KelseyCare Advantage



Your care team is here to help you stay healthy and get the most out of your plan. This month, we are sharing tips to help you find appointments that fit your needs and explaining how to avoid unexpected costs.

The Value of Your Network

Your KelseyCare Advantage plan is built around care provided by Kelsey-Seybold physicians and locations. For all KelseyCare Advantage plans, receiving services in-network ensures your care is covered and well-coordinated.

- **Low Copays:** You pay low copays for office visits, labs, and imaging when you stay in network. If you have the Freedom (HMO-POS) plan, you have the flexibility to go out of network, but doing so comes with higher costs.
- **A Connected Team:** Your specialists and your Primary Care Provider (PCP) use the same medical record system. This keeps everyone on the same page and saves you from carrying paper records between offices.
- **Coordinated Care:** All our plans are built to manage your health in one place. This allows your team to consult with each other quickly to get you the right treatment.

Find a Kelsey-Seybold Location

Know Where to Go: ER vs. Urgent Care

Choosing the right spot for after-hours care saves you time and money. Unless it is a life-threatening emergency, call our After-Hours Nurse Hotline at 713-442-0000 first.

- **Urgent Care or Virtual Care:** Best for minor cuts, sprains, rashes, or the flu. These options are faster and cost less than an ER visit.
- **Emergency Room:** Call 911 or head to the ER for chest pain, difficulty breathing, sudden weakness, or uncontrolled bleeding.

This guide helps you decide between a clinic visit, virtual care, the ER, or urgent care based on your needs.

Watch: How to Choose ER vs Urgent Care

More Ways to Find an Appointment

You have the flexibility to see the providers you want, when you want. If your regular doctor's schedule is full, use these options to get the care you need on your timeline:

- **See an APC:** Nurse Practitioners and Physician Assistants work directly with your doctor. They often have earlier openings for common health needs.
- **Choose Any Location:** You aren't limited to just one clinic. You can book at any Kelsey-Seybold location to find the next available opening—including Saturdays and same-day visits.
- **Try Virtual Care:** Connect with a provider from home through Video Visits or E-Visit. It's a convenient way to get a diagnosis without the commute.

Read More About Your Options

Everything You Need in One Place

Visit the New Member Hub anytime to find links to important plan documents, helpful forms and flyers, and more. You can also find copies of all the emails in this series there, so you never have to worry about missing an update.

Visit the New Member Hub



We are here to help! If you have questions, please call Member Services at 713-442-CARE (2273) (TTY: 711).

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Hours of Operation

From October 1 through March 31, hours are 8 a.m. to 8 p.m., seven days a week. From April 1 through September 30, hours are 8 a.m. to 8 p.m., Monday through Friday. Messaging services are used on weekends, after hours, and on federal holidays.

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