



Welcome to KelseyCare Advantage! There's a lot to know as a new member, but you can take it step by step. This email is your first step in the ***New Member Roadmap***, a guided series to help you get started, understand your benefits, and feel confident using your plan. Explore each section at your own pace.

Choose Your Primary Care Provider

Your Primary Care Provider (PCP) is your partner in health. They handle your check-ups and vaccines and help you manage your health goals. Your PCP can be a doctor or an Advanced Practice Clinician like a Nurse Practitioner or Physician Assistant.

With over 40 locations, it is easy to find a provider close to home. Once you choose a provider, be sure to schedule your \$0 Annual Wellness Visit. This visit is a great way to get to know your new team and stay on top of your health.

Anytime your provider is not available, you can always see any other Kelsey-Seybold provider to get the care you need.

[Find a Provider](#)

Connect with MyKelseyOnline (MKO)

MyKelseyOnline (MKO) is your private, secure health portal. It keeps your records and your care team connected in one place. You can use MKO to:

- Schedule appointments.
- See your test results.
- Send messages to your doctor.

You can use MKO on your computer or through the MyKelsey app on your phone.

[Log in or Sign Up for MKO](#)

Explore Your Welcome Book

Your Welcome Book was mailed to you recently. It is your “how-to” guide for using your benefits. It covers everything from how your plan works to understanding your coverage.

If you don't have your paper copy handy, you can always access a digital version on our website.

[View Your Welcome Book](#)

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 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.

KelseyCare Advantage is an HMO and POS with a Medicare contract. Enrollment in KelseyCare Advantage depends on contract renewal. © 2025 KelseyCare Advantage. All rights reserved. H0332_JANONBFRDM26_C