

KelseyCare<sup>®</sup>  
powered by Cigna 

# Your Connection *to Quality Care*





# Your Connection

*to a healthcare team focused on you.*

As a member of a team, a family, and our community, people are counting on you to show up and seize the day. Your hard work, dedication, and focus are a key part of your success.

That's why it's important to make sure you and your family have access to high-quality healthcare. The **KelseyCare powered by Cigna Plan** gives you access to top-tier physicians you know and trust.

Think of the **KelseyCare powered by Cigna Plan** as an extension of your team. With high-quality care, convenience, care coordination, virtual visits, and more, the **KelseyCare powered by Cigna Plan** offers an attractive option that focuses on your health and the health of your family.

**Focus on what you do best:  
let us focus on you.**

# Your Connection

*to quality care from  
nationally recognized physicians.*



Kelsey-Seybold meets and exceeds standards set by quality accrediting organizations, including the prestigious National Committee for Quality Assurance (NCQA). We're the first healthcare organization in the United States to receive NCQA accreditation as an Accountable Care Organization (ACO). In addition, Kelsey-Seybold has many physicians in the Greater Houston area certified for excellence in diabetes and heart and stroke care by the NCQA.

**Our credentials match  
our quality of care.**

Let us care  
for you and  
your family.



# Your Connection

*to 24/7 access to care.*

The **KelseyCare powered by Cigna Plan** offers you:

- The convenience and access to multispecialty Kelsey-Seybold locations all over the Greater Houston area – see *any* doctor at *any* Kelsey-Seybold location with *no referral required* to see a Kelsey-Seybold specialist.
- 24/7 access to care – call the **Kelsey-Seybold After-Hours Nurse Hotline** at 713-442-0000 on weekdays after 5 p.m. and on weekends and holidays. Speak with experienced Kelsey-Seybold nurses who have access to your medical records and can counsel you, make appointments for you, and page your doctor whenever needed.

Schedule an appointment with any  
Kelsey-Seybold physician, no referral required.

**24/7 Appointment Scheduling**  
**Call 713-442-0000**  
**En Español: 713-442-VIVA (8482)**



## Connect to Care.

Call the **Kelsey-Seybold After-Hours Nurse Hotline**, available weekdays after 5 p.m. and on weekends and holidays. There's one easy-to-remember number: **713-442-0000**.

# Your Connection

*to VIRTUAL CARE, 7 days a week,  
365 days a year!*

## **VideoVisitNOW**

### **ON-DEMAND CARE for Adults 18+**

7 a.m. to 9 p.m. – Weekdays

10 a.m. to 4 p.m. – Weekends and Holidays

Have a real-time conversation with a Kelsey-Seybold provider from your smartphone, tablet, or computer using the MyKelsey app or MyKelseyOnline.

## **Scheduled VIDEO VISITS**

### **Adult VIDEO VISITS (18+ years): 50+ Conditions**

### **Pediatric VIDEO VISITS (0-17 years): 24+ Conditions**

8 a.m. to 5 p.m. – Monday-Friday

Your care is delivered by a Kelsey-Seybold provider who can access your medical record. You can see a Kelsey-Seybold primary care provider for urgent, non-emergency care as well as ongoing, follow-up care for chronic illnesses. Many Kelsey-Seybold specialists are also able to offer Video Visits for your ongoing care.

## Adult and Pediatric E-visits

**Adult E-VISITS (18+ years):**

**50+ Conditions**

**Pediatric VIDEO VISITS (4-17 years):**

**24+ Conditions**

8 a.m. to 5 p.m. – Monday-Friday

Start an E-VISIT using your MyKelseyOnline account or the MyKelsey app and get a response in an hour or less.

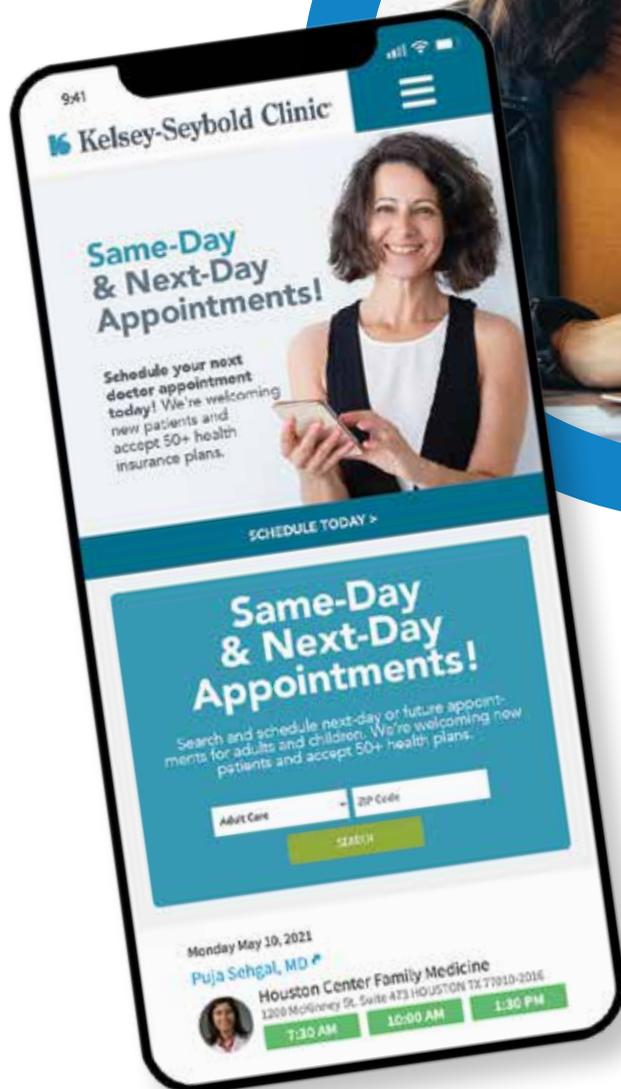


Go to  
[kelsey-seybold.com/virtualcare](https://kelsey-seybold.com/virtualcare)  
to learn more or  
SCAN this QR code.



# Your Connection

*to care at your fingertips.*



## SAME-DAY NEXT-DAY APPOINTMENTS

- 1 Go to [kelsey-seybold.com](https://kelsey-seybold.com).
- 2 Enter your ZIP code.
- 3 Book the next available primary care appointment.

Let us  
make this  
a little  
easier  
on you.



**See a Kelsey-Seybold doctor  
on Saturdays.**

When someone in your family is ill and you can't wait until Monday, Kelsey-Seybold offers in-person Saturday appointments from 9 a.m. to 2 p.m. at four convenient locations: **Clear Lake Clinic, Fort Bend Medical and Diagnostic Center, Memorial Villages Campus, and North Houston Campus.**

**Connect with your Kelsey-Seybold doctor's office with MyKelseyOnline.**

With **MyKelseyOnline**, Kelsey-Seybold's secure patient portal, you can email your doctor's office, schedule appointments, get most test results, and more.



# Your Connection

*to state-of-the-art technology.*

As a nationally accredited cancer program, the **Kelsey-Seybold Cancer Center** delivers care according to best practices and the nation's rapidly advancing treatment guidelines. This means our medical professionals follow the same nationally established treatment protocols for cancer, as do all other nationally accredited cancer centers.

With state-of-the-art radiation therapy and a spacious Infusion Center at our Berthelsen Main Campus, our patients are able to see their doctors and get radiation preparation and treatment, chemotherapy, biopsies, scans, and other services in one location. Learn more at [kelsey-seybold.com/cancercenter](http://kelsey-seybold.com/cancercenter).



The Kelsey-Seybold Cancer Center offers Varian TrueBeam® and Varian Edge® technology that safely delivers precise radiation treatment with incredible control and coordination. The treatment couch, or bed, moves to reposition the patient as needed. Varian technology represents a major leap forward in the speed, accuracy, and safety of radiation therapy.



As a **KelseyCare powered by Cigna Plan** member, you have access to our board-certified Kelsey-Seybold Cancer Center team within days of receiving a diagnosis. Should you require care that's not available within the Kelsey-Seybold Cancer Center, our cancer specialists will coordinate your care with the appropriate cancer center or treatment program that offers the best outcomes for your personal situation. This includes **MD Anderson Cancer Center** and **Baylor College of Medicine**.



**Let us  
give you  
our best.**

# Your Connection

*to all Kelsey-Seybold Clinic locations and their affiliates.*

The **KelseyCare powered by Cigna Plan** means you can choose from hundreds of Kelsey-Seybold doctors in more than 65 medical specialties. Choose *any* Kelsey-Seybold primary care doctor or specialist at *any* location – with *no referrals required*.

- You have access to *all* Kelsey-Seybold Clinic locations, and your secure electronic medical record follows you wherever you go. Your doctor can see all tests and notes from your previous visits – reducing hassles for you.
- Your Kelsey-Seybold doctors work with top subspecialists in the Texas Medical Center and in the community and will coordinate your care with these doctors based on your needs.
- Affiliated specialists who work with us include doctors at the renowned **Texas Children’s Hospital, Baylor College of Medicine**, and other highly regarded physician organizations. (A referral is needed to see affiliated specialists.)



**Convenient  
locations  
close to home  
and work.**

-  Kelsey-Seybold Clinic
-  Open Saturday, 9 a.m. to 2 p.m.
-  Partner Hospital
-  Breast Diagnostic Center
-  Cancer Center
-  Sleep Center
-  Ambulatory Surgery Center
-  Kelsey Pharmacy

# Your Connection

*to Your KelseyCare Concierge.*

## KelseyCare *Concierge*

As a **KelseyCare** member, you'll have access to our courteous and knowledgeable Concierge team. Here are some of the services we provide when you call **713-442-0006**:

- Help with finding nearby clinic locations and physicians.
- Expert guidance regarding specific services available at each clinic location.
- Assistance with Kelsey-Seybold billing questions.
- Expert help resolving your questions and concerns regarding the **KelseyCare powered by Cigna Plan**.

The KelseyCare Concierge is your trusted information source through the entire healthcare experience. It's like having a personal assistant and a healthcare advocate rolled into one. Your Concierge can help you address your special needs and maximize your benefits.



**CALL**  
**713-442-0006**  
**Monday - Friday,**  
**8 a.m. - 5 p.m.**

# Your Connection

*to quality and convenience.*

**You can count on Kelsey-Seybold for your entire family's healthcare needs, from pediatric care to specialized care for teens and adults of all ages – across multiple specialties.**

Kelsey-Seybold offers conveniently located, multispecialty care centers across the Greater Houston metropolitan area. We have proudly served generations of Texans since 1949.

At many Kelsey-Seybold Clinic locations, you can see your doctor, get and X-ray or lab test, and pick up a prescription – all in the same place.



# Your Connection

*to easy enrollment.*

## 4 Easy Steps to Enrollment in the KelseyCare powered by Cigna Plan

### Step 1:

Review your medical plan options prior to enrollment.

### Step 2:

Determine if the **KelseyCare powered by Cigna Plan** is a good choice for you and your family.

### Step 3:

Complete your online enrollment to select the **KelseyCare powered by Cigna Plan**.

### Step 4:

Submit your benefits selection.



Choose the **KelseyCare powered by Cigna Plan** during open enrollment to experience *quality* and *convenience*.

# Your Connection

*to caring.*

The **KelseyCare** powered  
by **Cigna Plan** offers you  
high-quality care and  
concierge-level service

**Kelsey**  
**Care**  
Health Plans