

# Digital Health Literacy Guide

Using Your KelseyCare Advantage Online Health Tools



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Your KelseyCare Advantage plan gives you access to many online tools for managing your health. This guide will help you find and use those tools with confidence.

# **COMMON WORDS WE USE**

**Address bar** – at the very top of the page, the address bar is where you can type in the address of a website or web page.

**Apps** – short for "application," an app is computer software, or a small program, that can be downloaded and installed. Apps are mainly used on smart phones and other portable devices.

**Browser** – a web browser is a program that allows you to find, open, and display web pages.

**Domain** – the address of a website. Think of it as a physical address. Most end in .com for commercial websites, .edu for educational institution websites, .gov for local, state, or federal government-sponsored websites, .org for organization websites.

**Download or Upload** – to move data from one computer to another computer.

**Drop-down list** – a list of options you can select from. Click on the list or arrow to see your full list of options. Then, move your cursor to your desired selection and click to select.

**Email** – short for "electronic mail," a way to send and receive messages through the internet.

Homepage – the first site or page that appears when you turn on the internet.

**Icon** – a tiny image or picture that can represent a computer command.

**Internet** – also known as the "world-wide web," the internet is an electronic network that connects computers around the world. The "www" part of internet addresses comes from the www in world-wide web.

**Internet Service Provider (ISP)** – companies that provide internet access to homes and businesses for a fee.

**Link** – an underlined string of words on a website that can take you to a completely different web page. A link will usually look like a series of underlined words or clickable picture.

**Modem** – a device that connects your home network to the internet.

**Search Engine** – a webpage, such as Google, Yahoo, and Bing, used for searching the internet.

**URL** – When you click a link or enter a web address in your browser, it's called a URL.

**Webpage** – a single page on the internet containing information.

**Website** – a website is like a book containing a collection of pages about the same topic. Its pages are called webpages.

Wi-Fi – a way of connecting to the internet wirelessly.

**Wireless Router** – a device used in your home to wirelessly connect multiple devices to your home internet connection.

# **COMPUTER BASICS**

This section outlines basic computer types and equipment. Though you may not own each of these, it's helpful to know what they are and how they are used.

# Types of Computers

Most people use one of 3 devices to access the internet.

	Laptop	Desktop	Phone/Tablet
Full-size keyboard	$\checkmark$	$\checkmark$	×
Full-size screen	$\checkmark$	$\checkmark$	×
Portable	$\checkmark$	×	$\checkmark$
Stationary	×	$\checkmark$	×
Runs on battery	$\checkmark$	×	$\checkmark$
Camera	$\checkmark$	$\checkmark$	$\checkmark$
Speakers	$\checkmark$	$\checkmark$	$\checkmark$

# **INTERNET BASICS**

### How to Browse the Internet

### Follow these simple steps to begin using the internet

- 1. Open your web browser (Google Chrome or Internet Explorer, for example).
- 2. Locate your address bar at the top of the page.
- 3. Type in the web address or URL into the address bar.

# **Bookmarks and History**

If you frequently use certain websites, you can "bookmark" the website for easy access later. Check out page 7 for important KelseyCare Advantage websites to bookmark.

KelseyCareAdvantage.com → Members → Member Forms gives you on-demand access to important downloadable forms. Check out page 9 for more information.

# Online Help

The KelseyCare Advantage *Member Resources* page contains a basic video designed to help you take the first steps toward understanding the internet. To access this basic video, type this into your address bar: KelseyCareAdvantage.com then select *Members*  $\rightarrow$  *Member Resources*  $\rightarrow$  *Member Videos.* 

# **BASIC SMARTPHONE TIPS**

The convenience of today's smartphones makes them an ideal companion for quickly looking up information and staying in touch with others. Make your smartphone safer and work better for you by following these easy tips:

### Enlarge the On-Screen Keyboard

To increase the size of the keyboard or text on the screen, iPhone users can:

- 1. Open the *Settings* app
- 2. Choose Display & Brightness
- 3. Tap Display Zoom
- 4. Choose Larger Text
- 5. Tap Done

### Lock Your Phone

- Put a PIN or password on your phone.
- If you can, use your fingerprint or face to unlock it.

### Be Careful with Calls and Texts

- If you don't know the number calling you, let it go to voicemail.
- Don't reply to texts or emails that ask for personal info.

### Use Wi-Fi Safely

- Be careful when using free Wi-Fi, especially for banking.
- Log out of websites when you're done.

### **Choose Apps Wisely**

- Only get apps from reliable places like the Apple App Store or Google Play.
- Read reviews and privacy info before downloading.

### Keep Personal Info Safe

 Don't save important things like passwords on your phone. This helps protect your info if your phone is lost or stolen.

### Make It Easy To Find Emergency and Medical Information

- Both Apple and Android make it easy to add medical and emergency info to your phone, which can be critical if emergency responders need to know your medical details in a hurry.
- To fill in these details, start the Health app and tap the user profile photo at the top right. Tap *Medical ID* and then either tap *Get Started* or *Edit* to add or update your information.

Follow these steps, and your phone will be safer, making your digital experience worry-free.

# **IMPORTANT WEBSITES**

Below are important and common KelseyCare Advantage sites. It's important to bookmark these sites.

- KelseyCare Advantage <u>KelseyCareAdvantage.com</u>
- Kelsey-Seybold Clinic <u>Kelsey-Seybold.com</u>
- MyKelsey Online <u>MyKelseyOnline.com</u>
- Over-the-Counter benefits <u>KCAOTC.com</u>
- Vision provider search <u>KCA.YourVisionPlan.com</u>
- Dental provider search <u>YourDentalPlan.com/DentistSearch23</u>
- Prescription (Part D) benefits <u>OptumRx.com</u>
- Behavioral Health benefits <u>LiveAndWorkWell.com</u>
- New Member Hub <u>KelseyCareAdvantage.com → Members → New Member Hub</u>

Your privacy is important to us. View your Notice of Privacy Practices by selecting <u>Privacy and</u> <u>Disclaimers</u> at the bottom of <u>KelseyCareAdvantage.com</u>.

# PASSWORD SAFETY

You'll need to create a password to do just about everything on the Web, from checking your email to online banking. And while it's simpler to use a short, easy-to-remember password, this can be risky to your online security.

### Creating Strong Passwords: Dos and Don'ts

$\checkmark$	Do	×	Don't
$\checkmark$	Have a long password	×	Make it hard for you to remember
$\checkmark$	Use numbers and symbols	×	Use personal information
$\checkmark$	Use upper and lower case	×	Share your password with anyone

# HOW TO NAVIGATE KELSEYCAREADVANTAGE.COM

Now that you've learned how to get to various websites on the internet, you can visit the KelseyCare Advantage website and learn where to find important plan information. To access our website, simply type KelseyCareAdvantage.com into your address bar and press *Enter*. Access your member information by selecting *Members*  $\rightarrow$  *Member Concierge*.



Notice the column on the left. This is where you can find plan documents, find a provider, and find other member tools.



## Forms

In the *Members* section of our site you will also find a section called *Member Forms*. Here, you can access the following types of forms and information:

- Part D Coverage Determination
- Part D Coverage Redetermination
- Part D Reimbursement Form
- Appointment of Representative (AOR)
- HIPAA Release

### Where to Find Your Downloads

Email Opt-In

- Vision Reimbursement Form
- Change/Update Your Address
- Optum Mail Order Form

Remember, any time you download files from the internet, including <u>KelseyCareAdvantage.com</u>, you can locate those files in your Downloads folder.

### Resources

Also under the *Members* section is a section called *Member Resources*. Here you can

- order a new Member ID card
- view our new quarterly newsletter
- watch member videos
- explore member brochures and handouts
- access community and caregiver resources

# HOW TO NAVIGATE MYKELSEY ONLINE

MyKelsey Online (MKO) is where you can schedule an appointment with a provider (in person, online, or by video), view test results, make secure online payments, and refill prescriptions.

To get to MyKelsey Online, type <u>MyKelseyOnline.com</u> into your browser's address bar, then either log in with your username and password (if you're a return visitor) or set up your account as a new user if this is your first time.

![](_page_9_Picture_3.jpeg)

### Get the MyKelsey App for Mobile Access to MyKelsey Online

The free app makes accessing your MyKelsey Online account even faster and easier!

### Download the MyKelsey App

- 1. Search for MyKelsey in the Apple App Store or the Google Play store (Android).
- 2. Log in to the app using your MyKelsey Online user ID and password.
- 3. Use the app to make appointments, communicate with your Kelsey-Seybold doctor, and more anytime, no matter where you are.

### **Basic Functions of MyKelsey Online**

MyKelseyOnline offers several helpful tools to make managing your care easier. Here, we'll focus on three essential tasks: scheduling appointments, sending messages to your care team, and checking in for appointments in advance through Pre Check-In.

#### How to Schedule an Appointment

- 1. From the home screen, click Schedule an Appointment.
- 2. Choose the type of care you need (On-Demand Virtual Care, Primary Care, or Specialty Care)
  - For help deciding which type of care is right for you, see page 14.
  - Each care type will offer options to choose from. Select the one that best suits your needs.
- 3. Complete the required information (Reason for your visit, preferred location, etc.)
- 4. Schedule Your Appointment
  - Once you've completed all the required information, click *Schedule It*.

Congratulations, your appointment is booked! You will receive a follow-up text and/or email to confirm your appointment.

#### How to Send a Message

- 1. Go to the *Messages* section
- 2. Choose Send a message
- 3. Choose Ask a medical question
- 4. Select the topic that matches your question (Schedule an appointment, Medication Concern, Billing/Insurance questions, New medical problem or concern, etc.).
- 5. Choose your provider
  - A list of your health care providers will appear. Select whose office you'd like to contact.
- 6. Write your message (with photo or document attached, if needed)
- 7. Send your message

NOTE: Your doctor's office will make every effort to respond to your messages within 24 hours, excluding weekends and holidays. If you need to speak with your doctor's office sooner, please call the office directly. Urgent matters should not be dealt with via MyKelseyOnline.

#### How To Check In to Your Appointment in Advance Using Pre Check-In

Pre Check-In allows you to complete necessary information ahead of your appointment, saving time. For video visits, complete Pre Check-In to prepare for your session. For in-office visits, Pre Check-In speeds up the process, but you may still need to stop at the check-in desk upon arrival.

#### From MyKelsey Online Mobile Application

- 1. Tap **\_\_\_** *Visits* and find your scheduled appointment.
- 2. Tap 🐓 Pre Check-In.
- 3. Complete the Pre Check-In sections as appropriate:
  - A. Payments
  - B. Allergies
  - C. Medications
- 4. Once complete with all applicable sections, tap *Submit*.
  - When Pre Check-In is successful, you will see Thanks for Using Pre-Check In!

![](_page_11_Picture_11.jpeg)

#### From MyKelsey Online Website

- 1. From **Visits > Appointments and Visit Summaries**, find your scheduled appointment.
- 2. Click Pre Check-In.
- 3. Complete the Pre Check-In sections as appropriate:
  - A. Payments
  - B. Allergies
  - C. Medications
- 4. Once complete with all applicable sections, click *Submit*.
  - When Pre Check-In is successful, you will see Pre Check-In Complete.

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## Kelsey-Seybold Virtual Care

Kelsey-Seybold virtual care services are available 365 days a year, so you and your family can get comprehensive, compassionate care from wherever you are! Choose from 3 types of virtual care options. Access virtual care through MyKelseyOnline or the MyKelsey app.

#### 1. On-Demand Adult Virtual Care VideoVisitNOW

With VideoVisitNOW, you receive online care right away by connecting with the next available Kelsey-Seybold provider for immediate care needs. No appointment necessary!

#### To schedule your VideoVisitNOW

- 1. Log in to MKO on your computer or phone app
- 2. Answer a few questions about your symptoms and select *Put me in line*. Then add any other information you want your provider to know and select *Schedule*.
- 3. Complete the *Pre-Check in* then select *Join Video Visit* to wait in the virtual lobby for your visit to start.

VideoVisitNOW should not be used for life-or-limb emergencies, or critical conditions that require immediate emergency care. In the event of any life-threatening emergency, call 911 or go to the nearest emergency room for care.

Most wait times are 20 minutes or less.

#### 2. Scheduled Video Visits

If you don't need immediate care, schedule a Primary or Specialty Care Video Visit appointment. Book an appointment with a specific Kelsey-Seybold provider at the date and time convenient for you!

### To schedule your video visit by appointment

- 1. Log in to MKO on your computer or phone app
- 2. Select Schedule an Appointment
- 3. Select Primary or Specialist
- 4. Select the reason and the provider
- 5. Choose your appointment date and time

### 3. E-Visits

Get a treatment plan in an hour or less. E-visits let you message with your doctor about symptoms you are experiencing without having a real-time appointment.

### To start an E-Visit

- 1. Log in to MKO on your computer or phone app
- 2. Select **E-visit**
- 3. Select the reason
- 4. Enter your symptoms
- 5. Complete the pre-treatment steps
- 6. Submit your copay
- 7. Get a response in about an hour

Visit Kelsey-Seybold.com for hours of operation.

# **MyKelsey Online Help Line**

If you have any difficulty logging in to your account, call the MyKelsey Online Help Line at 713-442-6565, seven days a week, 7 a.m. to 9 p.m.

# HOW TO NAVIGATE OTC BENEFITS

Your plan comes with an Over-the-Counter (OTC) allowance. To check your balance, view the OTC catalog, or order products online, follow these steps:

- 1. Go to the internet and type KCAOTC.com in your address bar and press Enter
- 2. Either log in with your username and password (if you're a return visitor) or set up your account as a new user if this is your first time

# HOW TO NAVIGATE KCA VISION

KelseyCare Advantage plans include vision benefits and coverage for routine eye exams and diagnosis and treatment of eye diseases and injuries, plus allowances for glasses and contacts.

### To find a vision provider

- 1. Go to KCA.YourVisionPlan.com, or
- 2. Call our 24/7 Contact Center at 713-442-0000 to schedule an eye exam
- 3. To access your vision reimbursement form visit <u>KelseyCareAdvantage.com</u> → Members → Member Forms

Not all benefits are included with all plans. Check your Evidence of Coverage (EOC) for a list of benefits covered by your plan.

# HOW TO NAVIGATE UHC DENTAL/DENTAL BENEFIT PROVIDER

All KelseyCare Advantage plans include preventive dental coverage to help you feel better about your dental health and stay smiling.

#### To find a network dentist in your area

- 1. Visit our partner site at YourDentalPlan.com/DentistSearch23, or
- 2. Call 1-866-535-8343

#### To learn more about your dental coverage and costs

- 1. Refer to your Evidence of Coverage on our website under *Members* → *Plan Documents*, or
- 2. Contact us at 713-442-CARE (2273)/Toll-Free: 1-866-535-8343 (TTY: 711)

# Want more information about your dental benefits or need additional help finding a dental provider?

For additional help finding a dentist, call the Member Services 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.

Core (HMO) plan members can learn about the Optional Supplemental Dental Benefit on our website at KelseyCareAdvantage.com. Select Members  $\rightarrow$  Plan Documents  $\rightarrow$  Dental Coverage.

# **WEBINARS**

Every quarter, KelseyCare Advantage hosts a webinar—an online seminar where you can learn helpful information about your health or plan. These webinars take place through Zoom, an online meeting program that lets you watch and listen from the comfort of your home.

The best way to get information about our quarterly webinars is to opt-in to receiving electronic communications on our *Member Forms* page. Instructions to reach this page can be found on pages 8 and 9 of this book.

### Zoom

Zoom is free for anybody to use; there is no charge for the standard account.

You can use Zoom on any device that is connected to the internet—a smartphone, a tablet, a laptop, or a desktop computer. Zoom uses your device's camera to show live video of all attendees. (If you don't want to be on camera, that's fine, too. You can just display your name.) If you do not have access to one of these devices that is connected to the internet, you can use a phone to dial into a meeting.

Below are frequently asked questions to help you understand how to get started with Zoom and use it to participate in a meeting.

#### Can I Use Zoom Without Downloading the App?

Yes. You don't have to download the app if you're using Zoom on your computer. Simply go to the Zoom homepage, select *Join a Meeting*. Once you see the screen for the meeting, select *Join from Your Browser* to enter your meeting.

#### Do I Have to Create a Zoom Account?

No. You don't need to create an account to use Zoom.

#### How Do I Join a Zoom Meeting?

You can simply join a Zoom meeting by clicking the link sent to you by the meeting organizer. Note that every Zoom meeting has a meeting ID. Some also have a passcode. By clicking the meeting link sent to you via email or text message, you will immediately be connected to the meeting.

#### How Do I Turn on the Zoom Camera?

Once you're in the meeting, you can choose to turn on your camera so everyone can see your smiling face, or you can leave the camera turned off. Either option is perfectly acceptable. To turn your camera on or off, click the image that looks like a camera. If your camera is on, everyone in the meeting will be able to see you and what is around you.

#### How Do I Mute/Unmute the Microphone on Zoom?

When you first join a meeting, you will need to give permission for your computer to join with audio. If you see a box pop up at the beginning of your meeting, click *Join with Computer Audio*.

Once you join the meeting, click the *Mute* button so others can't hear any noise from your background. Just remember to unmute when you want to say something and then re-mute when you're finished. The meeting host may choose to mute all participants in order to make the Zoom meeting more pleasant for everyone. If the microphone has a red line through it, you're muted, and no one in the meeting can hear you.

### How Do I Use the Zoom Chat Feature?

If you want to type a message to the group, simply click on the small *Chat* bubble at the bottom of the screen. Your message will be seen by everyone in the group unless you specify otherwise. In large meetings, the chat feature is the best way to ask questions of the speaker.

#### How Do I Leave a Zoom Meeting?

When you're finished with your Zoom meeting, press the red End button in the bottom right corner. If you're using your smartphone or tablet, the button is in the top right corner.

# **KELSEY-SEYBOLD SOCIAL MEDIA INFO**

Stay up to date with the latest information from KelseyCare Advantage by following us on social media.

# Facebook and O Instagram

Find important health information, plan information, and announcements on the KelseyCare Advantage Facebook page.

Get health tips, caregiver information, and plan details on the KelseyCare Advantage Instagram page.

- The steps to setting up a Facebook or Instagram page are the same. It just means visiting two different websites.
- To start, visit **Facebook.com** and log in to your account or create an account if you don't already have an account. All you need is an email address.
  - You will then be prompted to set up your profile.
  - Once completed, search *KelseyCare Advantage* in the search bar. Select the KelseyCare Advantage page that displays our logo and tap *Follow*.
- Now you will see updates from KelseyCare Advantage when you log in to your Facebook.
- Repeat the same steps on Instagram.com, and now you are set up for updates from both!

# YouTube

You can also find helpful videos on a variety of health topics on our YouTube channel. To find our channel:

- Visit YouTube.com.
- In the search bar type KelseyCare Advantage Plans.
- Click on the account with our logo.
- Explore our videos online.

If you have a YouTube account, you can click *Subscribe* to make it easier to find our account.

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# STAY CONNECTED AND INFORMED WITH EMAIL OPT-IN

# HOW TO CONTACT US

Member Services 713-442-2273

**After-Hours Care** 713-442-5000

Kelsey-Seybold Clinic Appointments 713-442-5000

**MyKelsey Online Help** 713-442-6565

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 <u>www.KelseyCareAdvantage.com</u> and navigate to <u>Members</u> → Member Forms → Email Opt-In
- Call the Concierge team: Reach out to our friendly team at 713-442-4878 (TTY 711).

We look forward to keeping you informed!

![](_page_19_Picture_0.jpeg)

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

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