



Staying informed is key to making the most of your KelseyCare Advantage plan. This month, we're highlighting where to find important documents and how to access care when you need it.

Important Forms & Plan Docs Online

Did you know you can view all your KelseyCare Advantage documents online? Visit our [Plan Documents](#) and [Member Forms](#) pages to browse available forms and documents. Once you find what you need, simply open the PDF to view it, then download or print a copy for your records.

Go to KelseyCareAdvantage.com → [Members](#) → [Plan Documents](#) to view your...

- Annual Notice of Change (ANOC)
 - Your ANOC compares your 2024 plan benefits to your new 2025 plan benefits. These changes took effect January 1, 2025.
- Evidence of Coverage (EOC)
 - Your EOC tells you what your health plan covers and how much you might have to pay for various services.
- Summary of Benefits
 - This simple list shows you, in a short and easy-to-read format, what your health plan covers and how much you might have to pay for frequently used medical services.
- Provider Directory
 - This directory lists doctors and other health care providers that are part of your plan's network, helping you know where to find care.
- Dental Directory
 - This directory lists dentists that are part of your plan's network, making it easier than ever to find a dentist near you.

KelseyCareAdvantage.com → [Members](#) → [Member Forms](#) has helpful forms like...

- Appointment of Representation (AOR)
 - Fill out the AOR form if you have someone who acts on your behalf with KelseyCare Advantage.
- Vision Reimbursement Form
 - If you received coverage or purchased glasses from a non-network provider, you may be eligible for partial reimbursement.
- Change of Address
 - Please let us know if you have a change of address. Even if you updated your address with Kelsey-Seybold Clinic, you still need to update with KelseyCare Advantage.

Can't find what you're looking for? Call the Concierge team at 713-442-4878 (TTY: 711) to have one or these documents or forms emailed to you.

Find Care When You Need It: Urgent, Convenient, & After-Hours Options

As a new member, we want to ensure you have all the information you need for convenient access to care whenever and wherever you need it. Here's a quick guide to our urgent and convenient care options, as well as our after-hours nurse hotline.

After-Hours Nurse Hotline

For guidance on the best type of care for your situation, call our nurse hotline at 713-442-0000 (TTY: 711)—available both during and after hours.

Urgent and Convenient Care Options

- Urgent Care Centers: For urgent needs, visit a preferred urgent care center, such as CareNow or Next Level.
- Convenient Care: For less urgent needs, consider the Minute Clinic for quick, accessible care.

For more information, [download our guide](#) to help you find the right care when you need it. This handy resource outlines tips for selecting the best care option to meet your needs.

[Download Guide](#)

We're here to support you on your health journey!

Stay Informed Every Month!

New to KelseyCare Advantage? Our [New Member Hub](#) is designed just for you! Each month, we share key information to help you make the most of your plan.

Missed a previous email? Find them anytime on the [Discover KelseyCare Advantage](#) page in the New Member Hub. Here's a look at past topics:

- January: MyKelseyOnline (MKO), Your Welcome Book, & Other Key Info
- February: Important Numbers, Websites, & Virtual Care Options

Visit the [New Member Hub](#) to stay informed and get the most from your coverage!

See you next month!



Have additional questions? Call the Concierge team at 713-442-4878 (TTY: 711) for 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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