  
NPI: 1649957820  
2121 Wyoming Ave  
El Paso, TX 79903  
(915) 249-4470 📞  
M-F, 08am-05pm  
Gender: Female  
ADA Accessible: No

79907

**Vasquez, Graciela, NP**

Medical Services Of  
The Border  
NPI: 1649957820  
1031 N Zaragoza Rd  
El Paso, TX 79907  
(915) 671-5065 📞  
M-F, 08am-05pm  
Gender: Female  
ADA Accessible: 🚶Basic

79912

**Vasquez, Graciela, NP**

Medical Services Of  
The Border  
NPI: 1649957820  
5857 N Mesa St Ste 13  
El Paso, TX 79912  
(915) 249-4470 📞  
M-F, 08am-05pm  
Gender: Female  
ADA Accessible: No

**Internal Medicine  
El Paso**

79902

**Aduroja, Olufemi A., MD**

Hopewell Medical  
Center, PLLC  
NPI: 1366762874  
100 Executive Center  
Blvd Ste B  
El Paso, TX 79902  
(915) 910-4661 📞  
M-F, 08am-05pm  
Gender: Male  
Ethnicity: Other  
ADA Accessible: 🚶Basic P R

**Ibrahim, Parisa, MD**

Bhs Physicians  
Network Inc  
NPI: 1386804326  
1250 E Cliff Dr Ste 2A  
El Paso, TX 79902  
(915) 577-7951 📞  
M-F, 09am-05pm  
Gender: Female  
Languages: Persian  
ADA Accessible: 🚶Basic P R E

Bhs Physicians  
Network Inc  
NPI: 1386804326  
1600 Medical Center Dr  
Ste 405  
El Paso, TX 79902  
(915) 533-6690 📞  
M-F, 8am-5pm  
Gender: Female  
Languages: Persian  
ADA Accessible: 🚶Basic

79912

**Casares, Pablo A., MD**

El Paso Integrated  
Physicians Group  
NPI: 1073827762  
4532 N Mesa St Fl 2  
El Paso, TX 79912  
(915) 544-0326 📞  
M-F, 9am-5pm  
Gender: Male  
Languages: Spanish  
ADA Accessible: 🚶Yes

**Gutarra-Arana, Mell F., MD**

El Paso Rheumatology  
Association  
NPI: 1316177108  
601 Sunland Park Dr  
Bldg 6-1  
El Paso, TX 79912  
(915) 455-0595 📞  
M-F, 08am-05pm  
Gender: Male  
Languages: Spanish  
ADA Accessible: 🚶Basic P R

**Ibrahim, Parisa, MD**

Bhs Physicians  
Network Inc  
NPI: 1386804326  
1575 N Resler Dr Ste D  
El Paso, TX 79912  
(915) 271-4652 📞  
Sa,Su, 00am-00am  
Gender: Female  
Languages: Persian  
ADA Accessible: 🚶Basic



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**Internal Medicine**  
**El Paso**

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**79938****Gutarra-Arana, Mell****F., MD**El Paso Rheumatology  
Association

NPI: 1316177108

2270 Joe Battle Blvd

Ste O Suite

El Paso, TX 79938

(915) 642-9595 📞📧

M-F, 08am-05pm

Gender: Male

Languages: Spanish

ADA Accessible: 🚫 Basic P  
R

## Neurological Surgery El Paso

### Aids Hiv Issues El Paso

**79902**

**Reznichenko, Aleksandr A., MD**  
Bhs Physicians  
Network Inc  
NPI: 1750402681  
125 W Hague Rd Ste 170  
El Paso, TX 79902  
(915) 271-4596 📞  
M-F, 8am-12pm M-F,  
1pm-5pm  
Gender: Male  
Languages: Russian  
Translation Svcs: Yes  
ADA Accessible: 🏠Basic P  
Special Services/Skills:  
Blind/Visually Impaired,  
Deaf/Hearing Impaired,  
Hiv/Aids Related Issues

### Cardiovascular Disease El Paso

**79902**

**Ibrahim, Ahmed M., MD**  
Bhs Physicians  
Network Inc  
NPI: 1639481989  
1700 Curie Dr Ste 1500  
El Paso, TX 79902  
(915) 532-4542 📞  
M-F, 8am-5pm Sa,Su,  
00am-00am  
Gender: Male  
Ethnicity: Other  
Languages: Arabic,  
French, European  
ADA Accessible: 🏠Basic P  
R E

**79912**

**Cao, Tu T., MD**  
Bhs Physicians  
Network Inc  
NPI: 1316238736  
1575 N Resler Dr Ste D  
El Paso, TX 79912  
(915) 271-4569 📞  
M-F, 8am-5pm  
Credentials and Board  
Certifications: ↑  
Cardiovascular Disease  
Gender: Male  
Ethnicity: Asian Or  
Pacific Islander  
Languages:  
Vietnamese  
ADA Accessible: 🏠Basic

**79938**

**Cao, Tu T., MD**  
Bhs Physicians  
Network Inc  
NPI: 1316238736  
3270 Joe Battle Blvd  
Ste 215  
El Paso, TX 79938  
(915) 206-2999 📞  
M-F, 8am-5pm  
Credentials and Board  
Certifications: ↑  
Cardiovascular Disease  
Gender: Male  
Ethnicity: Asian Or  
Pacific Islander  
Languages:  
Vietnamese  
ADA Accessible: 🏠Basic P  
R E

### Hematology El Paso

**79938**

**Aloba, Maria C., MD**  
Texas Oncology, Pa  
NPI: 1306923180  
3270 Joe Battle Blvd  
Ste 312  
El Paso, TX 79938  
(915) 849-2700 📞  
Credentials and Board  
Certifications: ↑  
Hematology  
Gender: Female  
ADA Accessible: No

### Interventional Cardiology El Paso

**79905**

**Borges, Jorge C., MD**  
Texas Tech University  
Health Science Center  
El Paso  
NPI: 1861848749  
4801 Alberta Ave  
El Paso, TX 79905  
(915) 215-5200 📞  
Gender: Male  
ADA Accessible: 🏠Basic P  
R E

### Medical Oncology El Paso

**79938**

**George, Matthews L., MD**  
Texas Oncology, Pa  
NPI: 1902957244  
3270 Joe Battle Blvd  
Ste 312  
El Paso, TX 79938  
(915) 849-2700 📞  
Gender: Male  
ADA Accessible: No

### Neurological Surgery El Paso

**79902**

**Hawksworth, Shane A., MD**  
Bhs Physicians  
Network Inc  
NPI: 1831484948  
1250 E Cliff Dr Ste 2A  
El Paso, TX 79902  
(915) 577-7951 📞  
Credentials and Board  
Certifications: ↑  
Neurological Surgery  
Gender: Male  
ADA Accessible: 🏠Basic P  
R E

### Mahmoud, Akram H., DO

Bhs Physicians  
Network  
NPI: 1982694642  
1755 Curie Dr Ste C  
El Paso, TX 79902  
(915) 577-7951 📞  
M-F, 8am-5pm  
Gender: Male  
ADA Accessible: 🏠Basic

Bhs Physicians  
Network Inc  
NPI: 1982694642  
1755 Curie Dr Ste C  
El Paso, TX 79902  
(915) 577-7951 📞  
M-F, 8am-5pm  
Gender: Male  
ADA Accessible: 🏠Basic

**79936**

**Day, John D., MD**  
Umc El Paso  
Healthcare, Inc.  
NPI: 1043310006  
1416 George Dieter Dr  
El Paso, TX 79936  
(915) 521-7731 📞  
M-Sa, 08am-05pm  
Gender: Male  
ADA Accessible: No



If you have questions, please call Wellpoint STAR+PLUS MMP at **1-855-878-1784** (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. The call is free. For more information, visit [www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp).

## Neurological Surgery El Paso

### Gasco-Tamarit, Jaime, MD

Umc El Paso  
Healthcare, Inc.  
NPI: 1720274434  
1416 George Dieter Dr  
El Paso, TX 79936  
(915) 521-7731 ☎  
M-Sa, 08am-05pm  
Gender: Male  
ADA Accessible: No

### Guillet, June, MD

Umc El Paso  
Healthcare, Inc.  
NPI: 1770894586  
1416 George Dieter Dr  
El Paso, TX 79936  
(915) 521-7731 ☎  
M-Sa, 08am-05pm  
Gender: Female  
ADA Accessible: No

### Mahmoud, Akram H., DO

Bhs Physicians  
Network Inc  
NPI: 1982694642  
3100 N Lee Trevino Dr  
Ste B  
El Paso, TX 79936  
(915) 533-7465 ☎  
M-F, 8am-5pm  
Gender: Male  
ADA Accessible: ☎Basic

Bhs Physicians  
Network  
NPI: 1982694642  
3100 N Lee Trevino Dr  
Ste B  
El Paso, TX 79936  
(915) 533-7465 ☎  
M-F, 8am-5pm  
Gender: Male  
ADA Accessible: ☎Basic

### Smith, Harold K., MD

Umc El Paso  
Healthcare, Inc.  
NPI: 1891758652  
1416 George Dieter Dr  
El Paso, TX 79936  
(915) 521-7731 ☎  
M-Sa, 08am-05pm  
Gender: Male  
Languages: Spanish  
ADA Accessible: No

### Vasquez, Luis F., MD

Umc El Paso  
Healthcare, Inc.  
NPI: 1295728855  
1416 George Dieter Dr  
El Paso, TX 79936  
(915) 521-7731 ☎  
M-Sa, 08am-05pm  
Gender: Male  
Languages: Spanish  
ADA Accessible: No

### Obstetrics / Gynecology El Paso

#### 79911

### Asgharian, Robert B., MD

Bhs Physicians  
Network Inc  
NPI: 1497834345  
2000 Transmountain  
Rd Ste 200  
El Paso, TX 79911  
(915) 541-1144 ☎  
M-F, 9am-5pm  
Gender: Male  
Languages: Spanish  
ADA Accessible: ☎Basic

Bhs Physicians  
Network Inc  
NPI: 1497834345  
2000B Transmountain  
Rd Ste 200  
El Paso, TX 79911  
(915) 541-1144 ☎  
M-F, 8am-5pm  
Gender: Male  
Languages: Spanish  
ADA Accessible: ☎Basic

#### 79912

### Asgharian, Robert B., MD

Bhs Physicians  
Network Inc  
NPI: 1497834345  
4501 N Mesa St  
El Paso, TX 79912  
(915) 593-8888 ☎  
M-F, 8am-5pm  
Gender: Male  
Languages: Spanish  
ADA Accessible: ☎Basic

#### 79925

### Asgharian, Robert B., MD

Bhs Physicians  
Network Inc  
NPI: 1497834345  
9398 Viscount Blvd Ste  
2A  
El Paso, TX 79925  
(915) 593-8888 ☎  
M-F, 8am-5pm  
Gender: Male  
Languages: Spanish  
ADA Accessible: ☎Basic

### Khamisi, Naima, MD

Her Health Ob/Gyn &  
Fertility Clinic  
NPI: 1689930786  
9398 Viscount Blvd Ste  
2B  
El Paso, TX 79925  
(915) 629-0442 ☎  
M-F, 8am-5pm Sa,  
00am-00am  
Gender: Female  
Ethnicity: Hispanic  
Languages: Spanish  
ADA Accessible: ☎Basic

## Orthopaedic Surgery El Paso

#### 79911

### Orr, Justin D., MD

Bhs Physicians  
Network Inc  
NPI: 1649241696  
2000 Transmountain  
Rd Ste B Ste 120Ab  
El Paso, TX 79911  
(915) 733-7465 ☎  
M-F, 08am-05pm  
Gender: Male  
Languages: Spanish  
ADA Accessible: ☎Basic

Bhs Physicians  
Network  
NPI: 1649241696  
2000 Transmountain  
Rd Ste B Ste 120Ab  
El Paso, TX 79911  
(915) 733-7465 ☎  
M-F, 08am-05pm  
Gender: Male  
Languages: Spanish  
ADA Accessible: ☎Basic

#### 79936

### Orr, Justin D., MD

Bhs Physicians  
Network  
NPI: 1649241696  
3100 N Lee Trevino Dr  
Ste B  
El Paso, TX 79936  
(915) 533-7465 ☎  
M-F, 08am-05pm  
Gender: Male  
Languages: Spanish  
ADA Accessible: ☎Basic

Bhs Physicians  
Network Inc  
NPI: 1649241696  
3100 N Lee Trevino Dr  
Ste B  
El Paso, TX 79936  
(915) 533-7465 ☎  
M-F, 08am-05pm  
Gender: Male  
Languages: Spanish  
ADA Accessible: ☎Basic



## Surgery Of The Hand El Paso

### Otolaryngology El Paso

79902

**Lally, John, MD**  
Ben Westbrook Ent  
NPI: 1407390339  
1500 N Mesa St  
El Paso, TX 79902  
(915) 532-6935 📞  
M-F, 08am-05pm  
Gender: Male  
Languages: Spanish  
ADA Accessible: 🚶Basic P  
R

### Physically Disabled Waiver (Pd) El Paso

79902

**Reznichenko, Aleksandr A., MD**  
Bhs Physicians  
Network Inc  
NPI: 1750402681  
125 W Hague Rd Ste 170  
El Paso, TX 79902  
(915) 271-4596 📞  
M-F, 8am-12pm M-F,  
1pm-5pm  
Gender: Male  
Languages: Russian  
Translation Svcs: Yes  
ADA Accessible: 🚶Basic P  
Special Services/Skills:  
Blind/Visually Impaired,  
Deaf/Hearing Impaired,  
Hiv/Aids Related Issues

### Physician Assistant El Paso

79902

**Chavez, Santiago A., PA**  
Bhs Physicians  
Network Inc  
NPI: 1295811677  
1700 Murchison Dr  
El Paso, TX 79902  
(915) 533-7465 📞  
Gender: Male  
Languages: Spanish  
ADA Accessible: 🚶Basic P

79912

**Chavez, Santiago A., PA**  
Bhs Physicians  
Network Inc  
NPI: 1295811677  
7420 Remcon Cir Ste A2  
El Paso, TX 79912  
(915) 534-1288 📞  
Gender: Male  
Languages: Spanish  
ADA Accessible: 🚶Basic

79936

**Chavez, Santiago A., PA**  
Bhs Physicians  
Network Inc  
NPI: 1295811677  
3100 N Lee Trevino Dr Ste B  
El Paso, TX 79936  
(915) 533-7465 📞  
Gender: Male  
Languages: Spanish  
ADA Accessible: 🚶Basic

### Riva, Hannah R., MPAS

Umc El Paso  
Healthcare, Inc.  
NPI: 1770997389  
1416 George Dieter Dr  
El Paso, TX 79936  
(915) 521-7731 📞  
M-Sa, 08am-05pm  
Gender: Female  
Languages: Spanish  
ADA Accessible: No

### Podiatry El Paso

79902

**Chavez, Santiago A., PA**  
Bhs Physicians  
Network Inc  
NPI: 1295811677  
1700 Murchison Dr  
El Paso, TX 79902  
(915) 533-7465 📞  
Gender: Male  
Languages: Spanish  
ADA Accessible: 🚶Basic P

79936

**Chavez, Santiago A., PA**  
Bhs Physicians  
Network Inc  
NPI: 1295811677  
3100 N Lee Trevino Dr Ste B  
El Paso, TX 79936  
(915) 533-7465 📞  
Gender: Male  
Languages: Spanish  
ADA Accessible: 🚶Basic

### Radiation Oncology El Paso

79902

**Soliman, Moaaz, MD**  
Texas Oncology Pa  
Austin Cc  
NPI: 1851824650  
1901 Grandview Ave  
El Paso, TX 79902  
(915) 544-6750 📞  
M-F, 08am-05pm  
Gender: Male  
ADA Accessible: No

79915

**Soliman, Moaaz, MD**  
Texas Oncology Pa  
Austin Cc  
NPI: 1851824650  
7848 Gateway Blvd E  
El Paso, TX 79915  
(915) 599-1313 📞  
M-F, 08am-05pm  
Gender: Male  
ADA Accessible: No

### Surgery Of The Hand El Paso

79905

**Gonzalez Trevizo, Gilberto A., MD**  
Texas Tech Physician  
Associates El Paso  
NPI: 1083976252  
4801 Alberta Ave  
El Paso, TX 79905  
(915) 215-5900 📞  
Gender: Male  
Languages: Spanish  
ADA Accessible: No



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## Surgery, General El Paso

### Surgery, General El Paso

**79902**
**Carmona Rodriguez,  
Jorge L., MD**

Bhs Physicians  
Network Inc  
NPI: 1295025765  
1700 Murchison Dr  
El Paso, TX 79902  
(915) 245-4023 📞  
M-F, 8am-5pm  
Gender: Male  
ADA Accessible: 🚻Basic P

Bhs Physicians  
Network Inc  
NPI: 1295025765  
1755 Curie Dr Ste C  
El Paso, TX 79902  
(915) 543-9600 📞  
M-F, 08am-05pm  
Gender: Male  
ADA Accessible: 🚻Basic

**Reznichenko,  
Aleksandr A., MD**

Bhs Physicians  
Network Inc  
NPI: 1750402681  
125 W Hague Rd Ste  
170  
El Paso, TX 79902  
(915) 271-4596 📞  
M-F, 8am-12pm M-F,  
1pm-5pm  
Credentials and Board  
Certifications: ↑  
Surgery, General  
Gender: Male  
Languages: Russian  
Translation Svcs: Yes  
ADA Accessible: 🚻Basic P  
Special Services/Skills:  
Blind/Visually Impaired,  
Deaf/Hearing Impaired,  
Hiv/Aids Related Issues

**79911**

**Reznichenko,  
Aleksandr A., MD**  
Bhs Physicians  
Network Inc  
NPI: 1750402681  
2000 Transmountain  
Rd Ste 120 A & B  
El Paso, TX 79911  
(915) 671-3838 📞  
Credentials and Board  
Certifications: ↑  
Surgery, General  
Gender: Male  
Languages: Russian  
ADA Accessible: 🚻Basic

**79934**

**Carmona Rodriguez,  
Jorge L., MD**  
Bhs Physicians  
Network Inc  
NPI: 1295025765  
11450 Gateway Blvd N  
Ste 1200  
El Paso, TX 79934  
(915) 205-3440 📞  
M-F, 08am-05pm  
Gender: Male  
ADA Accessible: No  
  
Bhs Physicians  
Network Inc  
NPI: 1295025765  
11450 Gateway Blvd N  
Ste 1200  
El Paso, TX 79934  
(915) 533-7456 📞  
M-F, 08am-05pm  
Gender: Male  
ADA Accessible: No

**79935**

**Reznichenko,  
Aleksandr A., MD**  
Bhs Physicians  
Network Inc  
NPI: 1750402681  
1580 Lomaland Dr  
El Paso, TX 79935  
(915) 313-6300 📞  
Credentials and Board  
Certifications: ↑  
Surgery, General  
Gender: Male  
Languages: Russian  
ADA Accessible: 🚻Basic

**79938**

**Reznichenko,  
Aleksandr A., MD**  
Bhs Physicians  
Network Inc  
NPI: 1750402681  
3270 Joe Battle Blvd  
El Paso, TX 79938  
(915) 271-4596 📞  
M-F, 08am-05pm  
Sa,Su, 00am-00am  
Credentials and Board  
Certifications: ↑  
Surgery, General  
Gender: Male  
Languages: Russian  
ADA Accessible: 🚻Basic P  
R E

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**Psychiatric Nurse Practitioner  
El Paso**

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**Psychiatric Nurse  
Practitioner  
El Paso****79925****Perez, Linda M., MSN**La Mente Behavioral  
Health

NPI: 1568074177

6600 Montana Ave Ste  
P

El Paso, TX 79925

(915) 201-0199 📞

M-F, 8am-5pm

Languages: Spanish

ADA Accessible: ♿ Basic



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If you have questions, please call Wellpoint STAR+PLUS MMP at **1-855-878-1784** (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. The call is free. For more information, visit [www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp).

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**No new providers in network at this time.**

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**No new providers in network at this time.**



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## **C1. Long-Term Services and Supports: Assisted Living/Respite Care**

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**No new providers in network at this time.**

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**No new providers in network at this time.**



**If you have questions**, please call Wellpoint STAR+PLUS MMP at **1-855-878-1784** (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit **[www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp)**.

## **C1. Long-Term Services and Supports: Emergency Response System**

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**No new providers in network at this time.**

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**No new providers in network at this time.**



**If you have questions**, please call Wellpoint STAR+PLUS MMP at **1-855-878-1784** (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit **[www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp)**.

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**No new providers in network at this time.**



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**No new providers in network at this time.**



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## **C1. Long-Term Services and Supports: Minor Home Modifications**

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**No new providers in network at this time.**

Physical Therapy  
Ysleta Del Sur PuebPhysical Therapy  
El Paso

79902

**Gonzalez, Lilia A., DPT**  
Empower Physical Therapy Tx Llc  
NPI: 1154690139  
1700 E Cliff Dr Ste 101  
El Paso, TX 79902  
(915) 500-6601 ☎  
Gender: Female  
ADA Accessible:No

**Marusich, Laura G., MSPT**  
Empower Physical Therapy Tx Llc  
NPI: 1669408894  
1700 E Cliff Dr Ste 101  
El Paso, TX 79902  
(915) 500-6601 ☎  
Gender: Female  
ADA Accessible:No

79911

**Gonzalez, Lilia A., DPT**  
Empower Physical Therapy Tx Llc  
NPI: 1154690139  
6301 Northern Pass Dr Ste 6B  
El Paso, TX 79911  
(915) 266-0100 ☎  
Gender: Female  
ADA Accessible:No

**Marusich, Laura G., MSPT**  
Empower Physical Therapy Tx Llc  
NPI: 1669408894  
6301 Northern Pass Dr Ste 6B  
El Paso, TX 79911  
(915) 266-0100 ☎  
Gender: Female  
ADA Accessible:No

79912

**Gonzalez, Lilia A., DPT**  
Empower Physical Therapy Tx Llc  
NPI: 1154690139  
7430 Remcon Cir  
El Paso, TX 79912  
(915) 231-2285 ☎  
Gender: Female  
ADA Accessible:No

**Marusich, Laura G., MSPT**  
Empower Physical Therapy Tx Llc  
NPI: 1669408894  
7430 Remcon Cir Bldg A  
El Paso, TX 79912  
(915) 231-2285 ☎  
Gender: Female  
ADA Accessible:No

79924

**Gonzalez, Lilia A., DPT**  
Empower Physical Therapy Tx Llc  
NPI: 1154690139  
9870 Gateway Blvd N Ste B  
El Paso, TX 79924  
(915) 313-4510 ☎  
Gender: Female  
ADA Accessible:No

**Marusich, Laura G., MSPT**  
Empower Physical Therapy Tx Llc  
NPI: 1669408894  
9870 Gateway Blvd N Ste B  
El Paso, TX 79924  
(915) 313-4510 ☎  
Gender: Female  
ADA Accessible:No

79936

**Gonzalez, Lilia A., DPT**  
Empower Physical Therapy Tx Llc  
NPI: 1154690139  
11331 James Watt Dr Ste B  
El Paso, TX 79936  
(915) 500-6607 ☎  
Gender: Female  
ADA Accessible:No

**Marusich, Laura G., MSPT**  
Empower Physical Therapy Tx Llc  
NPI: 1669408894  
11331 James Watt Dr Bldg 200  
El Paso, TX 79936  
(915) 500-6607 ☎  
Gender: Female  
ADA Accessible:No

Empower Physical Therapy Tx Llc  
NPI: 1669408894  
11331 James Watt Dr Ste 200B  
El Paso, TX 79936  
(915) 500-6607 ☎  
Gender: Female  
ADA Accessible:No

79938

**Gonzalez, Lilia A., DPT**  
Empower Physical Therapy Tx Llc  
NPI: 1154690139  
12430 Edgemere Blvd Ste 208  
El Paso, TX 79938  
(915) 301-0110 ☎  
Gender: Female  
ADA Accessible:No

**Marusich, Laura G., MSPT**  
Empower Physical Therapy Tx Llc  
NPI: 1669408894  
12430 Edgemere Blvd Ste 208  
El Paso, TX 79938  
(915) 301-0110 ☎  
Gender: Female  
ADA Accessible:No

## Ysleta Del Sur Pueb

79927

**Gonzalez, Lilia A., DPT**  
Empower Physical Therapy Tx Llc  
NPI: 1154690139  
11200 Santos Sanchez St  
Ysleta Del Sur Pueb, TX 79927  
(915) 500-6606 ☎  
Gender: Female  
ADA Accessible:No

**Marusich, Laura G., MSPT**  
Empower Physical Therapy Tx Llc  
NPI: 1669408894  
11200 Santos Sanchez St  
Ysleta Del Sur Pueb, TX 79927  
(915) 500-6606 ☎  
Gender: Female  
ADA Accessible:No



If you have questions, please call Wellpoint STAR+PLUS MMP at 1-855-878-1784 (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. The call is free. For more information, visit [www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp).

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**No new providers in network at this time.**

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**No new providers in network at this time.**



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**No new providers in network at this time.**

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**No new providers in network at this time.**



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**No new providers in network at this time.**

**Note:** Medicare covers **acupuncture services** when they are medically necessary. For Medicare-covered acupuncture services, you must use an acupuncturist who is in our plan and approved by Medicare.

For **routine/supplemental acupuncture**, you may choose any of the acupuncturists listed in this section. If there are not any providers listed below, please contact Member Services to find providers in your area.

Please check your *Evidence of Coverage* (EOC) or call Member Services at **1-855-878-1784** (TTY: **711**), Monday through Friday from 8a.m. to 8p.m. local time, for more details about your acupuncture benefit.

**No new providers in network at this time.**



**If you have questions**, please call Wellpoint STAR+PLUS MMP at **1-855-878-1784** (TTY: **711**), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit [www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp).

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**No new providers in network at this time.**

## C1. Transportation Providers

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### Access2Care

#### Nonemergency Medical Transportation (NEMT) Services

##### What are NEMT services?

NEMT services provide **transportation to covered health-care services** for MMP members who have no other means of transportation. Such transportation includes rides to the doctor, dentist, hospital, pharmacy, and other places an individual receives Medicaid services. NEMT services do NOT include ambulance trips or emergency transportation. To make a reservation, call **1-855-878-1784** (TTY: **711**), For Medical Emergencies please call 911.



**If you have questions**, please call Wellpoint STAR+PLUS MMP at **1-855-878-1784** (TTY: **711**), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit **[www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp)**.



**Note:** Our plan has an exclusive contract with **Liberty Dental** for routine dental care. Your dental benefit includes routine dental care. You will need to go to a provider with the Liberty Dental network.

To find a provider for your **medical dental care**, go to the Specialty Care Providers section of this directory. For medical dental care to be covered, you have to use a dental provider in our plan (in-network doctor). Covered medical dental care is limited to certain conditions. Refer to your Wellpoint STAR+PLUS MMP Member Handbook for medical dental care available and benefit limitation amounts.

**No new providers in network at this time.**

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**Note:** Our plan has an exclusive contract with **Superior Vision** for **routine eye care**. Your vision benefit includes routine eye care. You will need to go to a Superior Vision provider listed in this section.

To find providers for your **medical eye care**, go to the Specialty Care Providers section of this directory. For medical eye care to be covered, you have to use an eye doctor in our plan (in-network doctor). Covered medical eye care is limited to certain conditions. Refer to your Wellpoint STAR+PLUS MMP Member Handbook for medical eye care available and benefit limitation amounts.

**No new providers in network at this time.**



If you have questions, please call Wellpoint STAR+PLUS MMP at **1-855-878-1784** (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. The call is free. For more information, visit [www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp).

**Note:** Our plan has an exclusive contract with **Hearing Care Solutions** for **hearing services**. Your hearing benefit includes hearing and balance tests, and medically necessary hearing aids.

Refer to your Wellpoint STAR+PLUS MMP Member Handbook for medical hearing care available and benefit limitation amounts. To find a provider, see the listed providers, call **1-855-312-2545** (TTY: **711**) or visit the website at **<https://hearingcaresolutions.com/anthem>**.

**No new providers in network at this time.**

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**No new providers in network at this time.**



**If you have questions**, please call Wellpoint STAR+PLUS MMP at **1-855-878-1784** (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit **[www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp)**.

## C2. Skilled Nursing Facilities (SNF)

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**No new providers in network at this time.**

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**No new providers in network at this time.**



**If you have questions**, please call Wellpoint STAR+PLUS MMP at **1-855-878-1784** (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit **[www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp)**.

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**No new providers in network at this time.**



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**No new providers in network at this time.**



**If you have questions**, please call Wellpoint STAR+PLUS MMP at **1-855-878-1784** (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit **[www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp)**.

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**No new providers in network at this time.**

## D. List of Network Pharmacies

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This part of the Directory provides a list of pharmacies in Wellpoint STAR+PLUS MMP's network. These network pharmacies are pharmacies that have agreed to provide prescription drugs to you as a member of the plan.

We also list pharmacies that are in our network but are outside El Paso County in which you live. You may also fill your prescriptions at these pharmacies. Please contact Wellpoint STAR+PLUS MMP at **1-855-878-1784** (TTY: **711**), Monday through Friday from 8 a.m. to 8 p.m. local time, except for holidays, for additional information.

- Wellpoint STAR+PLUS MMP members must use network pharmacies to get prescription drugs except in emergency or urgent care situations.
- If you use an out-of-network pharmacy for prescriptions when it is not an emergency, you will have to pay out of pocket for the service. Read the Wellpoint STAR+PLUS MMP's Member Handbook for more information.
- This Directory may not list all network pharmacies.
  - We may have added or removed some network pharmacies from our plan after we published this Directory

For up-to-date information about Wellpoint STAR+PLUS MMP network pharmacies in your area, please visit our website at **[www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp)** or call Member Services at **1-855-878-1784** (TTY: **711**), Monday through Friday from 8 a.m. to 8 p.m. local time, except for holidays. The call is free.

To get a complete description of your prescription coverage, including how to fill your prescriptions, please read the Member Handbook and Wellpoint STAR+PLUS MMP's List of Covered Drugs. The List of Covered Drugs is also online at **[www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp)**.

### D1. How to identify pharmacies in Wellpoint STAR+PLUS MMP's network

Along with retail pharmacies, your plan's network of pharmacies includes:

- Mail-order pharmacies send covered prescription drugs to members through the mail or shipping companies.
- Home infusion pharmacies prepare prescription drugs that are given through a vein, within a muscle, or in another non-oral way by a trained provider in your home.
- Long-term care (LTC) pharmacies serve residents of long-term care facilities, such as nursing homes.
- Indian Health Service/Tribal/Urban Indian Health Program (I/T/U) pharmacies
- Specialty Pharmacy – Pharmacies that supply drugs requiring special handling and instructions in their use.
- You are not required to continue using the same pharmacy to fill your prescriptions.
- You are not required to use a mail order pharmacy to fill your prescriptions.



**If you have questions**, please call Wellpoint STAR+PLUS MMP at **1-855-878-1784** (TTY: **711**), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit **[www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp)**.

## D2. Long-term supplies of prescriptions

- **Mail-Order Programs.** We offer a mail-order program that allows you to get up to a 93-day supply of your prescription drugs sent directly to your home. A 93-day supply has the same copay as a one-month supply.
- **93-Day Retail Pharmacy Programs.** Some retail pharmacies may also offer up to a 93-day supply of covered prescription drugs. **A 93-day supply has the same copay as a one-month supply.**
- You can go to any of the pharmacies in our network.



If you have questions, please call Wellpoint STAR+PLUS MMP at **1-855-878-1784** (TTY: **711**), Monday through Friday from 8 a.m. to 8 p.m. The call is free. For more information, visit **[www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp)**.

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**No new providers in network at this time.**



**If you have questions**, please call Wellpoint STAR+PLUS MMP at **1-855-878-1784** (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit **[www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp)**.

## E2. Mail-order Pharmacy

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You can get prescription drugs shipped to your home through our network mail order delivery program, which is called **CarelonRx Pharmacy**. CarelonRx Pharmacy must get your permission before sending you any prescriptions you don't ask for yourself.

You also have the choice to sign up for automated mail order delivery through our CarelonRx Home Delivery program.

Typically, you should expect to get your prescription drugs within 14 days from the time that the mail order pharmacy gets the order. If you do not get your prescription drug(s) within this time, if you would like to cancel an automatic order, or if you need to ask for a refund for prescriptions you got that you did not want or need, please contact us at **1-833-232-1711** (TTY: **711**) To learn more about mail order pharmacies, refer to Chapter 5 of the *Member Handbook*.

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### Mail-Order Pharmacy

#### CarelonRx Pharmacy

Toll free: 1-833-396-0309

TTY: 711

### Mail-Order Specialty Pharmacy

#### CarelonRx Specialty Pharmacy

Toll free: 1-833-262-1723

TTY: 711



**If you have questions**, please call Wellpoint STAR+PLUS MMP at **1-855-878-1784** (TTY: **711**), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit **[www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp)**.

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Home infusion pharmacies are also called specialized pharmacies. To get more information on home infusion pharmacy services, you can contact your service coordinator, the home infusion pharmacy listed in this directory, or contact Member Services at **1-855-878-1784** (TTY **711**), Monday through Friday from 8 a.m. to 8 p.m. local time.

**No new providers in network at this time.**



**If you have questions**, please call Wellpoint STAR+PLUS MMP at **1-855-878-1784** (TTY: **711**), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit **[www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp)**.



Residents of a long-term care facility, such as a nursing home, may access their prescription drugs covered under Wellpoint STAR+PLUS MMP through the facility's pharmacy or another network pharmacy. To learn more about drug coverage in special cases, see Chapter 5 of the Member Handbook.

Long-term care (LTC) pharmacies are also called specialized pharmacies. These pharmacies supply drugs for residents of a long-term care facility, such as a nursing home. Usually, long-term care facilities have their own pharmacies. If you are a resident of a long-term care facility, we must make sure you can get the drugs you need at the facility's pharmacy. If your long-term care facility's pharmacy is not in our network, or you have any difficulty accessing your drug benefits in a long-term care facility, please contact your service coordinator or contact Member Services at **1-855-878-1784** (TTY **711**), Monday through Friday from 8 a.m. to 8 p.m. local time, except for holidays.

**No new providers in network at this time.**

## E5. Indian Health Service/Tribal/Urban Indian Health Program (I/T/U) pharmacies

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Only Native Americans and Alaska Natives have access to Indian Health Service/Tribal/Urban Indian Health Program (I/T/U) Pharmacies through Wellpoint STAR+PLUS MMP pharmacy network. Those other than Native Americans and Alaskan Natives may be able to go to these pharmacies under limited circumstances (e.g., emergencies).

To get more information on Indian Health Service/Tribal/Urban Indian Health Program (I/T/U) Pharmacies, you can contact your service coordinator, the Indian Health Service/Tribal/Urban Indian Health Program (I/T/U) pharmacy listed in this directory, or Member Services at **1-855-878-1784** (TTY: **711**), Monday through Friday from 8 a.m. to 8 p.m. local time, except for holidays.



**If you have questions**, please call Wellpoint STAR+PLUS MMP at **1-855-878-1784** (TTY: **711**), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit **[www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp)**.

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**No new providers in network at this time.**

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**No new providers in network at this time.**



**If you have questions**, please call Wellpoint STAR+PLUS MMP at **1-855-878-1784** (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit **[www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp)**.

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**No new providers in network at this time.**

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**No new providers in network at this time.**



**If you have questions**, please call Wellpoint STAR+PLUS MMP at **1-855-878-1784** (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit **[www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp)**.

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**No new providers in network at this time.**

**Vasquez, Luis F.****A**

Aduroja, Olufemi A. ....10  
 Aloba, Maria C. ....12  
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 ....15  
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**If you have questions**, please call Wellpoint STAR+PLUS MMP at **1-855-878-1784** (TTY: 711), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit **[www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp)**.





**If you have questions**, please call Wellpoint STAR+PLUS MMP at **1-855-878-1784** (TTY: **711**), Monday through Friday from 8 a.m. to 8 p.m. The call is free. **For more information**, visit **[www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp)**.

Wellpoint STAR+PLUS MMP (Medicare-Medicaid Plan) complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, sex, age, or disability in its health programs and activities. Wellpoint STAR+PLUS MMP provides free aids and services to people with disabilities to communicate effectively with us and provides free language services to people whose primary language is not English such as qualified interpreters and information written in other languages. These services can be obtained by calling the customer service number on the back of your member ID card. If you believe that Wellpoint STAR+PLUS MMP has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Enrollee Advocate:

**Wellpoint STAR+PLUS MMP - Complaints, Appeals, and Grievances**

Mailstop: OH0205-A537  
4361 Irwin Simpson Road  
Mason, OH 45040  
1-855-878-1784 (TTY: 711)  
Fax: 1-888-458-1406

If you need help filing a grievance, the Enrollee Advocate is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services; 200 Independence Ave., SW; Room 509F, HHH Building; Washington, D.C. 20201; 1-800-368-1019, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**Multi-language Interpreter Services**

**English:** We have free interpreter services to answer any questions you may have about our health or drug plan. To get an interpreter, just call us at **1-855-878-1784 (TTY: 711)**. Someone who speaks English can help you. This is a free service.

**Spanish:** Tenemos servicios de intérprete sin costo alguno para responder cualquier pregunta que pueda tener sobre nuestro plan de salud o medicamentos. Para hablar con un intérprete, por favor llame al **1-855-878-1784 (TTY: 711)**. Alguien que hable español le podrá ayudar. Este es un servicio gratuito.

**Chinese Mandarin:** 我们提供免费的翻译服务，帮助您解答关于健康或药物保险的任何疑问。如果您需要此翻译服务，请致电 **1-855-878-1784 (TTY: 711)**。我们的中文工作人员很乐意帮助您。这是一项免费服务。

**Chinese Cantonese:** 您對我們的健康或藥物保險可能存有疑問，為此我們提供免費的翻譯服務。如需翻譯服務，請致電 **1-855-878-1784 (TTY: 711)**。我們講中文的人員將樂意為您提供幫助。這是一項免費服務。

**Tagalog:** Mayroon kaming libreng serbisyo sa pagsasaling-wika upang masagot ang anumang mga katanungan ninyo hinggil sa aming planong pangkalusugan o panggamot. Upang makakuha ng tagasaling-wika, tawagan lamang kami sa **1-855-878-1784** (TTY: **711**). Maaari kayong tulungan ng isang nakakapagsalita ng Tagalog. Ito ay libreng serbisyo.

**French:** Nous proposons des services gratuits d'interprétation pour répondre à toutes vos questions relatives à notre régime de santé ou d'assurance-médicaments. Pour accéder au service d'interprétation, il vous suffit de nous appeler au **1-855-878-1784** (TTY : **711**). Un interlocuteur parlant Français pourra vous aider. Ce service est gratuit.

**Vietnamese:** Chúng tôi có dịch vụ thông dịch miễn phí để trả lời các câu hỏi về chương sức khỏe và chương trình thuốc men. Nếu quý vị cần thông dịch viên xin gọi **1-855-878-1784** (TTY: **711**). Sẽ có nhân viên nói tiếng Việt giúp đỡ quý vị. Đây là dịch vụ miễn phí.

**German:** Unser kostenloser Dolmetscherservice beantwortet Ihren Fragen zu unserem Gesundheits- und Arzneimittelplan. Unsere Dolmetscher erreichen Sie unter **1-855-878-1784** (TTY: **711**). Man wird Ihnen dort auf Deutsch weiterhelfen. Dieser Service ist kostenlos.

**Korean:** 당사는 의료 보험 또는 약품 보험에 관한 질문에 답해 드리고자 무료 통역 서비스를 제공하고 있습니다. 통역 서비스를 이용하려면 전화 **1-855-878-1784** (TTY: **711**) 번으로 문의해 주십시오. 한국어를 하는 담당자가 도와 드릴 것입니다. 이 서비스는 무료로 운영됩니다.

**Russian:** Если у вас возникнут вопросы относительно страхового или медикаментного плана, вы можете воспользоваться нашими бесплатными услугами переводчиков. Чтобы воспользоваться услугами переводчика, позвоните нам по телефону **1-855-878-1784** (TTY: **711**). Вам окажет помощь сотрудник, который говорит по-русски. Данная услуга бесплатная.

**Arabic:**

إننا نقدم خدمات المترجم الفوري المجانية للإجابة عن أي أسئلة تتعلق بالصحة أو جدول الأدوية لدينا. للحصول على مترجم فوري سيقوم شخص ما يتحدث العربية بمساعدتك ليس عليك سوى الاتصال بنا على **1-855-878-1784** (TTY: **711**). هذه خدمة مجانية.

**Hindi:** हमारे स्वास्थ्य या दवा की योजना के बारे में आपके किसी भी प्रश्न के जवाब देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएँ उपलब्ध हैं. एक दुभाषिया प्राप्त करने के लिए, बस हमें **1-855-878-1784** (TTY: **711**) पर फोन करें. कोई व्यक्ति जो हिन्दी बोलता है आपकी मदद कर सकता है. यह एक मुफ्त सेवा है.

**Italian:** È disponibile un servizio di interpretariato gratuito per rispondere a eventuali domande sul nostro piano sanitario e farmaceutico. Per un interprete, contattare il numero **1-855-878-1784** (TTY : **711**). Un nostro incaricato che parla Italianovi fornirà l'assistenza necessaria. È un servizio gratuito.

**Portugués:** Dispomos de serviços de interpretação gratuitos para responder a qualquer questão que tenha acerca do nosso plano de saúde ou de medicação. Para obter um intérprete, contacte-nos através do número **1-855-878-1784** (TTY: **711**). Irá encontrar alguém que fale o idioma Português para o ajudar. Este serviço é gratuito.

**French Creole:** Nou genyen sèvis entèprèt gratis pou reponn tout kesyon ou ta genyen konsènan plan medikal oswa dwòg nou an. Pou jwenn yon entèprèt, jis rele nou nan **1-855-878-1784** (TTY: **711**). Yon moun ki pale Kreyòl kapab ede w. Sa a se yon sèvis ki gratis.

**Polish:** Umożliwiamy bezpłatne skorzystanie z usług tłumacza ustnego, który pomoże w uzyskaniu odpowiedzi na temat planu zdrowotnego lub dawkowania leków. Aby skorzystać z pomocy tłumacza znającego język polski, należy zadzwonić pod numer **1-855-878-1784** (TTY: **711**). Ta usługa jest bezpłatna.

**Japanese:** 当社の健康 健康保険と薬品 処方薬プランに関するご質問にお答えするために、無料の通 訳サービスがあります。通訳をご用命になるには、**1-855-878-1784** (TTY: **711**) にお 電話ください。日本語を話す人 者が支援いたします。これは無料のサービスです。





## Have Questions?

Call us toll free at 1-855-878-1784 (TTY: 711)  
Monday through Friday from 8 a.m. to 8 p.m. local time.  
Or visit [www.wellpoint.com/tx/mmp](http://www.wellpoint.com/tx/mmp).

This directory includes providers in El Paso County. To get help finding a provider in another county or to request a complete Wellpoint STAR+PLUS MMP Provider and Pharmacy Directory for Texas, call Member Services.

Wellpoint STAR+PLUS MMP (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Texas Medicaid to provide benefits of both programs to enrollees.