



Get started with the tools and resources you need to find care, connect with providers, and manage your health with confidence.

Tools & Resources

Care Location

How to Schedule

Kelsey-Seybold Clinic <i>Primary Care</i> Physicians	713-442-0000
Kelsey-Seybold Clinic <i>Specialty Care</i> Physicians	713-442-0000
After-Hours Nurse Hotline	713-442-0000
Virtual Care Appointments	MyKelseyOnline
Urgent Care locations	Urgent Care
Hospitals - Find contact information for our affiliated hospitals.	Affiliated Hospitals

Emergency Room - If you experience a life-threatening situation, dial 911 or go to the emergency room nearest you.

Do you need help deciding what type of care you need? View or download our flyer to help you know how to choose the right kind of care.

[Where to Find Care](#)

Other Helpful Websites and Information

Over-the-Counter benefits	KCAOTC.com
Vision provider search	KCA.YourVisionPlan.com
Dental provider search	YourDentalPlan.com/DentistSearch23
Prescription (Part D) benefits*	OptumRx.com
Behavioral Health benefits	LiveAndWorkWell.com
MyKelsey Online (MKO)	MyKelseyOnline

MKO Help Line–713-442-6565–available 7 days a week, 7 a.m. to 9 p.m.

*Benefits vary by plan. Check your Evidence of Coverage (EOC) for a comprehensive list of covered services. These documents can be found on our Plan Documents page.

Advanced Practice Clinicians (APCs) and Virtual Care: Flexible Options for Your Health

Kelsey-Seybold’s virtual care and APCs offer flexible, convenient options for scheduling your Annual Wellness Visit and other appointments.

APCs: Enhanced Access with Nurse Practitioners and Physician Assistants

Advanced Practice Clinicians, also known as APCs, are highly trained Nurse Practitioners and Physician Assistants who work alongside your doctor and entire care team.

Why Choose an APC?

- **Collaborative Approach:** APCs work alongside your primary doctor, ensuring a comprehensive approach to your health.
- **Specialized, Patient-Centered Care:** APCs have advanced training in various specialties and focus on building strong, patient-centered relationships.
- **Increased Appointment Availability:** With APCs, you have even more options for timely appointments.

If you are unable to schedule your appointment in-person with your regular provider or an APC, our virtual care options give you an additional easy and flexible solution.

Choosing the Right Virtual Care Option for You

Kelsey-Seybold's virtual care offers many ways to receive care how and where you want, always by a Kelsey-Seybold provider.

- **Video Visit Now:** For immediate care online with no appointment necessary, choose VideoVisitNOW! Just log in to MyKelseyOnline (MKO), answer a few simple questions, and wait for the next available provider. Most wait times are 20 minutes or less.
- **Video Visits:** Do you have a specific provider you wish to see virtually? Schedule a Primary or Specialty Care Video Visit in advance through MKO.
- **E-Visits:** For fast treatment of minor issues, try E-Visits. You'll get a treatment plan within an hour—just log in to MKO, answer a few questions about your symptoms, and receive a response with treatment options, including prescriptions if needed.

Explore your Virtual Care options and our Advanced Practice Clinicians on [MyKelseyOnline \(MKO\)](#), and feel free to reach out with any questions.

Annual Wellness Visit: The Cornerstone of Preventive Care

Did you know you don't have to wait a full year to schedule your Annual Wellness Visit? You can book your Annual Wellness Visit—also known as a Health Risk Assessment (HRA)—now, even if your last visit was in December. This visit checks your overall health, updates your care plan, and reviews important preventive screenings. Download our checklist with questions for your Primary Care Provider (PCP) and a list of recommended screenings to make the most of your visit. You'll receive a call to schedule soon, or you can book now via [MyKelseyOnline \(MKO\)](#) or by calling 713-442-0000.

[Download Checklist](#)



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.

KelseyCare Advantage is an HMO and POS with a Medicare contract. Enrollment in KelseyCare Advantage depends on contract renewal. © 2025 KelseyCare Advantage. All rights reserved. H0332_FEBONB25_C