



Your health is our priority, and your Kelsey-Seybold Primary Care Provider (PCP) and care team are your trusted partners in managing your health. Checking in with your PCP and your Kelsey-Seybold care team first helps ensure you get the right care at the right time. If you ever need care quickly, we also offer flexible options—including same-day appointments, virtual visits, and after-hours support. See how you can stay connected and get the care you need, when you need it.

Your PCP: Your Trusted Partner in Care

Your Kelsey-Seybold Primary Care Provider (PCP) is your go-to resource for managing your health. They understand your medical history, coordinate your care, and guide you toward the best treatment options. Before seeking care outside of your PCP's office, check in first with your PCP so they can help guide you toward receiving the right care at the right time.

Need guidance after hours? Call our After-Hours Nurse Hotline at 713-442-0000 to speak with a Kelsey-Seybold registered nurse. They can help you determine the next best step and even connect with your doctor if necessary.

Staying connected with your PCP is easier than ever with MyKelseyOnline (MKO). Through MKO, you can schedule appointments, access your health records, and securely message your care team—all from your computer or mobile device. Taking an active role in your health starts with keeping your PCP in the loop!

Need Care Sooner? We Have Options!

When you need care quickly, Kelsey-Seybold offers multiple ways to get the care you need—fast.

- ✓ **Appointments at Any Location**—You can schedule at any Kelsey-Seybold location, not just your usual clinic, to find the earliest available appointment.
- ✓ **Extended Clinic Hours & Same-Day Appointments**—Many locations offer extended hours and same-day or next-day visits.
- ✓ **Virtual Care**—Video Visits and E-Visits let you connect with a provider from home for quick, convenient care.
- ✓ **Advanced Practice Clinicians (APCs)**—Nurse practitioners and physician assistants provide expert care for many common conditions, often with shorter wait times.

Need care even faster? VideoVisitNOW connects you with a provider in 20 minutes or less—no appointment needed! Just log in to MyKelseyOnline (MKO), answer a few questions, and get care right away.

[Watch this short video](#) to see how easy it is to start a Video Visit.

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. 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
- March: Plan Documents, Forms, and Urgent 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.

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_APRONB25_C