



We're so glad you're part of KelseyCare Advantage! Whether you enrolled recently or earlier this year, we've shared monthly tips to help members make the most of their plan.

Catch Up on Helpful Highlights

Each month since January, we've sent out an email with helpful tools, reminders, and benefits. If you didn't receive earlier messages—or just want to take another look—you can find all past emails on the [Discover the KelseyCare Advantage](#) page of our [New Member Hub](#).

Here's a quick look at what we've covered:

1. MyKelseyOnline (MKO), Your Welcome Book, & Other Key Info
2. Important Numbers, Websites, & Virtual Care Options
3. Plan Documents, Forms, and Urgent Care Options
4. Your PCP, Multiple Ways to Get the Care You Need—Fast
5. Preparing for Your Appointment, Condition-Specific Guides, & Preventive Care

Keep Exploring the New Member Hub

The [New Member Hub](#) is always available to help you understand your coverage, access helpful tools, and feel confident in your care.



Still have questions? We're here to help. Call
Member Services at 713-442-4878 (TTY: 711).

We'd Love Your Feedback

Survey No Longer Available

As we wrap up this email series, we'd like to hear from you. Your input helps us support new members even better.

1. How satisfied are you with your KelseyCare Advantage plan so far?

(Please select one)

- ☐ 1 - Not satisfied
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 - Very satisfied

2. Have these emails helped you feel more confident using your plan?

- ☐ Yes, definitely
- ☐ Somewhat
- ☐ Not really
- ☐ I didn't read them

3. Do you know where to go for care and how to get started with your plan?

- ☐ Yes
- ☐ Not yet
- ☐ I need help finding care, can someone call me?

4. Have you received the care you need, when you need it?

- ☐ Yes
- ☐ Not yet
- ☐ I need help getting an appointment, can someone call me?

5. How satisfied are you with your KCA prescription drug benefit?

- ☐ 1 - Not satisfied
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 - Very satisfied

6. How easy is it to get the medications you need through your prescription drug plan?

- ☐ Easy
- ☐ Somewhat easy
- ☐ Not very easy

7. Do you feel that the providers communicate results about your care well?

- ☐ Yes, definitely
- ☐ Somewhat
- ☐ Not really
- ☐ Does not apply

8. Would you recommend this medical plan to others?

- ☐ Yes
- ☐ Maybe
- ☐ No

**KelseyCare
Advantage**
★★★★

Hours of Operation

Call Member Services at 713-442-4878 (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.

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