Digital Health Literacy Guide

Using Your KelseyCare Advantage Online Health Tools

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TERMS AND DEFINITIONS

This section includes common technology-related words and phrases you may encounter when using computers, smartphones, or the internet. Understanding these terms can help you feel more confident as you explore your digital health tools and online resources.

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.

Blog – An online journal or magazine by one or more writers (bloggers).

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

Desktop Computer – A computer made to stay in one place, like on a desk. It usually has separate parts like a monitor, keyboard, mouse, and a main computer box (called the system unit).

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.

Laptop Computer – A portable computer that folds open like a book. It has a built-in screen, keyboard, and touchpad, and runs on battery or power cord.

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.

Smartphone – A mobile phone that connects to the internet and has a touchscreen. You can make calls, send texts, use apps, and browse websites.

Tablet – A flat, handheld device with a touchscreen. You use your fingers to tap, swipe, or type. Tablets are good for browsing the internet, reading, or watching videos.

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.

VISUAL GLOSSARY: DEVICES AND THEIR PARTS

This section shows pictures of common devices like desktop computers, laptops, tablets, and smartphones. You'll see the basic parts of each device and learn what they do. This can help you feel more confident when using your own device or talking about technology with others.

Desktop Computer

	Computer Part	Definition
1	monitor	shows information from the computer
2	keyboard	a place to type on a computer
3	mouse	moves the cursor
4	power button	turns on a computer
5	system unit	the brain of the computer
6	monitor power button	turns on and off the monitor

Note: The images on these pages show common examples of desktop computers, laptops, tablets, and smartphones. Your device may look a little different, and some parts might be in a different place. These pictures are meant to help you get familiar with the basic parts and how they're typically used.

Laptop Computer

	Computer Part	Definition
1	screen	shows information from the computer
2	keyboard	a place to type on a computer
3	touchpad	a place to move the cursor
4	power button	turns on a computer
5	charging port	a place to plug in the computer to charge the battery

Note: The images on these pages show common examples of desktop computers, laptops, tablets, and smartphones. Your device may look a little different, and some parts might be in a different place. These pictures are meant to help you get familiar with the basic parts and how they're typically used.

Tablet or Smartphone

	Computer Part	Definition
1	touchscreen	a place to see and click
2	keyboard	a place to type on a tablet or smartphone
3	home button	goes to the home screen
4	power button	turns on a tablet or smartphone
5	charging port	a place to plug in the charger

Note: The images on these pages show common examples of desktop computers, laptops, tablets, and smartphones. Your device may look a little different, and some parts might be in a different place. These pictures are meant to help you get familiar with the basic parts and how they're typically used.

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 three types of devices to access the internet. Below are common features of each.

	Laptop	Desktop	Phone/Tablet
Full-size keyboard	✔	✔	✘
Full-size screen	✔	✔	✘
Portable	✔	✘	✔
Battery-powered	✔	✘	✔
Camera	✔	✔	✔
Speakers	✔	✔	✔

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 10 for important KelseyCare Advantage websites to bookmark.

KelseyCareAdvantage.com → *Members* → *Member Forms* gives you on-demand access to important downloadable forms. Check out page 12 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* → *Member Resources* → *Member Videos* → *Getting Started with the Internet.*

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:

Note: Every smartphone is a little different. The steps and settings may vary depending on your device's brand and model. For more help, check your phone's user manual or visit a store that sells your phone—they can often provide free assistance or tutorials.

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 your phone has the capability, use your fingerprint or face to unlock it for added security.

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

- Avoid creating files or notes on your phone that are clearly labeled "passwords." While phones may save passwords automatically in secure apps, it's risky to store them in plain text. If your phone is lost or stolen, someone could easily find and misuse that information.

Make It Easy To Find Emergency and Medical Information

- Both Apple and Google 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 (OTC) benefits – <u>KCAOTC.com</u>

Vision provider search – <u>KCA.YourVisionPlan.com</u>

Dental provider search – <u>YourDentalPlan.com/DentistSearch23.com</u>

Prescription (Part D) benefits – <u>OptumRx.com</u>

Behavioral Health benefits – <u>LiveAndWorkwell.com</u>

Fitness benefits – <u>YourOnePass.com</u>

New Member Hub – <u>KelseyCareAdvantage.com</u> → *Members* → *New Member Hub*

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

✓ Do	✗ Don't
✓ Have a long password	✗ Make it hard for you to remember
✓ Use numbers and symbols	✗ Use personal information
✓ 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 links to helpful information by selecting *Members → Member Services*.
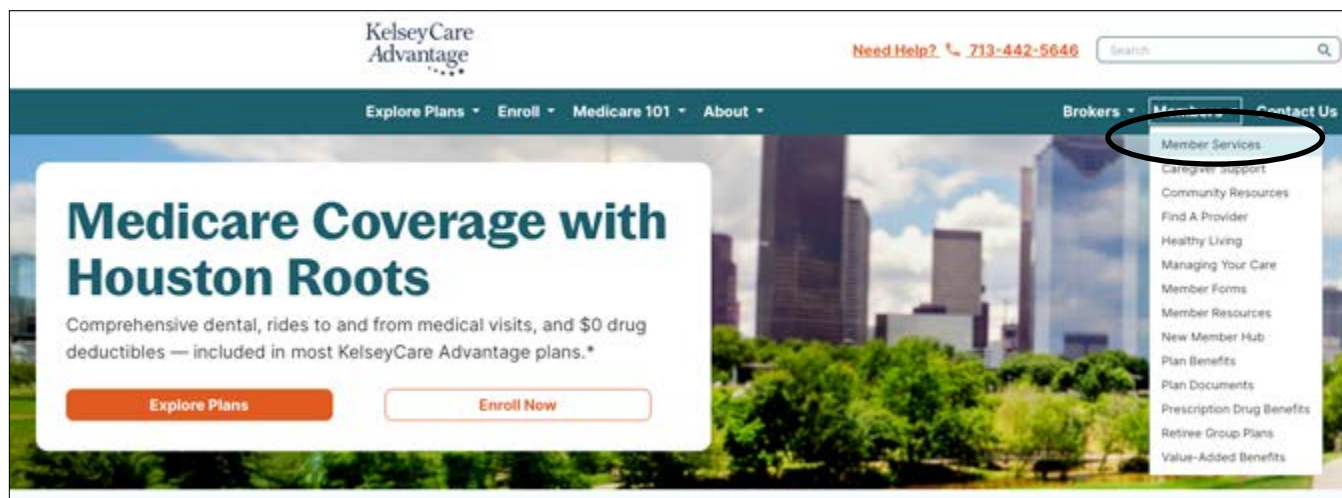
Notice the column on the left. This is where you can find plan documents, find a provider, and find other member tools.
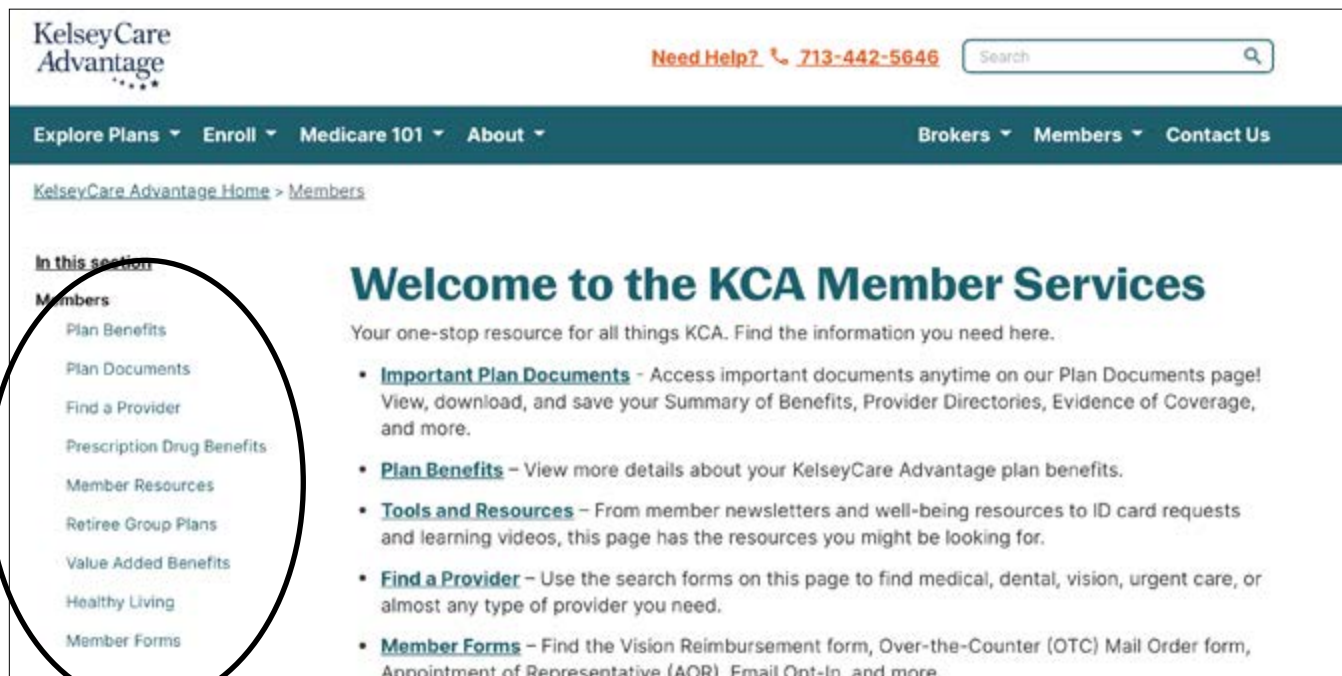
Forms

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

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

Where to Find Your Downloads

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 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 MyKelseyOnline.com 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.
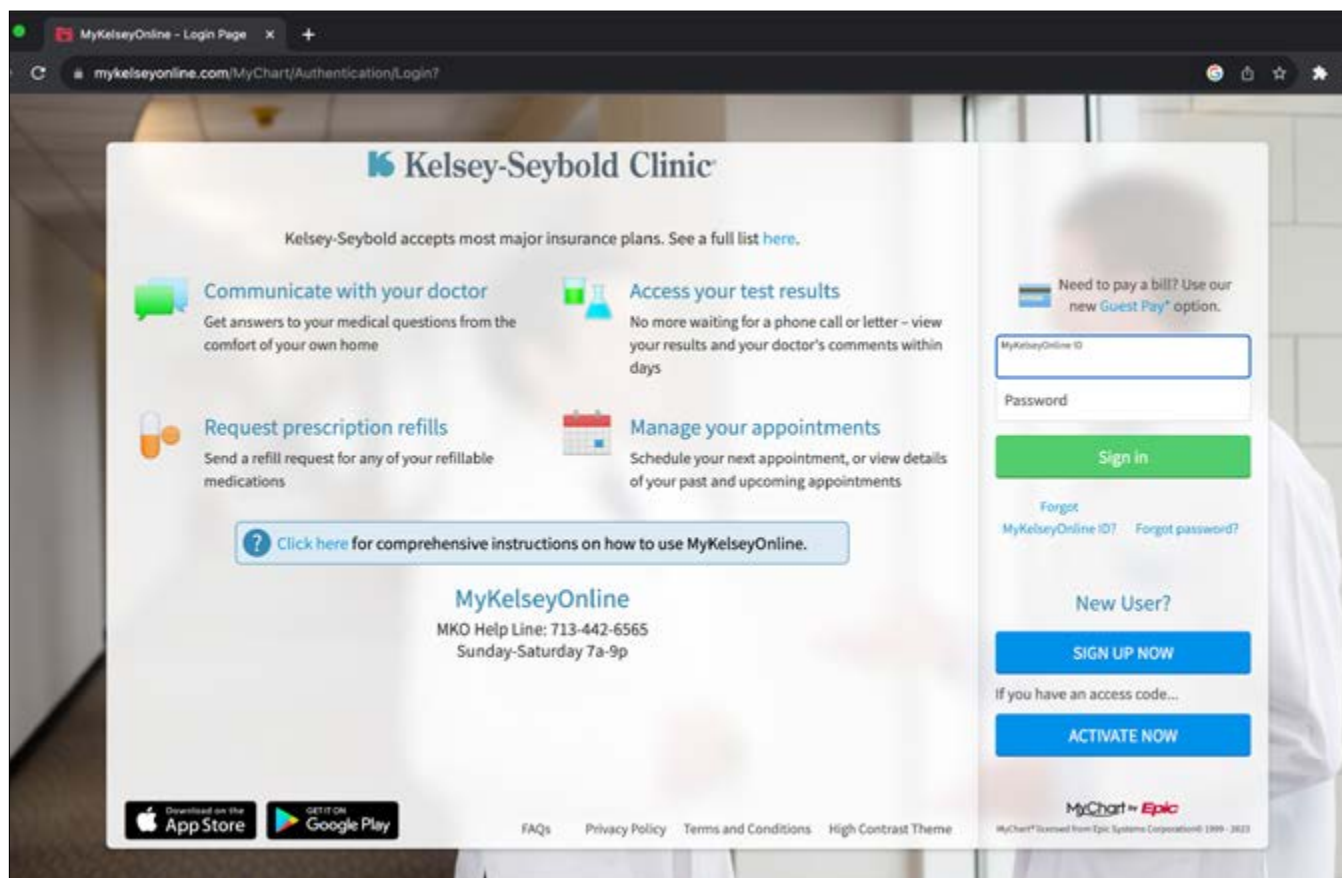
Get the MyKelsey App for Mobile Access to MyKelsey Online

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 provider, 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 pages 17-18.
    - 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 provider'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 provider'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.
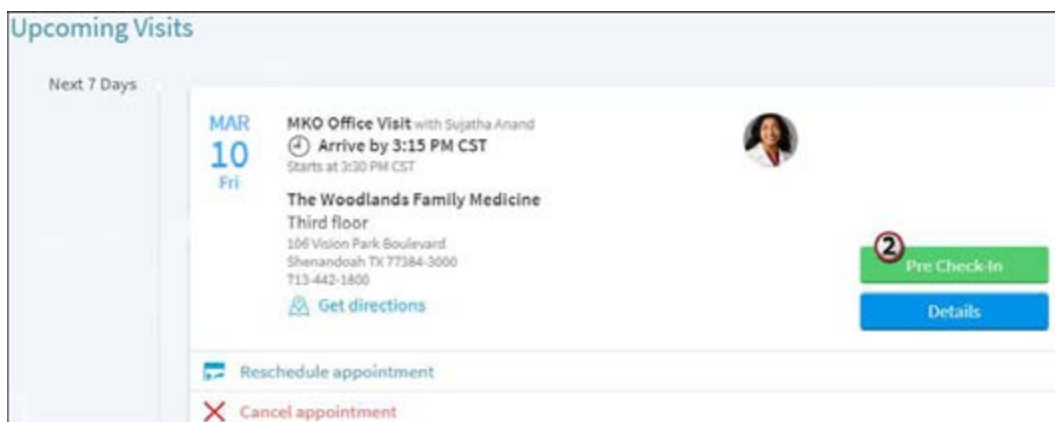
From MyKelseyOnline Mobile Application

1. Tap [icon] *Visits* and find your scheduled appointment.

2. Tap [icon] *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!*
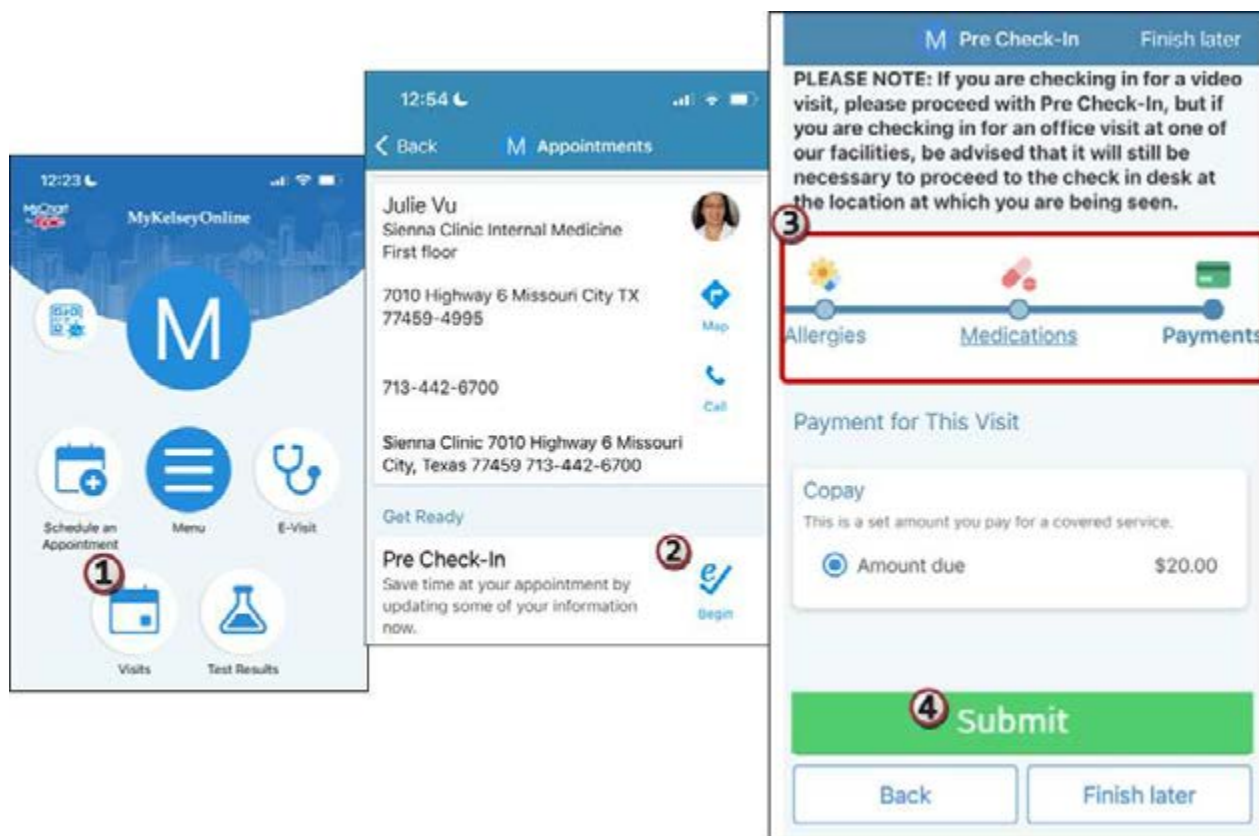
From MyKelsey Online Website

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*.

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. If you're experiencing an 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 provider 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 <u>Kelsey-Seybold.com</u> 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 <u>KCAOTC.com</u> 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 <u>KCA.YourVisionPlan.com</u>, or
2. Call our 24/7 Patient Access Center at 713-442-0000 to schedule an eye exam.

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 <u>YourDentalPlan.com/DentistSearch23</u>, 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-CARE (2273). 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.

WEBINARS

Throughout the year, KelseyCare Advantage hosts webinars—online seminars where you can learn helpful information about your health or plan. These webinars take place through online meeting programs that allow you to watch and listen from the comfort of your home.

The best way to get information about our webinars is to opt-in to receiving electronic communications on our *Member Forms* page. Instructions to reach this page can be found on page 11 of this book.

KELSEYCARE ADVANTAGE SOCIAL MEDIA INFO

Stay informed and connected with KelseyCare Advantage by following us on social media. You'll find helpful health tips, plan updates, and more.

Facebook and Instagram

You can follow KelseyCare Advantage on both Facebook and Instagram. These pages share health information, caregiver tips, and plan news.

Getting Started:

- Facebook and Instagram are two different websites, but the steps to join are similar.
- Go to Facebook.com or Instagram.com.
- Log in or create an account using your email address.
- Follow the steps to set up your profile.
- In the search bar, type KelseyCare Advantage.
- Look for our logo and click Follow.

Once you follow us, you'll see updates when you log in.
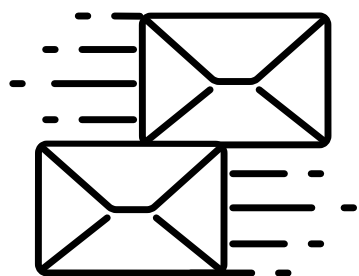
YouTube

We also have a YouTube channel with videos on health topics and plan information.

To find us on YouTube:

- Go to YouTube.com.
- In the search bar, type KelseyCare Advantage Plans.
- Click on the account with our logo.
- Watch our videos online.

If you have a YouTube account, click Subscribe to make it easier to find us again.

STAY CONNECTED AND INFORMED WITH EMAIL OPT-IN

HOW TO CONTACT US

Member Services
713-442-CARE (2273)

After-Hours Care
713-442-0000

Kelsey-Seybold Clinic Appointments
713-442-0000

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 www.KelseyCareAdvantage.com and navigate to *Members → Member Forms → Email Opt-In.*
- Call our Member Services team at 713-442-CARE (2273) (TTY 711).

We look forward to keeping you informed!

Questions? Call Member Services at 713-442-CARE (2273) (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.