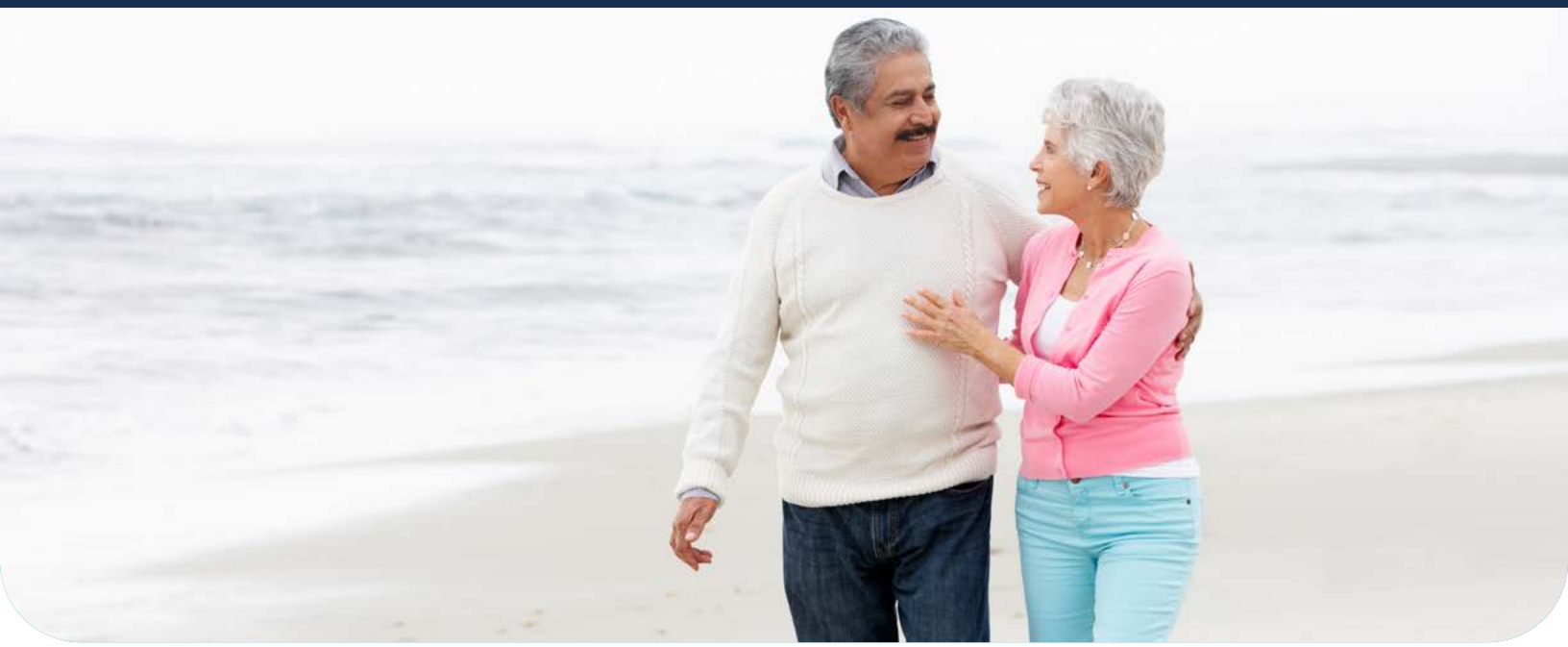
KelseyCare Advantage



We want to help you start your year off right. This guide shows you how to reach us when you have questions and how to easily schedule the care you need to stay healthy.

Important Contacts

Save these numbers in your phone so help is always just a call away:

- **Member Services: 713-442-CARE (2273)**
  From October 1 to March 31, hours are 8 a.m. to 8 p.m., 7 days a week.
  From April 1 to September 30, hours are 8 a.m. to 8 p.m., Monday – Friday.
- **Appointments & After-Hours Nurse Hotline: 713-442-0000**
  Call 24/7 to schedule an appointment or speak with a nurse.
- **MyKelseyOnline (MKO) Help Line: 713-442-6565**
  Get help with your online account Monday – Friday, 7 a.m. to 9 p.m. or Saturday and Sunday, 7 a.m. to 6 p.m.

Schedule Your $0 Annual Wellness Visit

You don't have to wait a full year to see your provider. You can schedule your Annual Wellness Visit now, even if you had one late last year. This visit is a great way to start off your year and plan well for your health goals. Book now through MyKelseyOnline or the MyKelsey app or by calling 713-442-0000.

Care When and Where You Need It

Virtual Care

You have many ways to see a Kelsey-Seybold provider. Along with in-person clinic visits, you can choose a virtual option that fits your schedule:

- Kelsey On-Demand (formerly VideoVisitNOW): For immediate care with no appointment. Most wait times are 20 minutes or less!
- Video Visits: Schedule an appointment with a specific primary or specialty care provider.
- E-Visits: Get a treatment plan for minor issues within an hour by answering a few questions online.

Explore Virtual Care Options

Kelsey Specialty Consults

A Kelsey Specialty Consult can help you get specialist expertise faster. Instead of scheduling a separate specialist appointment, your doctor can consult directly with a specialist on your behalf. This means quicker answers, coordinated care, faster results, and no additional cost to you. When appropriate, your provider may use this option to obtain specialist input and coordinate your care.

Everything You Need in One Place

Visit the New Member Hub anytime to find links to important plan documents, helpful forms and flyers, and more. You can also find copies of all the emails in this series there, so you never have to worry about missing an update.

Visit the New Member Hub

We are here to help! If you have questions, please call Member Services at 713-442-CARE (2273) (TTY: 711).

KelseyCare Advantage

Hours of Operation

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.

KelseyCare Advantage is an HMO and POS with a Medicare contract. Enrollment in KelseyCare Advantage depends on contract renewal. © 2026 KelseyCare Advantage. All rights reserved. H0332_FEBONB26V1_C