


Aetna Whole Health Quick Reference Guide

	 Aetna Whole Health (Aetna WH)	
Saturday Mammograms	CONTACT INFORMATION: Cindy Cano 210.258.2420 cacano@baptisthealthsystem.com OR Mary Lou Sheppard 210.785.2529 MLSHEPPA@baptisthealthsystem.com ***Annotate in email or referral that member is requesting a Saturday	
Saturday Colonoscopies	CONTACT INFORMATION: Heather Kerr: 210.614.1234 ext 734 hkerr@gastroconsa.com **Annotate in email or referral hat the member is requesting a Saturday Providers: Saturday Referrals: Dr. Chirag Patel, Dr. Khangura, Dr. Guiri, Dr. Jackson, Dr. Mehta, Dr. Saleme, Dr. Ali, Dr. Cunningham, Dr. Singson, Dr. Wendorf, Dr. Espinoza, & Dr. McMyler	
Saturday Nutrition Referrals	Create a referral to Jan Tilley/JTA Wellness (Nutritionist) Fax referral with office visit note attached & JTA Wellness will outreach within 48 business hours. **Annotate in referral that the member is requesting a Saturday appointment**	
Pediatric & Adults Nutritionist group	Alamo City Healthy Kids & Families (Coming soon to the Network) Monday-Thursday 9 am - 5 pm Friday 9 am - 4 pm 210.375.9685 Phone or Fax 877.325.2479	https://www.alamocityhealthykid.com/
Ultrasounds Routine X-Rays PET Scans Nuclear Medicine	Hours for Scheduling: 7 am - 7pm M-F Phone: 210.228.9729 Fax the Doctor's orders to the scheduling center @ 210.258.2425	
Physical Therapy	DO NOT Use Healthlink for Aetna Whole Health Population Other in Network PT Groups 1. Select Physical Therapy: 210.561.7000 7 am - 6 pm M-Th, 7-4:30 F 2. Momentum Physical Therapy: 210.695.2682 8 am - 5 pm 3. Boerne Physical Therapy - Now Fyzical Therapy & Balance Centers: Hours: 7 am -6 pm M-Th & 7 am -2:30 pm on Fridays: 830.249.7211 4. Bulverde Physical Therapy & Wellness Center: 830.980.4055 Mon- Friday 7:30 am - 7:00 pm 5. Smithson Valley Physical Therapy - Bulverde 830.980.6880 6. Pediatric Therapy Specialists: 210.408.7300 (8 am - 6 pm M-Th) 7. Warm Springs Rehabilitation: 210.616.0100 8. Northeast Orthopedics & Sports Medicine: 210.477.5151	   Bulverde Physical Therapy & Wellness Center  Pediatric Therapy Specialists, LLC 
Inpatient Hospitals	Baptist Hospitals to include Resolute Health Hospital	
ENT Groups	1. National Sinus Institute: 210.202.02501 2. Texas Sinus Center (Atkins): 210.607.4687 3. The Ear Institute of Texas: 210.695.4327 4. Ear Medical Group: 210.614.6070	  
Behavioral Health	1. Aetna AbleTo Program 8 weeks: Telephonic Visits: 1.844.330.3648 9 am - 8 pm 2. Provider/CM Referral to Aetna's Mental Health program Send email to QPICCM@healthtexas.org to assign BH CM 3. Employers EAP programs: Offer X number visits at no cost to member Employer specific # of visits offered 4. MDLive: 1.800.400.6354 5. List in Network Counselors: Check the Pulse - Preferred provider list	<p style="color: red; text-align: center;">Request member reach out to employer to verify EAP benefits</p>
CVS Health/Aetna Mental Well-Being Access	Additional Mental Health programs (Virtual) included in additional PDF attachments. Labeled CVS Health Assistance ranges from: ages 5+ based on needs Depression, anxiety and other mental well-being concerns are being offered virtually. <p style="color: red; text-align: center;">If the availability section does not say Nationwide, please verify that TX is</p>	<p style="text-align: center;">All Aetna members/employer groups</p>
Sleep Studies	1. Texas Medical & Sleep Specialists: 210.249.5020 2. Southern Sleep Diagnostic Sleep Clinic: 210.614.9775 3. National Sinus Institute: 210.202.0250 4. Pulmonary Consultants of San Antonio: 210.972.5754 5. Rafael M. Santiago, M.D. (Sleep Institute of San Antonio): 210.492.1680	 Sleep Institute of San Antonio, P.A. 
Chiropractors	1. Broadway Chiropractic Clinic: 210.828.4422 2. Southtown Chiropractic Clinic: 210.600.3312 3. CCT Chiropractic Centers of Texas @ Alamo: 210.828.2665 4. Brookhollow Family Chiropractic: 210.490.5511 5. Abundant Life Chiropractic/Commerce Chiropractic: 210.434.5772 6. Culebra injury & pain: 210.733.9999 7. Dhan Matthew, Schertz (Schertz Chiropractic) : 210.646.6000 8. Texas Spine Clinic: 210.545.5111 9. Comfort Chiropractic: 830.995.3887 10. New Hope Chiropractic: 210.977.0163 11. River City Chiropractic: 210.951.0355 12. Curley Chiropractic, LLC: 830.620.0969	    
Dermatologists	1. Dermatology Associates: 210.490.4661 (Mohs Procedures) David L. Shrinner, M.D. 2. San Antonio Skin & Cancer Clinic: 210.614.3575 3. Texas Dermatology & Laser Specialists: 4. Texas Institute of Dermatology 5. Skin Cancer Dermatology (Calvin Lee Day) 6. Sonterra Dermatology: 210.981.3601 7. Rainey Dermatology: 210.901.9353 8. Dermatology San Antonio: 210.615.7171	  
Bariatric	1. Bariatric Counseling Center of San Antonio: 210.634.2200 Required for 1 year prior to procedure 2. Alamo City Bariatrics (Part of Baptist): David Thomas, M.D. 3. Bariatric Medical Institute of Texas: 210.615.8500 <p style="color: red; text-align: center;">Not All employer groups offer Bariatric Services.. Member will need to verify benefits</p>	 
Find In Network Specialists not reflected on Cheat Sheet	1. Call 210.920.9301 or 210.268.1698 2. Email QPIC@healthtexas.org or QPICCM@healthtexas.org 3. Aetna's website @ www.docfind.com a. Continue as guest b. Enter city area c. Select one of these three plans to the right. d. Select Continue e. Type in type of specialist researching and select	 Quality Partners In Care A healthcare partnership between   Powered By: 
SNF	1. Silver Creek Manor; 210.523.2455 2. Retama Manor Nursing Center - San Antonio North, 3. The Rio at Mission Trails; 210.531.0569 4. Windemere at Westover hills (Cantex), 210.672.6190 5. Memorial Medical Nursing Center; 210.223.5521 6. Parklane West Healthcare Center; 210.829.1400 7. Sava Senior Care 8. Bridgemoor of San Antonio 9. The Vista at Blue Skies of Texas West 10. Warm Springs Rehabilitation Hospital of San Antonio, LLC 11. Regent Care Center of Oakwell Farms 12. Regent Care at Medical Center 13. Morningside Manor 14. Northeast Rehab and Healthcare Center 15. Legend Oaks Healthcare and Rehab - West San Antonio	      
Labs	1. LabCorp 2. Quest 3. CPL	   
QPIC Case Management	1. Telephonic follow-up calls 2. Free patient education classes 3. Hospital follow-up & necessary care, supplies & equipment 4. In Network questions 5. HealthTexas does Case Management for all of our Aetna Whole Health members regardless of provider they are seeing.	Contact Information: 210.268.1698 QPICCM@healthtexas.org