KelseyCare® aetna

Welcome to a better kind of care.







Kelsey-Seybold Clinic®

An overview for members

KelseyCare® aetna

With a **KelseyCare Aetna Plan**, you not only get great coverage and benefits, but you also have access to highly personalized care delivered by an exclusive network of 1,100+ Kelsey-Seybold doctors and specialists.

Your entire care team at Kelsey-Seybold is connected to each other through your electronic health record. Best of all, primary and specialty care, labs, imaging, and more are all in one place, giving you an easier, more convenient healthcare experience.

The Care You Need When You Need It

Your Care Team Is Connected

At Kelsey-Seybold, your doctors are connected to each other and to you. By working together, your care team provides the personalized care you need, plus a more streamlined healthcare experience.

No Referral Is Needed To See a Kelsey-Seybold Specialist

- 1,100+ physicians and providers
- 65+ medical specialties
- 45+ locations and growing!

All in One Place

Discover the convenience of having primary and specialty care, on-site labs, diagnostic services, and more all in one location. Plus, Kelsey-Seybold's regional campus locations bring outpatient surgery and nationally accredited cancer care even closer to home.

Virtual Care 365 Days a Year

Choose Kelsey On-Demand, schedule a Video Visit, or start an E-Visit online. Virtual care is available with Kelsey-Seybold providers day or night, 365 days a year.

After-Hours Nurse Hotline

Kelsey-Seybold registered nurses provide answers and reassurance to help you get the care you need after regular business hours and on weekends and holidays.

Access, Convenience, and Quality You Can Count On
With locations all across Greater Houston, you'll find a Kelsey-Seybold location close to where you live or work. Same-day and next-day primary care appointments are available.

Access To Houston's Top Hospitals
Kelsey-Seybold has affiliations with world-class hospitals. This includes facilities with Texas Children's Hospital, St. Luke's Health, Memorial Hermann, Houston Methodist, The Woman's Hospital of Texas, and HCA Houston Healthcare.



Saturday Appointments
Saturday sick-care appointments are available at select locations from 9 a.m. to 2 p.m.*



Emergency Care
If you need emergency care, your plan includes nationwide coverage.**



Nationwide Urgent Care Centers
If you need urgent care, you have access to Aetna's nationwide, in-network urgent care centers.



Behavioral and Mental Health Resources
Your resources may include Aetna's behavioral and mental health network†, your primary care physician at Kelsey-Seybold, and/or your employer's EAP program.**

At Your Service
Your Kelsey Concierge is here to provide personalized help and answer your questions about the services you need – and more.

You Have a Secure Patient Portal
MyKelseyOnline (MKO) and your MyKelsey App keep you connected 24/7 with Kelsey-Seybold. You can schedule appointments, email your doctor's office, get most test results, and more! You can also schedule Virtual Care – Video Visits, Kelsey On-Demand, and E-Visits.

Download the MyKelsey App!

MyKelsey

Download on the App Store

GET IT ON Google Play

Predictable Co-Pays
You can count on predictable co-pays, including labs and X-rays, for appointments with your providers.**

Doctors Who Understand You
Kelsey-Seybold features a culturally diverse team of doctors who speak 35+ different languages. To learn more about our doctors, visit **kelsey-seybold.com/find**.

Plan Details
For specific questions or details about your plan or coverage, please call the customer service number located on the back of your insurance card.

* Kelsey-Seybold Clinic days and hours may vary by location. Please visit kelsey-seybold.com for specific details.
** Benefits may vary by plan. Please refer to your carrier for specific plan details.
† No referral required.

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Important Phone Numbers:



24/7 Appointment Scheduling: **713-442-0000**

After-Hours Nurse Hotline: **713-442-0000**

Your Kelsey Concierge: **713-442-9593**
Monday-Friday, 8 a.m. to 5 p.m.

MyKelseyOnline Help Line: **713-442-6565**
Sunday-Saturday, 7 a.m. to 9 p.m.

For answers to frequently asked questions, scan this QR code.

Kelsey-Seybold Clinic®

Kelsey-Seybold Locations and Affiliated Hospitals

Map Legend

- Current Locations
- Future Locations 2025-2028+
- Affiliated Hospitals





