KelseyCare Advantage

2027



WELCOME

713-442-2COH (2264) (TTY: 711)

KelseyCareAdvantage.com/COH

H0332_COHWB27_C

CONTENTS

Contact Us 3

Medical Benefit Summary 4

Our Network 5

Find a Provider 6

MyKelsey Online (MKO) 6

Schedule an Appointment 7

Annual Wellness Exam 8

Transportation 8

Vision Allowance 9

One Pass™ 9

Prescription Drug Information 12

Find the Documents You Need 13

Stay Connected and Informed with Email Opt-In 14

CONTACT US

Street Address

KelseyCare Advantage Administrative Offices
11511 Shadow Creek Pkwy
Pearland, TX 77584

Mailing Address

KelseyCare Advantage Administrative Offices
PO Box 841569
Pearland, TX 77584

Important Phone Numbers

If you have questions about your plan, contact Member Services for assistance. Additional support phone numbers are listed below.

- Member Services – 713-442-2COH (2264) (TTY:711)
- Kelsey-Seybold Clinic Appointments – 713-442-0000
- After-Hours Care – 713-442-0000
- MyKelseyOnline Help – 713-442-6565
- Business Office (questions about Kelsey-Seybold billing) – 713-442-5500

Online

Find us online at **KelseyCareAdvantage.com/COH**, and follow us on Facebook, Instagram, and YouTube!



@KelseyCareAdvantage



@KelseyCareAdvantage



@KelseyCareAdvantageTX

MEDICAL BENEFIT SUMMARY

Below is a summary of frequently utilized services and your cost-share amount. Please note this is only a summary and not a comprehensive list. To find out how to access or request your Evidence of Coverage, please refer to page 13.

Physician and Lab Services	**Copay**
PCP Visit	$0
Specialist Visit	$25
Video Visit – PCP	$0
Video Visit – Specialist	$15
Annual Wellness Exam	$0
Diagnostic X-Rays and Lab Tests	$0 – $25
High Tech Radiology (ex MRI, CT)	$100 – $150
Immunizations	$0
Routine Hearing Exam	$0
Physical and Occupational Therapy	$15
Speech Therapy	$15
Routine Eye Exam	$0
Eyewear Allowance*	$200*
Hospital Services	
Inpatient Hospital Care	$300
Ambulatory Surgery Center	$150
Outpatient Hospital Facility	$175
Emergency Care	$120
Urgent Care	$25
Extended Care Services	
Skilled Nursing Facility	$0 per day for days 1 – 20 $100 per day for days 21 – 100
Other Medical Services	
Durable Medical Equipment	10% coinsurance
Ambulance – Air or Ground	$100 one-way

*The annual eyewear allowance for glasses or contact lenses is available based on the coverage plan year and is not related to cataract treatment or cataract-related benefits.

Durable Medical Equipment

If you need Durable Medical Equipment (for example, oxygen or a CPAP machine), visit our website for a list of contracted providers.

To search for a provider:

- Visit **KelseyCareAdvantage.com** → **Explore Plans** → **Find a Provider** → **Other Services**
- Under the service type, select Durable Medical Equipment
- Narrow your search by county, city, facility, or zip code

You may go to any of the providers listed in our online directory. Some services may need prior authorization or a referral.

OUR NETWORK

KelseyCare Advantage partners with the premier Houston area-based Kelsey-Seybold Clinic network. As a member of KelseyCare Advantage, you will get all or most of your care from Kelsey-Seybold Clinic providers (except for out-of-area dialysis and emergencies).

Referrals and Authorizations

As a member of KelseyCare Advantage, in most instances you can see any Kelsey-Seybold Clinic provider without a referral or prior authorization. If you have been receiving care from a Kelsey-Seybold Clinic provider, you are not required to continue going to that provider, even if that provider is your Primary Care provider. You may simply schedule an appointment with any Kelsey-Seybold Clinic provider of your choice.

Affiliate Network Contract Providers

When Kelsey-Seybold Clinic does not have the specialist you need at any of their locations, you can be referred to a specialist who has been selected by Kelsey-Seybold providers. Your Kelsey-Seybold provider will submit a request to KelseyCare Advantage for a referral to a non-Kelsey-Seybold provider. Both you and the specialist to whom you are referred will receive written confirmation if the service is approved. All services provided by Affiliate Contract Providers require a referral or prior authorization from KelseyCare Advantage.

Partnering with Community Providers

As a member of KelseyCare Advantage, you have the option of seeing a KelseyCommunity Provider for primary care services. These are local providers who have contracted with KelseyCare Advantage to provide you with more access to care throughout the community. Your benefits with these providers remain the same, and you still have full access to the network of Kelsey-Seybold specialists. Choosing to see a KelseyCommunity Provider does not restrict you from receiving primary care services at a Kelsey-Seybold clinic at any time. They are an added convenience for your benefit.

Other Services

Providers in the "other services" category include Home Health, Skilled Nursing Facilities, Acute Inpatient Hospitals, and more. Please refer to our website for more information. You can find a listing of all providers at **KelseyCareAdvantage.com** → **Explore Plans** → **Find a Provider** or from the bottom navigation bar under **Find a Doctor** on **KelseyCareAdvantage.com/COH**.

FIND A PROVIDER

Network Providers

We make it easy to find personalized care close to home. Here are a few ways you can find a provider from our KelseyCare Advantage network:

- View, download, and print a Provider Directory from our Plan Documents page online at **KelseyCareAdvantage.com/COH** → **Plan Documents**.
- Find a provider through our searchable online directory. Go to **KelseyCareAdvantage.com** → **Explore Plans** → **Find a Provider** → **Find a Kelsey-Seybold Provider**.
- To have a paper copy of your Provider Directory sent to you, contact Member Services at 713-442-2COH (2264) (TTY: 711).

MY KELSEY ONLINE (MKO)

One of the easiest places to coordinate with your provider is through the MyKelsey app and MyKelseyOnline (MKO). MKO is your patient portal that lets you:

- Schedule appointments
- Request prescription refills
- Receive test results from your doctor
- Message your care team directly

…and so much more!

Visit **MyKelseyOnline.com**, download the MyKelsey app at the Apple App Store or the Google Play store (Android), or call the MyKelseyOnline Help Line at 713-442-6565. The Help Line is available 7 days a week from 7 a.m. to 9 p.m.

SCHEDULE AN APPOINTMENT

To schedule your in-person appointment with a Kelsey-Seybold provider:



Call **24/7**: 713-442-0000
(TTY: 711)



MyKelseyOnline
Schedule an Appointment

ANNUAL WELLNESS EXAM

As a new member, one of the most important things to do is schedule your first wellness exam. This exam is designed specifically for KelseyCare Advantage members by Kelsey-Seybold providers.

How is this visit different from other doctor appointments?

Your annual wellness exam is scheduled as a 45-minute visit with your provider. During this time, your provider will:

- **Complete a Medication Reconciliation**
  - Review all medications being taken to ensure accuracy, determine medications and dosages are appropriate, and document any changes made
- **Update Health Maintenance Recommendations**
  - Vaccines – Given during the visit
  - Pap Smear/Prostate Exam – Given during the visit
  - Mammogram – Can be scheduled to coincide with annual wellness exam or done at a later time
  - Colonoscopy – Can be scheduled for a later time
- **Extensive Chronic Care Review** – Blood pressure, cholesterol, diabetes, heart disease, respiratory conditions, chronic kidney disease, depression, alcohol abuse, dementia, and end-of-life counseling
- **Complete Wellness Exam**
- **Testing (Lab/Radiology)** – Based on the results of the visit

This is a perfect time to bring up any new health questions or concerns. As a member of our KelseyCare Advantage plan, your annual wellness exams are a covered benefit at $0 copay.

TRANSPORTATION

Your plan includes up to 20 one-way rides per year to help you get to and from approved medical appointments.

Non-emergency medical transportation is available for those who need additional accommodations, such as wheelchair access. *This benefit does not cover transportation by stretcher or ambulance.*

Need to schedule a ride to your appointment?

Call 713-522-7433 (713-KCA-RIDE) or toll-free 855-931-7433

Instructions:

1. Call 713-522-7433 (713-KCA-RIDE) to schedule a ride to your appointment.
2. Receive a text with the driver's information.
3. Be ready for your pick-up!
4. Know the make, model, and license plate number of your ride.
5. For your return trip, follow the instructions in your text/email or call 713-522-7433 (713-KCA-RIDE).

SSBCI Transportation

Additionally, your plan's transportation benefit extends to members who qualify for SSBCI (Special Supplemental Benefits for the Chronically Ill) and only to those members who have the following chronic health conditions: End Stage Renal Disease (ESRD), cancer, congestive heart failure (CHF), and severe hematological disorders.

If you qualify for SSBCI with one of these conditions, you can receive unlimited non-emergency transportation to your appointments for dialysis, infusion chemotherapy, radiation therapy, CHF clinic, and coumadin clinic.

To schedule a ride, call 713-522-7433 (TTY: 711), Monday through Friday, 6 a.m. to 7 p.m. After your appointment, simply call back when you are ready to be picked up.

VISION ALLOWANCE

Experience access and choice with your vision allowance.

Your plan includes a $0 copay for your first eye exam. Additional eye exams have a $25 specialist copay. You also have a $200 annual eyewear allowance that can be used at a variety of your favorite retailers, including:

- Sam's Club
- Warby Parker
- Glasses USA
- Costco
- LensCrafters

To schedule your eye exams:

- Call 713-442-0000 (TTY: 711) -OR-
- Schedule online at **MyKelseyOnline.com**

ONE PASS™

Find your healthy with One Pass. Now you get the benefit of thousands of fitness locations at no cost to you! Your benefit includes:

Over 24,000 locations PLUS access to

- Core Network
- Digital Solutions
- Home Kits
- Mom's Meals

Designed to give you a wider range of fitness options! After your plan effective date you will receive information and your unique member code. Visit **YourOnePass.com** to find a location near you.

One Pass is a voluntary program. The information provided under this program is for general informational purposes only and is not intended to be nor should be construed as medical advice. Individuals should consult an appropriate health care professional before beginning any exercise program and/or to determine what may be right for them. The One Pass program varies by plan/ area. Equipment, classes, personalized fitness plans, and events may vary by location. One Pass is not responsible for the services or information provided by third parties. Employers should consult an appropriate tax professional to determine if individuals have any tax obligations with respect to the discounted memberships under this program. This service should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room.

A Guide to Finding the Right Care at the Right Time

Care Type	What It Is/When to Use	How to Find Care
Primary Care Provider (PCP), Specialists, and Advanced Practice Clinicians (APCs)	For regular office visits, contact your Kelsey-Seybold care team. Your care team includes your: - Primary Care Provider (PCP) - Specialists - Advanced Practice Clinicians (APCs) - Other care providers Adding an APC to your care team gives you more scheduling options, which can be important when you need care right away.	Use the MyKelsey app, **MyKelseyOnline.com** (MKO), or call 713-442-0000.
Kelsey On-Demand	Kelsey On-Demand offers you immediate online care with no appointment needed! It's easy to use: - Log in to MKO - Answer a few simple questions - Wait for a provider Most wait times are 20 minutes or less.	Use the MyKelsey app or **MyKelseyOnline.com** (MKO).
Video Visits	Can't make it into the office for an appointment? Schedule a virtual visit with a specific primary or specialty care provider.	Use the MyKelsey app or **MyKelseyOnline.com** (MKO).
E-Visits	Get a treatment plan in an hour or less with E-Visits. To start an E-Visit, log into your MyKelsey Online (MKO) account or MyKelsey app. Answer a few questions about your symptoms, and get a treatment plan including prescriptions (if applicable) sent directly to your MKO inbox.	Use the MyKelsey app or **MyKelseyOnline.com** (MKO).
Saturday Clinic Hours	Saturday clinic hours are available at select Kelsey-Seybold locations. To find a current list of clinics offering Saturday appointments, visit **Kelsey-Seybold.com/Make-An-Appointment/Saturday-Clinic**.	Use the MyKelsey app or **MyKelseyOnline.com** (MKO).

Care Type	What It Is/When to Use	How to Find Care
Kelsey-Seybold Clinic After-Hours Care	Call the nurse hotline after hours, on weekends, or on holidays. A Kelsey-Seybold nurse can answer questions, page the on-call doctor if needed, or help schedule a virtual visit.	Call 713-442-0000.
Urgent Care Services	Urgent Care locations are for non-emergency illnesses or injuries and can treat concerns such as: - urinary tract infections (UTI) - chest pains - fever - chills - suspected broken bones Some urgent needs can be addressed in the primary care setting too. Call 713-442-0000 to connect with your provider's nurse or an after-hours nurse.	These services are covered at any urgent care facility in the United States. KelseyCare Advantage is contracted locally with Next Level and Care Now. Find a provider at **KelseyCareAdvantage.com → Explore Plans → Find a Provider → Urgent Care Services.**
Emergency Room	Emergency care is for life-threatening emergencies like: - uncontrolled bleeding - choking - not breathing - loss of consciousness - severe burns - head injuries - slurred speech - weakness on one side of the body	For immediate attention, call 911. For other medical emergencies, visit an emergency room nearest you. Emergency care is covered at any emergency room in the United States.
In-Network Hospitals	You have access to more than 25 affiliated hospitals in the area. Prior Authorization may be needed for non-emergent care hospital services.	Find contact information for our affiliated hospitals by visiting **KelseyCareAdvantage.com → Explore Plans → Affiliated Hospitals.**
World Wide Care	Have piece of mind when you travel. Worldwide Emergency Coverage: 20% coinsurance for covered emergency care outside the U.S. and its territories. Cruise ship services are not covered.	

PRESCRIPTION DRUG INFORMATION

Your Part D prescription drug coverage is provided by KelseyCare Advantage, so there's no need for a separate drug plan.

Preferred pharmacies are Kelsey Pharmacies, HEB Pharmacies, and CVS Pharmacies. You will pay less at a preferred pharmacy. If you fill a prescription at a non-preferred pharmacy, it may cost more.

For a list of network pharmacies, visit **KelseyCareAdvantage.com → Members → Prescription Drug Benefits.**

	Preferred Retail Cost-Sharing*			Standard Retail (Non-Preferred)		
Tier	**30-Day Supply**	**60-Day Supply**	**90-Day Supply**	**30-Day Supply**	**60-Day Supply**	**90-Day Supply**
Tier 1 (Preferred Generic)	$10	$20	$30	$15	$30	$45
Tier 2 (Generic)	$15	$30	$45	$20	$40	$60
Tier 3 (Preferred Brand)	$30	$60	$90	$35	$70	$105
Tier 4 (Non-Preferred Drugs)	$45	$90	$135	$50	$100	$150
Tier 5 (Specialty Tier)	$75	**	**	$80	**	**
Tier 6 (Select Care Drugs)	$0	$0	$0	$0	$0	$0

*The preferred cost-sharing pharmacies in the Greater Houston area include Kelsey Pharmacy, HEB Pharmacies, and CVS Pharmacies.

**A long-term supply is not available for drugs in Tier 5.

The formulary may change at any time. Please visit our website for more information.

FIND THE DOCUMENTS YOU NEED

KelseyCare Advantage makes it easy to access **important plan information** whenever you need it.

Important Plan Documents:

Annual Notice of Change (ANOC)

Evidence of Coverage (EOC)

Summary of Benefits (SB)

View your important plan documents by selecting *Plan Documents* on **KelseyCareAdvantage.com/COH**.

Prescription Drug Benefit Information:

Covered Drug List (Formulary)

View your searchable Covered Drug List by selecting *2026 COH Preferred Rx Formulary* on **KelseyCareAdvantage.com/COH**.

Other Searchable Directories Include:

Provider Directory

Pharmacy Directory

View your searchable directories by selecting *Find a Pharmacy* or *Find a Provider* at the bottom of **KelseyCareAdvantage.com/COH**.

Questions? Call 713-442-2COH (2264) (TTY: 711) to learn more.

Your Privacy is important to us. View your Notice of Privacy Practices by selecting *Privacy and Disclaimers* at the bottom of **KelseyCareAdvantage.com**.

STAY CONNECTED AND INFORMED WITH EMAIL OPT-IN

Did you know you can save time and reduce paper waste by opting in to receive emails and electronic messages from KelseyCare Advantage?

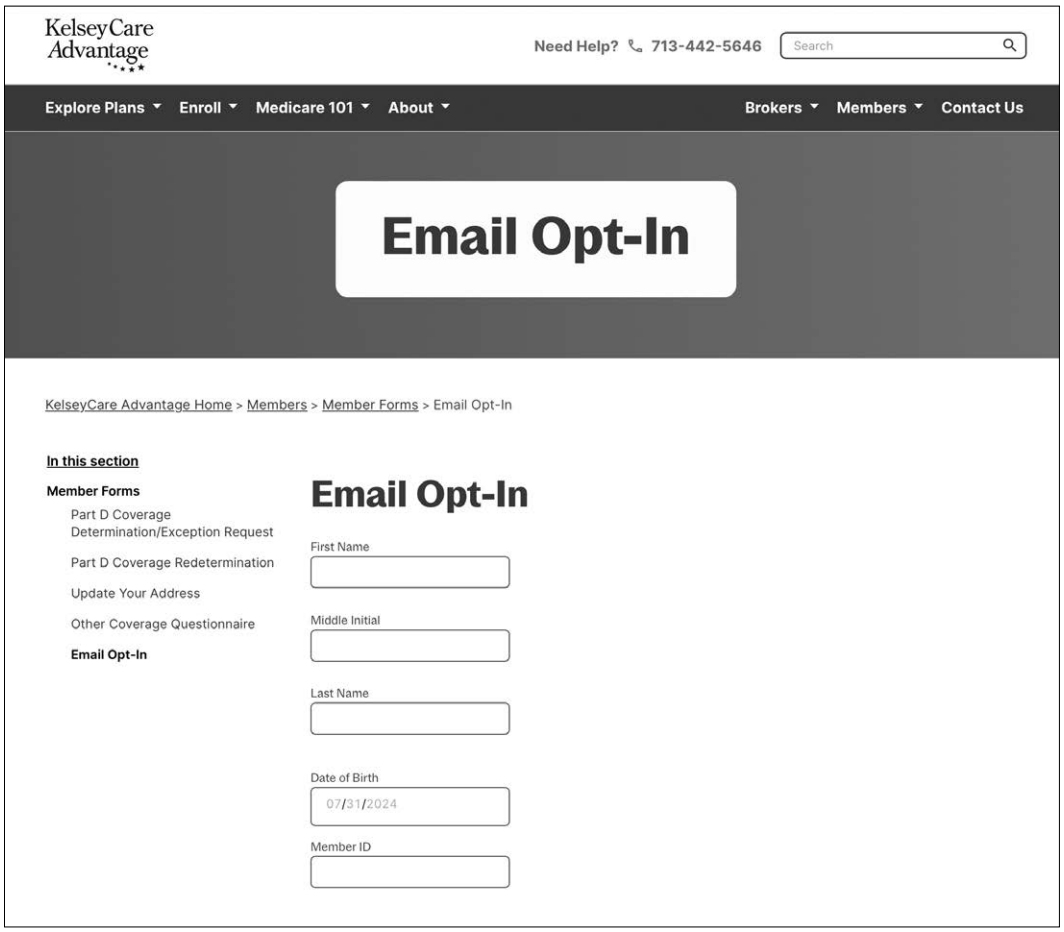
By choosing email opt-in, you'll receive timely updates and important information straight to your inbox, including:

- 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 **KelseyCareAdvantage.com** and navigate to **Members** → **Member Forms** → **Email Opt-In**
- Call Member Services at 713-442-2COH (2264) (TTY: 711).

We look forward to keeping you informed!





713-442-2COH (2264) (TTY: 711)

Hours are 8:00 a.m. to 8:00 p.m. local time, 7 days a week, from October 1 – March 31.
From April 1 – September 30, Monday through Friday, hours are 8:00 a.m. to 8:00 p.m. local time.
Messaging service used on weekends, after hours, and on federal holidays.

You will receive notice when necessary. KelseyCare Advantage is offered by KS Plan Administrators, LLC, a Medicare Advantage HMO and POS plan with a Medicare contract. Enrollment in KelseyCare Advantage depends on contract renewal.