

# Important Numbers To Know

KelseyCare  
Advantage  
★★★★

## MEMBER CONCIERGE

713-442-CARE (2273) (TTY: 711)  
[MemberServices@KelseyCareAdvantage.com](mailto:MemberServices@KelseyCareAdvantage.com)

## CONTACT CENTER FOR APPOINTMENTS

713-442-0000 (TTY: 711)

## PREFERRED PHARMACIES

- Kelsey Pharmacy
- CVS
- HEB

## OVER-THE-COUNTER (OTC) PARTICIPATING RETAIL LOCATIONS

- Kelsey Pharmacies
- Family Dollar
- CVS
- Dollar General
- Kroger
- Rite Aid
- Walgreens
- Walmart

## OTC ONLINE ORDERING

[KCAOTC.COM](http://KCAOTC.COM)

## OTC CUSTOMER SERVICE

1-800-688-2719 (TTY: 711)

## DENTAL BENEFIT PROVIDERS/UHC DENTAL

844-298-8569 (TTY: 711)

## SPECTERA/UHC VISION

[KCA.YourVisionPlan.com](http://KCA.YourVisionPlan.com)  
[KelseyCareAdvantage.com](http://KelseyCareAdvantage.com)

## VISION SERVICES

Call our KCA Vision Support Center:  
877-574-7081 (TTY: 711)

## URGENT CARE

- Minute Clinic (Nationwide)
- Next Level
- Care Now
- DispatchHealth At Home Urgent Care  
To request care, call 866-968-3783 (TTY: 711).  
Available 7 days a week, including holidays.  
8 a.m. - 10 p.m.  
[DispatchHealth.com/locations/tx/houston](http://DispatchHealth.com/locations/tx/houston)

## TRANSPORTATION\*

713-KCA-RIDE (TTY: 711) or 713-522-7433 (TTY: 711)  
or 855-931-7433 (TTY: 711)

## MYKELSEY ONLINE (MKO) HELPLINE

713-442-6565 (TTY: 711)  
Register online: [MyKelseyOnline.com](http://MyKelseyOnline.com)

## VIRTUAL VISITS

[Kelsey-Seybold.com/VirtualHealth](http://Kelsey-Seybold.com/VirtualHealth)

## PHARMACY/FORMULARY SEARCH

[OptumRx.com](http://OptumRx.com)

## PROVIDER SEARCH

[Kelsey-Seybold Clinic Providers Search](#)

\*Transportation: For qualifying conditions, please refer to Evidence of Coverage. KelseyCare Advantage, a product of KS Plan Administrators, LLC, is an HMO and POS Medicare Advantage plan with a Medicare contract. Enrollment in KelseyCare Advantage depends on contract renewal. Call for more information: prospective members, call 713-442-5646 (TTY: 711), October 1 - March 31, 8 a.m. - 8 p.m. CT, seven days a week; or April 1 - September 30, 8 a.m. - 8 p.m. CT, Monday through Friday. © 2024 KelseyCare Advantage. All rights reserved.