

KelseyCare
Advantage
★★★★

2025

CORE (HMO)



WELCOME

1-866-535-8343 (TTY: 711)

KelseyCareAdvantage.com

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GETTING STARTED

We understand navigating the health care system can be cumbersome. This guide introduces you to KelseyCare Advantage's approach to coordinated care, offering seamless access to the resources and tools you need to manage your health effectively.

Confidence You Can Carry: Your New Member ID Card

Your KelseyCare Advantage member ID card is your key to accessing your medical, dental, and vision benefits. You should receive your card in the mail within 10 business days of enrollment. If you do not receive your ID card before your start date, please call our Member Concierge team at 713-442-CARE (2273) TTY: 711.

Simple Ways to Get Started

1. **Register for MyKelseyOnline (MKO)** to access important records and communicate with your doctor. MKO is your one-stop location for you and your care team to manage your care together! Schedule appointments, view test and lab results, refill prescriptions, and message your doctor—all in one place. Simply visit MyKelseyOnline.com and log in or set up your account if it's your first time.
2. **Choose Email Opt-In.** Receive important plan updates by opting in to email communications. Through email opt-in, you can receive timely KelseyCare Advantage updates, event information, and plan management tips straight to your inbox. Stay informed. Go to KelseyCareAdvantage.com → [Members](#) → [Member Forms](#) → [Email Opt-In](#) OR call 713-442-4878 (TTY: 711) to opt in.
3. **Review Your Plan Benefits** online at KelseyCareAdvantage.com → [Members](#) → [Plan Benefits](#). To download and print your plan benefits, look for your Summary of Benefits or the more detailed Evidence of Coverage at KelseyCareAdvantage.com → [Members](#) → [Plan Documents](#).

ONLINE RESOURCES

KelseyCare Advantage offers convenient online tools to help you navigate your health plan and access care with ease. This section will guide you through our online resources.

Plan Documents

In the Members section of KelseyCareAdvantage.com, you'll find important [Plan Documents](#) available to view and download, including:

- Annual Notice of Change (ANOC)
- Dental Coverage and Supplies
- Diabetic Supplies
- Over-the-Counter (OTC) Catalog
- Evidence of Coverage (EOC)
- Provider Directory
- Summary of Benefits

The Plan Documents section also contains a link to this Welcome Book. To reach Plan Documents on our website, go to KelseyCareAdvantage.com → [Members](#) → [Plan Documents](#).

Important Websites

Stay connected! Bookmark these helpful websites for easy access to information about your KelseyCare Advantage plan.

- Kelsey-Seybold Clinic - Kelsey-Seybold.com
- MyKelsey Online - MyKelseyOnline.com
- Over-the-Counter benefits - KCAOTC.com
- Vision provider search - KCA.YourVisionPlan.com
- Dental provider search - YourDentalPlan.com/DentistSearch23
- Behavioral Health benefits - LiveAndWorkWell.com
- New Member Hub - KelseyCareAdvantage.com → [Members](#) → [New Member Hub](#)

Your privacy is important to us. View your Notice of Privacy Practices by selecting [Privacy and Disclaimers](#) at the bottom of KelseyCareAdvantage.com.

Member Forms

In the Member Forms section of KelseyCareAdvantage.com, you can quickly find forms you need to sign up for email communications, appoint a representative, and more.



Choose Email Opt-In to receive timely information:

- Plan documents and updates
- Notification of plan changes
- Health and wellness reminders
- Invitations to our quarterly webinar, covering common topics related to aging
- Monthly and quarterly newsletters, featuring plan information and useful tips

Go to KelseyCareAdvantage.com → [Members](#) → [Member Forms](#) → [Email Opt-In](#) OR call 713-442-4878 (TTY: 711) to opt in.



Appoint a Representative – If you have someone who acts on your behalf with KelseyCare Advantage or may need someone to do this in the future, please complete an Appointment of Representative form. Go to KelseyCareAdvantage.com → [Members](#) → [Member Forms](#) and choose Appointment of Representative (AOR).



Authorization to Communicate (formerly HIPAA Release of Information) – Authorize KelseyCare Advantage to share your health information with a designated person or organization. Go to KelseyCareAdvantage.com → [Members](#) → [Member Forms](#) and choose [Authorization to Communicate](#).



OTC Mail Order Form – To find an Over-the-Counter (OTC) mail order form, visit KelseyCareAdvantage.com → [Members](#) → [Member Forms](#) → [OTC Mail Order Form](#).

New Member Hub

The New Member Hub is a dedicated section of our website packed with helpful information for all KelseyCare Advantage members. While it's specifically designed to assist new members, you'll find valuable resources regardless of how long you've been with us.

Here are a few resources you'll discover on the New Member Hub:

- Welcome Information, including what to expect from us within your first 30 days.
- Tips for scheduling your \$0 Wellness Visit, including a [Key Questions for Your Primary Care Provider flyer](#) to take with you to your appointment.
- Links to frequently used forms and pages on our website, as well as a link to [Discover the KelseyCareAdvantage](#), a message archive of monthly emails sent to new members to help them discover the benefits of their KelseyCare Advantage plan.

To reach the New Member Hub, go to KelseyCareAdvantage.com → [Members](#) → [New Member Hub](#).

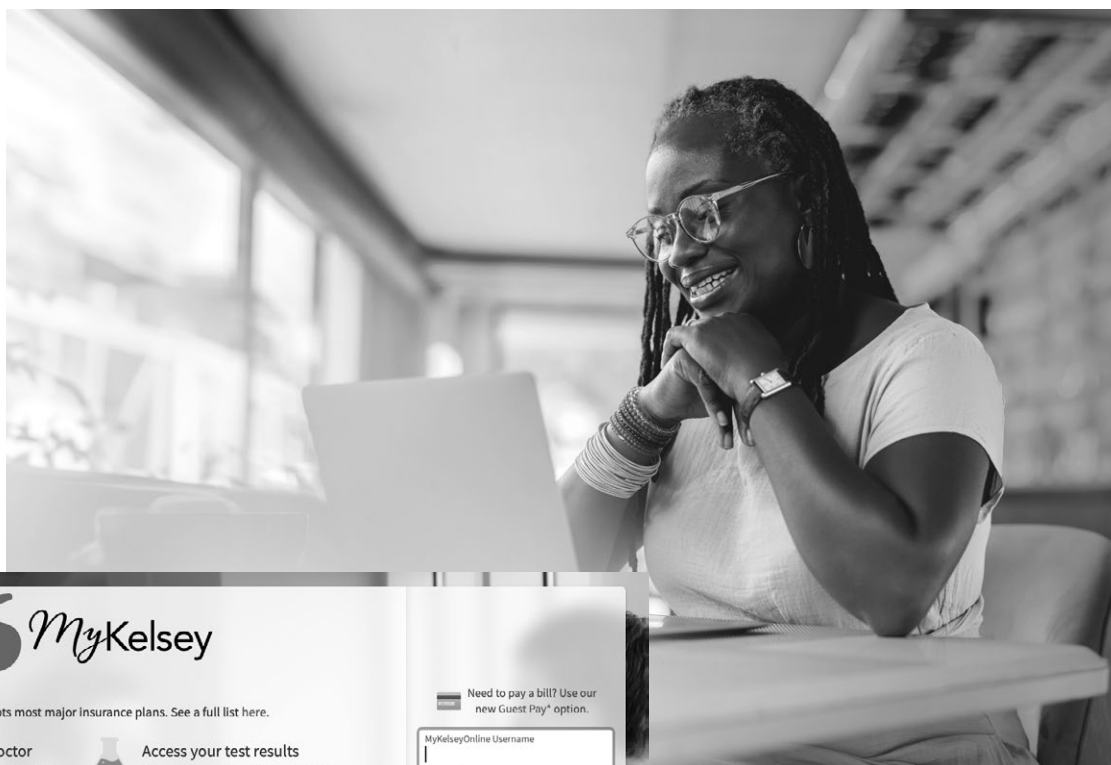
MyKelseyOnline

One of the easiest places to coordinate with your provider is through the MyKelsey app and MyKelseyOnline (MKO). MKO is your patient portal that lets you:

- Schedule appointments
- Request prescription refills
- Receive test results from your doctor
- Message your care team directly

...and so much more!

Visit [MyKelseyOnline.com](https://www.mykelseyonline.com), download the MyKelsey app at the Apple App Store or the Google Play store (Android), or call the MyKelseyOnline Help Line at 713-442-6565. The Help Line is available 7 days a week from 7 a.m. to 9 p.m.

A screenshot of the MyKelseyOnline patient portal homepage. The page features the MyKelsey logo at the top. Below the logo, there is a section titled "Kelsey-Seybold accepts most major insurance plans. See a full list here." followed by four main service areas: "Communicate with your doctor", "Access your test results", "Request prescription refills", and "Manage your appointments". Each area has a brief description of the service. A "Click here for comprehensive instructions on how to use MyKelseyOnline." link is provided. A "Security Update" banner is also present. At the bottom, there is contact information for the MyKelseyOnline Help Line and links to the App Store and Google Play. The right side of the page shows a login section with fields for "MyKelseyOnline Username" and "Password", a "Log in" button, and links for "Forgot username?", "Forgot password?", "Log in with passkey", and "ACTIVATE NOW". The MyChart by Epic logo is at the bottom right.

YOUR BENEFITS SNAPSHOT

	Core Copay
Physician and Lab Services	
PCP Visit	\$0
Specialist Visit	\$20
Video Visit – PCP	\$0
Video Visit – Specialist, Mental Health, Other	\$15
Annual Wellness Exams	\$0
Chiropractor	\$20
X-rays and Lab Services	\$0
Diagnostic Tests (ex: CT, MRI)	\$25-\$200
Immunizations	\$0
Routine Hearing Exam (1 per year)	\$0-\$20*
Hearing Aid Allowance	\$750 per ear every 3 years
Physical and Speech Therapy	\$15
Occupational Therapy	\$20
Routine Eye Exam	\$0**
Eyewear Allowance	\$125 per year
Hospital Services	
Inpatient Hospital Care	\$325 copay per day for days 1-5; \$0 copay per day for days 6-90
Ambulatory Surgery Center	\$300
Outpatient Hospital/Observation	\$300
Emergency Care	\$125
Urgent Care	\$25
Worldwide Emergency Services	20% coinsurance; up to \$20,000 per lifetime
Extended Care Services	
Skilled Nursing Facility	\$0 (days 1-20) \$214 (days 21-100)
Other Medical Services	
Durable Medical Equipment (DME)	15% to 20% of the total cost
Ground / Air Ambulance	\$275 one-way

*Members receive one routine hearing exam per year. Any additional hearing exams will be charged a specialist copay.

**Members receiving eye exams will have \$0 copay for their first visit of the year, regardless of whether the eye exam is for routine or medical services. Members will be charged the specialist copay for all subsequent eye exams.

Diabetic Supplies

Save money on your diabetic supplies when you use a preferred brand of diabetic testing supplies, which includes meters and test strips. Preferred brands are LifeScan (such as OneTouch®) and Roche (such as ACCUCHEK®). In addition to paying 0% coinsurance for your test supplies, you'll enjoy:

- \$0 copay for Medicare covered diabetic self-management training
- 0% coinsurance for lancets, lancet devices and control solutions
- 20% coinsurance for Medicare-covered diabetic shoes and inserts
- 20% coinsurance for Medicare-covered insulin pump and supplies
- Continuous blood glucose monitors are covered differently, depending on where purchased. You'll pay 15% coinsurance at a retail pharmacy, and 20% coinsurance from a Durable Medical Equipment (DME) vendor.

Preferred continuous blood glucose monitors are Dexcom G6, Dexcom G7, and Freestyle Libre 14/2/3.

Durable Medical Equipment

If you need Durable Medical Equipment (for example, oxygen or a CPAP machine), visit our website for a list of contracted providers.

To search for a provider:

- Visit [KelseyCareAdvantage.com](https://www.kelseycareadvantage.com) → [Explore Plans](#) → [Find a Provider](#) → [Other Services](#)
- Under the service type, select Durable Medical Equipment
- Narrow your search by county, city, facility, or zip code

You may go to any of the providers listed in our online directory. Some services may need prior authorization or a referral.

FIND A PROVIDER

We make it easy to find personalized care close to home. Here are a few ways you can find a provider from our KelseyCare Advantage network:

- Search using your MyKelsey app or visit [MyKelseyOnline.com](https://www.mykelseyonline.com).
- View, download, and print a Provider Directory from our Plan Documents page online at [KelseyCareAdvantage.com](https://www.kelseycareadvantage.com) → [Members](#) → [Plan Documents](#).
- Find a provider through our searchable online directory. Go to [KelseyCareAdvantage.com](https://www.kelseycareadvantage.com) → [Explore Plans](#) → [Find a Provider](#) → [Find a Kelsey-Seybold Provider](#).

Your Network

Kelsey-Seybold provides excellent, coordinated care that puts you at the center.

Connected Care Network: Our network of providers works seamlessly together, sharing your complete medical record through a single electronic system. This ensures your provider, whether you see them in person or virtually, has immediate access to your health history. They can make informed decisions about your care, knowing your medications, allergies, and past treatments.

Personalized Care Plans: With a clear understanding of your health needs, we help you and your doctor create a personalized care plan. This collaborative approach empowers you to take charge of your well-being.

Plus, enjoy the convenience of a growing network! With plans to expand from our current 40 locations in mid-2024 to 60 locations by 2027, Kelsey-Seybold is bringing much-needed primary and specialty care, labs, X-ray, and advanced imaging services closer to patients' homes. Many of these new locations will be one-stop shops, offering a comprehensive range of services under one roof. For added convenience, 18 locations boast on-site pharmacies.

Here are some of the exciting new facilities on the horizon for 2025:

NEW Campus Locations

- Bay Area Campus - Ambulatory Surgery Center and Cancer Center
- Northwest Campus (Cypress Clinic)
- West Campus (West Grand Parkway Clinic)
- Lake Houston Campus (Summer Creek Clinic)
- Fort Bend Campus - Ambulatory Surgery Center

NEW Clinic Locations and Expansions

- Upper Kirby
- Aliana
- Second Woodlands
- Atascocita
- Memorial City 15th Floor (expansion)
- Meyerland (expansion)

Hospital Care

We never expect emergencies to happen, but we can be prepared in case they do. Our network includes the following hospitals, with locations throughout Houston and the surrounding areas.

- CHI St Luke’s Hospital
- Memorial Hermann Hospital
- HCA Healthcare (including Woman’s Hospital of Texas and Texas Orthopedic Hospital)
- River Oaks Hospital
- Huntsville Memorial Hospital

Urgent Care

While you should attempt to contact your primary care provider first for clear instructions, sometimes you need care urgently. If the clinic is unavailable, you can call the After-Hours Nurse Hotline for guidance on what type of care might be best for your situation. Call the After-Hours Nurse Hotline at 713-442-0000 (TTY: 711).

Preferred Urgent Care centers include Care Now and Next Level.

Access to Care

When you need care, we’re here for you. To help you get easy access to care, here’s a quick list of common types of care.

Care Location	How to Contact
Kelsey-Seybold Clinic Primary Care Physicians	713-442-0000
Kelsey-Seybold Clinic Specialty Care Physicians	713-442-0000
After-Hours Nurse Hotline	713-442-0000
Virtual Care Appointments (Video Visits, E-Visits)	MyKelseyOnline
Urgent Care locations such as Care Now and Next Level	Find a provider at KelseyCareAdvantage.com → Explore Plans → Find a Provider → Urgent Care Services

Our network hospitals across the Greater Houston area include St. Luke’s Hospital system, Memorial Hermann Hospital system, HCA Healthcare Hospital system, Women’s Hospital of Texas, Texas Orthopedic Hospital, River Oaks Hospital, Huntsville Memorial Hospital.

Finding the right care at the right time just got easier. Our detailed guide on the following pages outlines your options, helping you understand when and how to access the care you need.

A Guide to Finding the Right Care at the Right Time

Care Type	What It Is/When to Use	How to Find Care
Primary Care Provider (PCP), Specialists, and Advanced Practice Clinicians (APCs)	For regular office visits, contact your care team. Your Kelsey-Seybold care team includes your primary care provider, any specialists you may have, as well as access to our Advanced Practice Clinicians (APCs). Having an APC on your care team gives you more scheduling options, which can be especially important when you need care right away.	Use the MyKelsey app, MyKelseyOnline.com (MKO), or call 713-442-0000.
VideoVisitNOW	For immediate care online care with no appointment necessary, choose VideoVisitNOW! Just log in to MKO, complete a few simple questions, and wait for the next available provider. Most wait times are 20 minutes or less.	Use the MyKelsey app or MyKelseyOnline.com (MKO).
Video Visits	If you don't need immediate care, schedule a Primary or Specialty Care Video Visit appointment with a specific Kelsey-Seybold provider.	Use the MyKelsey app or MyKelseyOnline.com (MKO).
E-Visits	Get a treatment plan in an hour or less with E-Visits. To start an E-Visit, log into your MyKelsey Online (MKO) account or MyKelsey app. Answer a few questions about your symptoms, and get a treatment plan including prescriptions (if applicable) sent directly to your MKO inbox.	Use the MyKelsey app or MyKelseyOnline.com (MKO).
Saturday Clinic Hours	Saturday clinic hours are offered at Bay Area Campus (formerly Clear Lake Clinic), Memorial Villages Campus, North Houston Campus (formerly Spring Medical and Diagnostic, Spring/FM 1960), and Fort Bend Campus (Sugarland).	Use the MyKelsey app or MyKelseyOnline.com (MKO).

Care Type	What It Is/When to Use	How to Find Care
Kelsey-Seybold Clinic After-Hours Care	Call the nurse hotline after regular office hours and on weekends and holidays. A Kelsey-Seybold After-Hours nurse will answer your questions, page the physician on call if necessary, or schedule a virtual care appointment with one of our providers.	Call 713-442-0000 (TTY: 711).
Urgent Care Services	<p>Urgent Care locations are for non-emergency illnesses or injuries. Urgent Care can treat concerns such as urinary tract infections (UTI), chest pains, fever, chills, and suspected broken bones.</p> <p>Some urgent needs can be addressed in the primary care setting, as well.</p> <p>When in doubt, call 713-442-0000. During business hours, you can connect with your provider's nurse, and after business hours, you can connect with an after-hours triage nurse.</p>	<p>These services are covered at any urgent care facility in the United States. KelseyCare Advantage is contracted locally with Next Level and Care Now.</p> <p>Find a provider at KelseyCareAdvantage.com → Explore Plans → Find a Provider → Urgent Care Services.</p>
Emergency Room	Used for life-threatening emergencies such as uncontrolled bleeding, choking, not breathing, loss of consciousness, severe burns, head injury, sudden slurred speech, or weakness on one side of the body.	<p>For immediate attention, call 911. For other medical emergencies, visit an emergency room nearest you.</p> <p>Emergency care is covered at any emergency room in the United States.</p>
In-Network Hospitals	You have access to more than 25 affiliated hospitals in the area. Referral or prior authorization may be needed for hospital services that are not emergency care.	Find contact information for our affiliated hospitals by visiting KelseyCareAdvantage.com → Explore Plans → Affiliated Hospitals .
World Wide Care	Have peace of mind when you travel. Emergency room care is covered world wide, with a 20% coinsurance, up to \$20,000 lifetime.	

VALUE-ADDED BENEFITS

In addition to medical coverage, your plan offers additional benefits at no cost to you.

Transportation

Your plan's transportation benefit is for members who qualify for SSBCI (Special Supplemental Benefits for the Chronically Ill) and only to those members who have the following chronic health conditions: End Stage Renal Disease (ESRD), cancer, and severe hematological disorders.

If you qualify for SSBCI with one of these conditions, you can receive unlimited non-emergency transportation to your appointments for dialysis, infusion chemotherapy, radiation therapy, and coumadin clinic.

To schedule a ride, call 713-522-7433 (TTY: 711), Monday through Friday, 6 a.m. to 7 p.m. After your appointment, simply call back when you are ready to be picked up.

Over-the-Counter (OTC) Allowance

Each quarter you will receive a \$25 allowance to spend on eligible over-the-counter health related items. You will receive a separate OTC card in the mail to purchase items online, by mail, or from participating retail locations.

Visit KCAOTC.com to create an account, activate your card, view your OTC balance, and order products. Unused balances do not roll over.

LOOKING FOR THE OTC MAIL ORDER FORM?

You can print and mail the OTC mail order form to receive your OTC items. Find the order form and mail-in address in the back of our OTC Catalog or at KelseyCareAdvantage.com → [Members](#) → [Member Forms](#).

Hearing Allowance

As we age, our hearing may change. To help diagnose any hearing changes that you may experience, your plan includes routine, in-network hearing exams for \$0*. Plus, your plan includes a \$750 allowance per ear, every three years, to use toward the purchase of hearing aids.

*Members receive one \$0 hearing exam per year. Additional hearing exams are charged a specialist copay.

Get your \$0 routine hearing exam today by calling 713-442-0000 (TTY: 711).

Vision Allowance

Experience a network with access and choice.

Your first eye exam through Kelsey-Seybold Clinic has a \$0 copay, regardless of whether the eye exam is routine or diagnostic. Subsequent exams have a \$20 specialist copay.

Plus, you have a \$125 annual eyewear allowance that can be used at a variety of your favorite retailers, including:

- Sam's Club
- Costco
- Warby Parker
- LensCrafters
- Glasses USA

To schedule your \$0 routine eye exam:

- Call 713-442-0000 (TTY: 711) -OR-
- Schedule online at [MyKelseyOnline.com](https://www.MyKelseyOnline.com)

Dental

Taking care of your teeth and gums (oral health) goes beyond a bright smile. It can actually help prevent serious health problems down the road, such as gum disease and even certain heart conditions.

That's why your KelseyCare Advantage plan includes dental benefits! These benefits are provided by UHC Dental/Dental Benefit Providers. Here's what your base plan covers:

- \$25 Annual Deductible
- \$1,500 Annual Benefit Maximum
- 0% Coinsurance

Your dental plan covers*:

- Oral exams
- Fillings
- Basic cleanings
- Extractions
- X-rays

**Check your Evidence of Coverage (EOC) for a complete list of dental codes. View your Evidence of Coverage at [KelseyCareAdvantage.com](https://www.KelseyCareAdvantage.com) → [Members](#) → [Plan Documents](#).*

OPTIONAL SUPPLEMENTAL BENEFIT (OSB)

As a KelseyCare Advantage member with the Core (HMO) plan, you have the option of purchasing a supplemental dental benefit. If you choose to purchase the optional supplemental benefit (OSB), you will have an additional \$3,000 annual benefit maximum for comprehensive dental services.

To learn more about OSB coverage, call the Member Concierge team at 713-442-4878 (TTY: 711) for an OSB dental guide and application, or visit the Optional Supplemental Dental section of [KelseyCareAdvantage.com](https://www.kelseycaresadvantage.com) → [Members](#) → [Plan Documents](#).

How to Find a Network Dental Provider

Locating a dental provider is easier than ever, with multiple ways to find a dentist.

1. Visit [KelseyCareAdvantage.com](https://www.kelseycaresadvantage.com) → [Members](#) → [Value Added Benefits](#) → [Dental Coverage](#). Once there, you can download the Dental Provider Directory.
2. Use our online searchable directory at [KelseyCareAdvantage.com](https://www.kelseycaresadvantage.com) → [Explore Plans](#) → [Find a Provider](#).
3. Visit YourDentalPlan.com/DentistSearch23.

For additional help finding a dentist, call the Member Concierge team at 713-442-4878 (TTY: 711).

Frequently Asked Dental Questions

Do I have to pay for a regular cleaning or routine exam?

No. You get 100% coverage for preventive care. Preventive cleanings are covered once every 6 months. Periodic oral exams are covered once every 6 months, and comprehensive oral exams are covered annually for new or established patients.

A variety of X-rays are covered once per year.

Do I have a separate ID card for my dental plan?

No. Your KelseyCare Advantage card works for both your medical and dental coverage.

What if my dentist wants me to get fluoride?

Topical fluoride is not a covered benefit. If you want fluoride applied, you will have to pay for the cost of the service.

GLOSSARY OF TERMS

Annual out-of-pocket maximum - The most money you have to pay for covered expenses in a plan year.

Coinsurance - Your share of the costs of a covered health care service, calculated as a percentage (for example, 20%) of the allowed amount for the service.

You generally pay coinsurance plus any deductibles you owe. For example, if the health insurance or plan's allowed amount for an office visit is \$100 and you've met your deductible, your coinsurance payment of 20% would be \$20. The health insurance or plan pays the rest of the allowed amount.

Copayment (in-network copayment) - A fixed amount (for example, \$15) you pay for covered health care services to providers who contract with your health insurance or plan.

Deductible - The amount you could owe during a coverage period (usually one year) for health care services your health insurance or plan covers before your health insurance or plan begins to pay.

For example, if your deductible is \$1,000, your plan won't pay anything until you've met your \$1,000 deductible for covered health care services subject to the deductible. The deductible may not apply to all services.

Maximum out-of-pocket amount - The maximum out-of-pocket limit is the most you'll pay each year for in-network Part A and Part B services. Your Part A/B premiums and drug costs don't count toward this limit.

Network - The facilities, providers, and suppliers your health insurer or plan has contracted with to provide health care services.

Out-of-network - Also known as: out-of-area, out-of-plan. Relating to an out-of-network provider or health care services provided outside of your plan's network.

Predetermination - A review by your plan to determine if coverage for a specific service is available.

A predetermination is not the same as notification or preauthorization. A predetermination is not a promise to pay.

CONTACT US

Street Address

KelseyCare Advantage Administrative Offices
11511 Shadow Creek Pkwy
Pearland, TX 77584

Mailing Address

KelseyCare Advantage Administrative Offices
PO Box 841569
Pearland, TX 77584

IMPORTANT PHONE NUMBERS

If you have questions about your plan, contact our Member Concierge team for assistance. Additional support phone numbers are listed below.

- Member Concierge Team - 713-442-CARE (2273) / (TTY:711)
- Kelsey-Seybold Clinic Appointments - 713-442-0000
- After-Hours Care - 713-442-0000
- MyKelseyOnline Help - 713-442-6565
- Business Office (questions about Kelsey-Seybold billing) - 713-442-5500

You can also find Us online at [KelseyCareAdvantage.com](https://www.KelseyCareAdvantage.com) and follow us on Facebook, Instagram, and YouTube!



STAY CONNECTED AND INFORMED WITH EMAIL OPT-IN

Did you know you can save time and reduce paper waste by opting in to receive emails and electronic messages from KelseyCare Advantage?

By choosing email opt-in, you'll receive timely updates and important information straight to your inbox, including:

- Important news and plan updates
- Upcoming events and health resources
- Ways to manage your KelseyCare Advantage plan

Ready to join us in a more efficient way to stay connected? If so, choose one of the following ways to opt in to emails:

- Visit our website: Go to KelseyCareAdvantage.com and navigate to [Members](#) → [Member Forms](#) → [Email Opt-In](#)
- Call the Member Concierge team at 713-442-4878 (TTY: 711).

We look forward to keeping you informed!

KelseyCare
Advantage

Need Help? 713-442-5646

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Enroll

Medicare 101

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Email Opt-In

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Part D Coverage
Determination/Exception Request

Part D Coverage Redetermination

Update Your Address

Other Coverage Questionnaire

Email Opt-In

Email Opt-In

First Name

Middle Initial

Last Name

Date of Birth

07/31/2024

Member ID



Questions? Call the Member Concierge team at 713-442-4878 (TTY: 711). From October 1 through March 31, hours are 8 a.m. to 8 p.m., seven days a week. From April 1 through September 30, hours are 8 a.m. to 8 p.m., Monday through Friday. Messaging services are used on weekends, after hours, and on federal holidays.

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