

**United Charter
Kelsey-Seybold Plan**

Your Connection
to Quality Care





Your Connection

to a healthcare team focused on you.

As a member of a team, a family, and our community, people are counting on you to show up and seize the day. Your hard work, dedication, and focus are a key part of your success.

That's why it's important to make sure you and your family have access to high-quality healthcare. The **United Charter Kelsey-Seybold Plan** gives you access to top-tier physicians you know and trust.

Think of the **United Charter Kelsey-Seybold Plan** as an extension of your team. With high-quality care, convenience, care coordination, virtual visits, and more, the **United Charter Kelsey-Seybold Plan** offers an attractive option that focuses on your health and the health of your family.

**Focus on what you do best:
let us focus on you.**

**United Charter
Kelsey-Seybold Plan**

Your Connection

*to quality care from
nationally recognized physicians.*



Kelsey-Seybold meets and exceeds standards set by quality accrediting organizations, including the prestigious National Committee for Quality Assurance (NCQA). We're the first healthcare organization in the United States to receive accreditation as an Accountable Care Organization (ACO) by the NCQA.

In addition Kelsey-Seybold has many physicians in the Greater Houston area certified for excellence in diabetes and stroke care by the NCQA.

**Our credentials match
our quality of care.**

Let us care
for you and
your family.



Your Connection

to 24/7 access to care.

The **United Charter Kelsey-Seybold Plan** offers you:

- The convenience and access to multispecialty Kelsey-Seybold locations all over the Greater Houston area – see *any* doctor at *any* Kelsey-Seybold location you wish with **no referral required** to see a Kelsey-Seybold specialist.
- 24/7 access to care – call the **Kelsey-Seybold After-Hours Nurse Hotline** at 713-442-0000 on weekdays after 5 p.m. and on weekends and holidays. Speak with experienced Kelsey-Seybold nurses who have access to your medical records and can counsel you, make appointments for you, and page your doctor whenever needed.

Schedule an appointment with any
Kelsey-Seybold physician, no referral required.

24/7 Appointment Scheduling
Call 713-442-0000
En Español: 713-442-VIVA (8482)



Connect to Care.

Call the **Kelsey-Seybold After-Hours Nurse Hotline**, available weekdays after 5 p.m. and on weekends and holidays. There's one easy-to-remember number: **713-442-0000**.

Your Connection

*to VIRTUAL CARE, 7 days a week,
365 days a year!*

VideoVisitNOW

ON-DEMAND CARE for Adults 18+

7 a.m. to 9 p.m. – Weekdays

10 a.m. to 4 p.m. – Weekends and Holidays

Have a real-time conversation with a Kelsey-Seybold provider from your smartphone, tablet, or computer using the MyKelsey app or MyKelseyOnline.

Scheduled VIDEO VISITS

Adult VIDEO VISITS (18+ years): 50+ Conditions

Pediatric VIDEO VISITS (0-17 years): 24+ Conditions

8 a.m. to 5 p.m. – Monday-Friday

Your care is delivered by a Kelsey-Seybold provider who can access your medical record. You can see a Kelsey-Seybold primary care provider for urgent, non-emergency care as well as ongoing, follow-up care for chronic illnesses. Many Kelsey-Seybold specialists are also able to offer Video Visits for your ongoing care.

Adult and Pediatric E-visits

Adult E-VISITS (18+ years):

50+ Conditions

Pediatric VIDEO VISITS (4-17 years):

24+ Conditions

8 a.m. to 5 p.m. – Monday-Friday

Start an E-VISIT using your MyKelseyOnline account or the MyKelsey app and get a response in an hour or less.



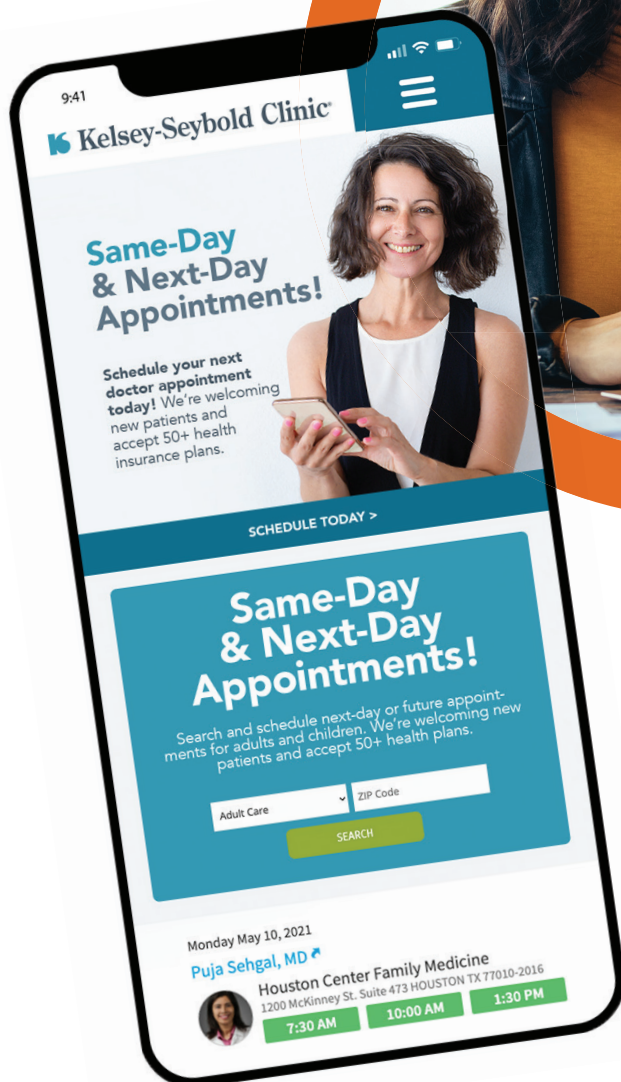
Go to
kelsey-seybold.com/virtualcare

to learn more or
SCAN this QR code.



Your Connection

to care at your fingertips.



SAME-DAY NEXT-DAY APPOINTMENTS

- 1 Go to kelsey-seybold.com.
- 2 Enter your ZIP code.
- 3 Book the next available primary care appointment.

Let us
make this
a little
easier
on you.

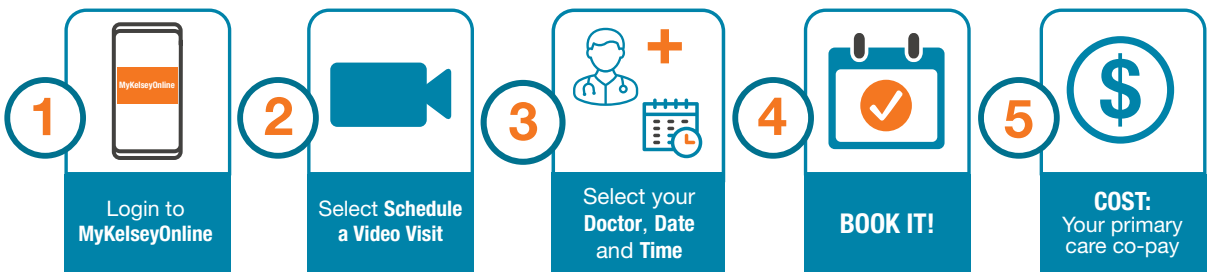


**See a Kelsey-Seybold doctor
on Saturdays.**

When someone in your family is ill and you can't wait until Monday, Kelsey-Seybold offers in-person Saturday appointments from 9 a.m. to 2 p.m. at four convenient locations: **Clear Lake Clinic, Fort Bend Medical and Diagnostic Center, Memorial Villages Campus, and North Houston Campus.**

Connect with your Kelsey-Seybold doctor's office with MyKelseyOnline.

With **MyKelseyOnline**, Kelsey-Seybold's secure patient portal, you can email your doctor's office, schedule appointments, get most test results, and more.



Your Connection

to state-of-the-art technology.

As a nationally accredited cancer program, the **Kelsey-Seybold Cancer Center** delivers care according to best practices and the nation's rapidly advancing treatment guidelines. This means our medical professionals follow the same nationally established treatment protocols for cancer, as do all other nationally accredited cancer centers.

With state-of-the-art radiation therapy and a spacious Infusion Center at our Berthelsen Main Campus, our patients are able to see their doctors and get radiation preparation and treatment, chemotherapy, biopsies, scans, and other services in one location. The same services are available at our North Houston Campus. Learn more at kelsey-seybold.com/cancercenter.



The Kelsey-Seybold Cancer Center offers Varian TrueBeam® and Varian Edge® technology that safely delivers precise radiation treatment with incredible control and coordination. The treatment couch, or bed, moves to reposition the patient as needed. Varian technology represents a major leap forward in the speed, accuracy, and safety of radiation therapy.



As a **United Charter Kelsey-Seybold Plan** member, you have access to our board-certified Kelsey-Seybold Cancer Center team within days of receiving a diagnosis. Should you require care that's not available within the Kelsey-Seybold Cancer Center, our cancer specialists will coordinate your care with the appropriate cancer center or treatment program that offers the best outcomes for your personal situation. This includes **MD Anderson Cancer Center, Baylor College of Medicine,** and **St. Luke's Health.**



**Let us
give you
our best.**

Your Connection










to all Kelsey-Seybold Clinic locations and their affiliates.

The **United Charter Kelsey-Seybold Plan** means you can choose from hundreds of Kelsey-Seybold doctors in more than 65 medical specialties. Choose *any* Kelsey-Seybold primary care or specialty care doctor at *any* location – with no referrals required to see *any* Kelsey-Seybold specialist.

- You have access to *all* Kelsey-Seybold Clinic locations, and your secure electronic medical record follows you wherever you go. Your doctor can see all tests and notes from your previous visits – reducing hassles for you.
- Your Kelsey-Seybold doctors work with top subspecialists in the Texas Medical Center and in the community and will coordinate your care with these doctors based on your needs.
- Affiliated specialists who work with us include doctors at the renowned **Texas Children’s Hospital, Baylor College of Medicine**, and other highly regarded physician organizations. (A referral is needed to see affiliated specialists.)



**Convenient
locations
close to home
and work.**

-  Kelsey-Seybold Clinic
-  Open Saturday, 9 a.m. to 2 p.m.
-  Breast Diagnostic Center
-  Ambulatory Surgery Center
-  Partner Hospital
-  Kelsey Pharmacy
-  Cancer Center
-  Partner Hospital
-  Kelsey Pharmacy

See a Kelsey-Seybold doctor on Saturdays.

When someone in your family is ill and you can't wait until Monday, Kelsey-Seybold offers Saturday appointments from 9 a.m. to 2 p.m. at four convenient locations: **Clear Lake Clinic**, **Fort Bend Medical and Diagnostic Center**, **Memorial Villages Campus**, and **North Houston Campus**.



Clear Lake Clinic
1010 South Ponds Drive
Webster, Texas 77598



Fort Bend Medical and Diagnostic Center
11555 University Blvd.
Sugar Land, Texas 77478



Memorial Villages Campus
1001 Campbell Road
Houston, Texas 77055



North Houston Campus
15655 Cypress Woods Medical Drive
Houston, Texas 77014

Your Connection

to quality and convenience.

You can count on Kelsey-Seybold for your entire family's healthcare needs, from pediatric care to specialized care for teens and adults of all ages – across multiple specialties.

Kelsey-Seybold offers conveniently located, multispecialty care centers across the Greater Houston metropolitan area. We have proudly served generations of Texans since 1949.

Our centers offer multiple medical specialties, on-site lab, X-ray and advanced imaging, and other conveniences, including an on-site Kelsey Pharmacy at most locations.



Your Connection *to Your Kelsey Concierge.*

As a **United Charter Kelsey-Seybold Plan** member, you'll have access to our courteous and knowledgeable Concierge team. Here are some of the services we provide when you call **713-442-2304**:

- Help with finding nearby clinic locations and physicians.
- Expert guidance regarding specific services available at each clinic location.
- Assistance with Kelsey-Seybold billing questions.
- Expert help resolving your questions and concerns regarding the **United Charter Kelsey-Seybold Plan**.

The KelseyCare Concierge is your trusted information source through the entire healthcare experience. It's like having a personal assistant and a healthcare advocate rolled into one. Your Concierge can help you address your special needs and maximize your benefits.



The page features several large, decorative orange circular shapes. A thick orange arc is at the top, a thin orange arc is on the left, and a large solid orange circle is at the bottom right.

Call Your Kelsey Concierge

713-442-2304

Monday-Friday

8 a.m. to 5 p.m.

Your Connection

to caring.

Choose the
**United Charter
Kelsey-Seybold Plan**
for quality and convenience.

**United Charter
Kelsey-Seybold Plan**