



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
wellpoint.com/tx/mmp

Addendum

December 2024



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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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 [wellpoint.com/tx/mmp](https://www.wellpoint.com/tx/mmp).

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A. Disclaimers

- ❖ 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 **12/1/2024**, 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 **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.



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Doctors and other health care professionals in Wellpoint STAR+PLUS MMP's network are listed on pages 10-40. Pharmacies in our network are listed on pages 43-52. You can use the Index in the back of the Directory to find the page where a provider or pharmacy is listed.

B. Providers

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.



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 wellpoint.com/tx/mmp.

- 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 **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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List of Providers

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)	15
Specialists	4
Behavioral Health Providers	24
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	2
Long-Term Services and Supports: Occupational Therapy	4
Long-Term Services and Supports: Speech Therapy	4
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	1
Vision Care Providers	2
Hearing Care Providers	0
Hospitals	1
Skilled Nursing Facilities (SNF)	2
Nursing Facilities (NF)	0



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Urgent Care Centers	1
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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**Certified Nurse Practitioner
El Paso****79902**

Reylick, Chemene, NP
Bhs Physicians
Network
NPI: 1699427120
1625 Medical Center Dr
El Paso, TX 79902
(915) 533-7465 📞
M-F, 8am-5pm

79903

Griego, Annette C., NP
St. Jude's Family
Medicine And Pediatric
Clinic, PLLC
NPI: 1902093016
5140 Montana Ave
El Paso, TX 79903
(915) 544-8844 📞
M-F, 8am-5pm

79938

Boureslan, Eileen, NP
Bhs Physicians
Network
NPI: 1972245561
2204E Joe Battle Blvd
El Paso, TX 79938
(915) 271-4650 📞
M-F, 8am-5pm

**Family Medicine
El Paso****79936**

Leyva, Edward S., MD
Wellmed Medical Group
NPI: 1922331776
1387 George Dieter Dr
Bldg B
El Paso, TX 79936
(915) 275-0224 📞
M-F, 8am-5pm

**Family Practice Nurse Prac
El Paso****79902**

Chavez, Sylvia, NP
Bhs Physicians
Network Inc
NPI: 1164679536
1600 N Oregon St
El Paso, TX 79902
(915) 532-2445 📞
M-F, 8am-5pm

Maldonado, Vanessa, NP

Bhs Physicians
Network Inc
NPI: 1861797573
1600 Medical Center Dr
Ste 309
El Paso, TX 79902
(915) 532-9100 📞

Melendez, Mayra M., NP

Bhs Physicians
Network
NPI: 1447926142
1800 N Mesa St Ste
200
El Paso, TX 79902
(915) 577-9900 📞
M-F, 8am-5pm

Moldes, Orestes E., NP

Bhs Physicians
Network Inc
NPI: 1215489596
2001 N Oregon St
El Paso, TX 79902
(915) 532-2673 📞
M-F, 8am-5pm

Mosier, Karina P., NP

Bhs Physicians
Network Inc
NPI: 1861737249
1250 E Cliff Dr Ste 1C
El Paso, TX 79902
(915) 351-7200 📞

79912

Ibarra, Amelinda, NP
El Paso County
Hospital District
NPI: 1720777139
6600 N Desert Blvd
El Paso, TX 79912
(915) 521-7866 📞
M-Su, 8am-5pm

79936

Gamez, Virginia, UNKN
Edgar Reyna
NPI: 1467922930
3660 George Dieter Dr
Ste C
El Paso, TX 79936
(915) 855-7000 📞
M-F, 8am-5pm

79938

Reed, Patrick M., NP
Bhs Physicians
Network
NPI: 1518510726
3270 Joe Battle Blvd
Ste 120
El Paso, TX 79938
(915) 577-7951 📞
M-F, 8am-5pm
Ethnicity: Other

**Geriatric Medicine
Nurse Practitioner
El Paso****79936**

Meza Rodriguez, Erika V., NP
Montwood Family
Medical Ctr
NPI: 1942701586
3022 Trawood Dr Ste A
El Paso, TX 79936
(915) 855-8550 📞
M-F, 8am-5pm

**Internal Medicine
El Paso****79934**

Bosah, Augustine O., MD
Wellmed Medical Group
NPI: 1588794192
4774 Loma Del Sur Dr
El Paso, TX 79934
(915) 751-7773 📞
M-F, 8am-5pm

79936

Palacios, Mariano, MD
El Paso Integrated
Physicians Group
NPI: 1407840820
1387 George Dieter Dr
Ste D103
El Paso, TX 79936
(915) 544-0326 📞
M-F, 8am-5pm
Ethnicity: Hispanic



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 wellpoint.com/tx/mmp.

Aids Hiv Issues El Paso

Aids Hiv Issues El Paso

79904

Schweiger, Russell A., LCSW

Russell A Schweiger
NPI: 1659335990
3410 Hondo Pass Dr
El Paso, TX 79904
(915) 549-3968 🌐
Th,Su, 11am-7pm
Gender: Male
Languages: Spanish
Translation Svcs: Yes
ADA Accessible: ♿Basic P
Special Services/Skills:
Blind/Visually Impaired,
Deaf/Hearing Impaired,
Hiv/Aids Related
Issues, Homeless,
Severe Mental Illness

Neurological Surgery El Paso

79902

Hawksworth, Shane A., MD

Neurosurgical
Specialists Of El Paso
NPI: 1831484948
1700 N Oregon St Ste
710
El Paso, TX 79902
(915) 351-1444 🌐
M-F, 8am-5pm
Credentials and Board
Certifications: †
Neurological Surgery
Gender: Male
ADA Accessible:No

Nuclear Medicine El Paso

79902

Pinzon, Guillermo A., MD

Guillermo A Pinzon Mp
NPI: 1790774321
1221 N Cotton St Ste
100
El Paso, TX 79902
(915) 592-7662 🌐
M-Th, 8am-5pm
Credentials and Board
Certifications: † Nuclear
Medicine
Gender: Male
Languages: Spanish
ADA Accessible: ♿Basic

Nurse Practitioner Adult Health El Paso

79936

Penafiel, Laura, MSN

El Paso County
Hospital District
NPI: 1942699152
1521 Joe Battle Blvd
El Paso, TX 79936
(915) 790-5700 🌐📞
M-F, 8am-8pm
Gender: Female
Languages: Spanish
ADA Accessible: ♿Basic P
R E T

**Clinical Nurse
Specialist - Bh
El Paso****79902****Arellano, Alfredo H.,
APRN**

Alfredo H Arellano
NPI: 1851558266
1122 Montana Ave Ste
A
El Paso, TX 79902
(915) 274-4188 📞
M-F,Su, 8am-5pm
Gender: Male
Ethnicity: Hispanic
Languages: Spanish
ADA Accessible: 🗿 Yes
Special Services/Skills:
Substance Use
Disorders

Alfredo H Arellano
NPI: 1851558266
2001 N Oregon St
El Paso, TX 79902
(915) 577-6011 📞
M-F,Su, 8am-5pm
Gender: Male
Ethnicity: Hispanic
Languages: Spanish
ADA Accessible: 🗿 Yes
Special Services/Skills:
Substance Use
Disorders

**Lic Clinical Social
Worker
El Paso****79902****Acosta, Arturo, LCSW**

Pinnacle Social
Services Llc
NPI: 1700160553
1418 Montana Ave
El Paso, TX 79902
(915) 545-4045 📞
Gender: Male
Languages: Spanish
ADA Accessible: 🗿 Basic P

79925**Quinones, Ana, LCSW**

The Cognitive
Behavioral Institute Of
El Paso
NPI: 1841023314
1316 N Yarbrough Dr
Ste 2A
El Paso, TX 79925
(915) 373-6021 📞
M-F, 9am-7pm Sa,
8am-4pm
Gender: Female
ADA Accessible: 🗿 Basic

**Lic Professional
Counselor
El Paso****79902****Hassinger, Ashley,
LPC**

El Paso Community
Mhmr DbA Emergence
Health
NPI: 1285486118
1551 Montana Ave
El Paso, TX 79902
(915) 887-3416 📞
M-F, 8am-5pm
ADA Accessible: 🗿 Basic

**Murray, Stephanie,
LPC**

El Paso Community
Mhmr DbA Emergence
Health
NPI: 1689435109
1551 Montana Ave
El Paso, TX 79902
(915) 887-3416 📞
M-F, 8:30am-5pm
ADA Accessible: 🗿 Basic

**Swafford, Sarah M.,
LPC**

Swafford Sarah M
NPI: 1215474556
710 Campbell St
El Paso, TX 79902
(915) 588-1252 📞
M-F,Su, 9am-5pm
Gender: Female
ADA Accessible: 🗿 Basic

79904**Gutierrez, Dolores A.,
LPC**

Gutierrez Dolores A
NPI: 1568774081
3410 Hondo Pass Dr
El Paso, TX 79904
(915) 755-5888 📞
M-Su, 8am-7pm
Gender: Female
Languages: Spanish
ADA Accessible: 🗿 Basic

79905**Hernandez, Hector M.,
LPC**

NPI: 1144566951
6044 Gateway Blvd E
Ste 605
El Paso, TX 79905
(915) 269-9156 📞
Gender: Male
Languages: Spanish
ADA Accessible: 🗿 Basic

Molina, Carmen, LPC

Molina Carmen
NPI: 1679903371
6044 Gateway Blvd E
Ste 615
El Paso, TX 79905
(915) 500-9288 📞
M-F,Su, 4pm-8pm
Gender: Female
Languages: Spanish
ADA Accessible: 🗿 Basic P

79912**Garcia, Grecia, LPC**

Garcia Grecia
NPI: 1881864205
6006 N Mesa St Ste
408
El Paso, TX 79912
(915) 491-3204 📞
Gender: Female
Languages: Spanish
ADA Accessible: 🗿 Basic
Special Services/Skills:
Substance Use
Disorders

Lara Garcia, Iyali, LPC

Lara Garcia Iyali
NPI: 1447648969
508 Satellite Dr
El Paso, TX 79912
(915) 259-5514 📞
M-F,Su, 9am-5pm
Gender: Female
Ethnicity: Hispanic
Languages: Spanish
ADA Accessible: 🗿 Basic

Leos, Loreli F., LPC

Leos Loreli
NPI: 1689870230
230 Thunderbird Dr Ste
J
El Paso, TX 79912
(915) 584-5105 📞
M-F,Su, 8am-5pm
Gender: Female
Languages: Spanish
ADA Accessible: 🗿 Basic P
Special Services/Skills:
Severe Mental Illness

79924**Hoppe, Curtis L., LPC**

Hoppe Curtis L
NPI: 1366545907
9311 Diana Dr
El Paso, TX 79924
(915) 751-2448 📞
Tu,Th, 9am-6pm Su,
12pm-5pm
Gender: Male
Ethnicity: White
(Non-Hispanic)
Languages: Spanish,
Vietnamese
ADA Accessible: 🗿 Basic

79935**Tandy, Sharlene, LPC**

El Paso Community
Mhmr DbA Emergence
Health
NPI: 1174368385
10737 Gateway Blvd W
Ste 350
El Paso, TX 79935
(915) 887-3416 📞
M-F, 8:30am-5pm
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 wellpoint.com/tx/mmp.

Lic Professional Counselor El Paso

79936

Galvan, Bonnie, LPC

Galvan Bonnie
NPI: 1265746069
1370 Pullman Dr Ste B
El Paso, TX 79936
(915) 422-2978 🌐
M,Th,Su, 8am-5pm
Gender: Female
Ethnicity: Hispanic
Languages: Spanish
ADA Accessible: 🌐Basic

**Marcel, Samuel L.,
LPC**

Marcel Samuel L
NPI: 1740376300
1790 N Lee Trevino Dr
Ste 203
El Paso, TX 79936
(915) 613-0030 🌐
M-F,Su, 9am-7pm Sa,
9am-2pm
Gender: Male
Ethnicity: American Ind
Or Alaskan Nat
Languages: Spanish
ADA Accessible: 🌐Basic P

Vinton

79821

Hoppe, Curtis L., LPC

Curtis L Hoppe
NPI: 1366545907
7920 Doniphan Dr
Vinton, TX 79821
(915) 855-8550 🌐
Tu,Th, 9am-6pm Su,
12pm-5pm
Gender: Male
Ethnicity: White
(Non-Hispanic)
Languages: Spanish,
Vietnamese
ADA Accessible: 🌐Yes

**Psychiatry
El Paso**

79902

Katz, Abraham J., MD

Abraham J Katz
NPI: 1538279807
1201 E Schuster Ave
Ste 6
El Paso, TX 79902
(915) 532-7799 🌐
Credentials and Board
Certifications: †
Psychiatry
Gender: Male
Languages: German,
Hebrew, Low German,
Low Saxon, Spanish,
Yiddish
ADA Accessible: No

**Sachidanandam,
Jency Cynthia, MD**

Texas Tech University
Health Sciences Center
At El Paso
NPI: 1225520620
800 N Mesa St
El Paso, TX 79902
(915) 215-6170 🌐
M-F, 8am-5pm
Gender: Female
ADA Accessible: 🌐Basic

79905

**Sachidanandam,
Jency Cynthia, MD**

Texas Tech University
Health Sciences Center
At El Paso
NPI: 1225520620
4615 Alameda Ave
El Paso, TX 79905
(915) 215-6170 🌐
M-F, 8am-5pm
Gender: Female
ADA Accessible: 🌐Basic

79925

**Diaz-Vogt, Josefina
A., MD**

Diaz-Vogt, Josefina A.
NPI: 1952406092
10320 Ashwood Dr
El Paso, TX 79925
(915) 590-2535 🌐
Tu,W, 1pm-6pm Th,
9am-6pm
Credentials and Board
Certifications: †
Psychiatry
Gender: Female
Languages: Spanish
ADA Accessible: 🌐Basic

**Psychology
El Paso**

79925

**Allberg, Walter R.,
PHD**

NPI: 1790847846
1605 Beech St Ste B
El Paso, TX 79925
(915) 778-2458 🌐
Gender: Male
Languages: Spanish
ADA Accessible: 🌐Basic

**Substance Abuse
El Paso**

79902

Dieb, Rami, MD

Rami Dieb Pllc
NPI: 1326259631
1900 Denver Ave
El Paso, TX 79902
(915) 544-4000 🌐
M-F,Su, 8am-5pm
Network end:12/10/
2024
Gender: Male
Languages: Arabic,
Chinese - Mandarin,
Spanish
ADA Accessible: 🌐Basic
Special Services/Skills:
Substance Use
Disorders

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 [wellpoint.com/tx/mmp](https://www.wellpoint.com/tx/mmp).

No new providers in network at this time.

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

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 [wellpoint.com/tx/mmp](https://www.wellpoint.com/tx/mmp).

No new providers in network at this time.

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

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 [wellpoint.com/tx/mmp](https://www.wellpoint.com/tx/mmp).

No new providers in network at this 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 [wellpoint.com/tx/mmp](https://www.wellpoint.com/tx/mmp).

No new providers in network at this time.

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

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 [wellpoint.com/tx/mmp](https://www.wellpoint.com/tx/mmp).

**Physical Therapy
El Paso**

**Physical Therapy
El Paso**

79936

**De Jesus, Leticia E.,
DPT**

Empower Physical
Therapy Tx Llc
NPI: 1700562139
11331 James Watt Dr
Ste B200
El Paso, TX 79936
(915) 500-6607 🌐
Gender: Female
ADA Accessible:No

79938

Martinez, Emily, DPT

Empower Physical
Therapy Tx Llc
NPI: 1417796509
12430 Edgemere Blvd
Ste 208
El Paso, TX 79938
(915) 301-0110 🌐
Gender: Female
ADA Accessible:No

**Occupational
Therapy
El Paso****79902****Villegas, Kelley E., OT**

Villegas, Kelley E.
NPI: 1508007709
424 Executive Center
Blvd Ste 121
El Paso, TX 79902
(915) 351-6825 📞
Gender: Female
Ethnicity: White
(Non-Hispanic)
Languages: Spanish
ADA Accessible: ♿ Basic

79904**Brooks, Joshua, OT**

Valeo Rehab, Llc
NPI: 1710509104
4601 Hondo Pass Dr
Ste A
El Paso, TX 79904
(915) 201-2505 📞
M-F, 8am-7pm
Gender: Male
ADA Accessible: ♿ Basic P
R

79905**Omega Rehab Svcs**

NPI: 1861463382
5310 El Paso Dr
El Paso, TX 79905
(915) 771-8523 📞
M-Th, 8am-7pm
ADA Accessible: ♿ Basic P
R E T

79936**Flores, Patricia R., OT**

Proactive Motion
Therapy Llc
NPI: 1780185215
11395 James Watt Dr
Ste A6
El Paso, TX 79936
(915) 276-4286 📞
M-F, 08am-05pm
Sa,Su, 12am-12am
Gender: Female
ADA Accessible: ♿ Basic



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 [wellpoint.com/tx/mmp](https://www.wellpoint.com/tx/mmp).

Speech Therapy / Pathology
El Paso

Speech Therapy / Pathology
El Paso
79902
Marquis-Colvard,
Clarissa A., SLP

Marquis-Colvard,
 Clarissa A.
 NPI: 1558365338
 1900 N Oregon St Ste
 100

El Paso, TX 79902

(915) 533-1388 📞

M-Th, 8am-6pm

Gender: Female

Ethnicity: Black

(Non-Hispanic)

Languages: Sign

Languages, Spanish

Translation Svcs: Yes

ADA Accessible: 🦿Basic P

Special Services/Skills:

Blind/Visually Impaired,

Deaf/Hearing Impaired

79904
Guevara-Williams,
Alexis, SLP

Valeo Rehab, Llc
 NPI: 1437840881
 4601 Hondo Pass Dr
 Ste A

El Paso, TX 79904

(915) 201-2505 📞📞

M-F, 8am-7pm

Gender: Female

ADA Accessible: 🦿Basic P

R

79905
Omega Rehab Svcs

NPI: 1861463382

5310 El Paso Dr

El Paso, TX 79905

(915) 771-8523 📞📞

M-Th, 8am-7pm

ADA Accessible: 🦿Basic P

R E T

Horizon City
79928
Grajeda, Paola, SLP

Parlo Speech Lab
 NPI: 1619750593
 550 Peyton Rd Ste 104
 Horizon City, TX 79928
 (915) 304-6213 📞
 M-Su, 7am-6pm
 Gender: Female
 ADA Accessible: No

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 [wellpoint.com/tx/mmp](https://www.wellpoint.com/tx/mmp).

No new providers in network at this time.

**Ambulatory Surgery
Center
El Paso****79905****El Paso Childrens
Hospital Corporation**

NPI: 1558659714
4845 Alameda Ave
El Paso, TX 79905
(915) 298-5444 🌐
ADA Accessible: 🗿 Basic

**Blind/Vision
Impaired Services
El Paso****79915****La Familia Del Paso**

NPI: 1679133011
1001 N Carolina Dr
El Paso, TX 79915
(915) 239-2955 🌐
M-F, 8am-3:30pm
Sa,Su, 00am-00am
Translation Svcs: Yes
ADA Accessible: 🗿 Basic P
R

Special Services/Skills:
Homeless

**Non Med Ctr -
Rehab Center
El Paso****79935****Omega Rehab Svcs**

NPI: 1861463382
11040 Vista Del Sol Dr
Ste C
El Paso, TX 79935
(915) 771-8523 🌐
ADA Accessible: 🗿 Basic



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 wellpoint.com/tx/mmp.

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 8 a.m. to 8 p.m. local time, for more details about your acupuncture benefit.

No new providers in network at this 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 [wellpoint.com/tx/mmp](https://www.wellpoint.com/tx/mmp).

C1. Transportation Providers

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 [wellpoint.com/tx/mmp](https://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.



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 [wellpoint.com/tx/mmp](https://www.wellpoint.com/tx/mmp).

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.

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.



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 wellpoint.com/tx/mmp.

**Hospital
El Paso**

**Hospital
El Paso**

79905

**El Paso Childrens
Hospital Corporation**

NPI: 1558659714

4845 Alameda Ave

El Paso, TX 79905

(915) 298-5444 🌐

ADA Accessible: ♿ Basic

**Skilled Nursing
Facility
El Paso****79912****Good Samaritan
Society - White Acres**

NPI: 1881685162

7304 Good Samaritan

Ct

El Paso, TX 79912

(915) 581-4683 🌐

ADA Accessible: ♿ Yes

79936**Pebble Creek Nursing
Ctr**

NPI: 1699256982

11608 Scott Simpson

Dr

El Paso, TX 79936

(915) 857-0071 🌐

ADA Accessible: ♿ Yes



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 [wellpoint.com/tx/mmp](https://www.wellpoint.com/tx/mmp).

No new providers in network at this time.

**Urgent Care Clinic
El Paso**

79927

**Upper Valley Urgent
Care Ctr**

NPI: 1093727042
10400 Gateway Blvd E
Bldg C
El Paso, TX 79927
(915) 584-8882 🌐
M-F, 8am-12pm M-F,
12pm-1pm
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 [wellpoint.com/tx/mmp](https://www.wellpoint.com/tx/mmp).

No new providers in network at this 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 wellpoint.com/tx/mmp.

D. List of Network Pharmacies

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 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 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 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 [wellpoint.com/tx/mmp](https://www.wellpoint.com/tx/mmp).

No new providers in network at this time.

E2. Mail-order Pharmacy

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*.

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 [wellpoint.com/tx/mmp](https://www.wellpoint.com/tx/mmp).

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.

E4. Long-Term Care (LTC) Pharmacies

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.



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 [wellpoint.com/tx/mmp](https://www.wellpoint.com/tx/mmp).

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

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 [wellpoint.com/tx/mmp](https://www.wellpoint.com/tx/mmp).

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 [wellpoint.com/tx/mmp](https://www.wellpoint.com/tx/mmp).

No new providers in network at this time.

No new providers in network at this time.



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No new providers in network at this time.

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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 [wellpoint.com/tx/mmp](https://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.