



We want to make it easy for you to manage your health plan. Today's guide shows you where to find your important plan documents and how to get care quickly when your provider's office is closed.

Your Plan Documents

These documents are your best resource for understanding what is covered and what your costs might be.

- Evidence of Coverage (EOC): A full guide to your plan's benefits.
- Summary of Benefits: A simple list of frequently used services and costs.
- Provider Directories: Search for providers in your network.

[View Plan Documents](#)

Member Forms

Visit our Forms page when you need to take action. You can find forms to update your address, request vision reimbursement, or appoint a representative to speak on your behalf.

[Access Member Forms](#)

When You Need Care Right Away

Sometimes health needs happen after hours or on the weekend. You have several ways to get care quickly without going to the Emergency Room:

- After-Hours Nurse Hotline: Not sure where to go? Call 713-442-0000 anytime to speak with a nurse for guidance.
- Urgent Care Centers: For issues that aren't life-threatening but need attention fast, you can visit a preferred urgent care center like CareNow or Next Level.

[Download the "Right Care" Guide](#)

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**
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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.

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