



As a new member of KelseyCare Advantage, we're here to help you get started well. Over the next several months, you'll receive emails like this one with helpful tips and important information to ensure you make the most of your benefits.

## Your PCP & MKO: Essentials Tools For Care

Choosing the right Primary Care Provider (PCP) and using our MyKelseyOnline (MKO) portal are essential steps in managing your health with confidence and convenience.

### Choosing Your Primary Care Provider (PCP)

Your PCP is your main point of contact for routine care, preventive screenings, vaccinations, and management of chronic conditions like diabetes, asthma, or heart disease. We offer a culturally diverse team that speaks over 36 languages across 40+ locations, so you're sure to find care that feels like home. And if your designated PCP isn't available, you can see any Kelsey-Seybold provider, including Advanced Practice Clinicians (APCs)—Nurse Practitioners and Physician Assistants— for your primary care needs.

[Find a Provider](#)

### Scheduling and Staying Connected with MyKelseyOnline (MKO)

With MyKelseyOnline (MKO), your entire care team, health records, and health plans are all connected for a more streamlined experience. This means that information and scheduling are just a few clicks away. MKO allows you to schedule appointments, access your health records, and stay connected with your care team between visits. Simply log in to MKO online or through the MyKelsey app to get started.

Ready to connect? Create an [MKO account or log in here](#) for convenient access to care and support from your Kelsey-Seybold team.

# Explore Your Welcome Book to Learn About Your Benefits

As a new KelseyCare Advantage member, it's important to understand your benefits and how to use them. Your **Freedom** Welcome Book, which was mailed to you this fall, is a great place to start. You can also access it online at any time for your convenience.

[View Your Welcome Book](#)

## New Member Hub

Did you know we have a special section on our website just for new members? It's called the New Member Hub, and it's designed to provide resources that are tailored to help you get started and make the most of your plan.

If you haven't received your welcome call yet, don't worry. All the important information shared during that call, including your Welcome Kit information, ID Card, details for scheduling your \$0 Wellness Visit, and how we coordinate your care, is also available in the New Member Hub for your convenience.

[Visit the New Member Hub](#)

Also, be sure to visit the [Discover the KelseyCare Advantage](#) page linked in the hub. Here, you'll find all the monthly emails we'll be sending (like this one!), along with helpful information to guide you through your plan and keep you informed about your benefits.

[Discover the KelseyCare Advantage](#)



Call the Concierge team at  
713-442-4878 (TTY: 711) for additional help.

**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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