

The Journey of Your Best Life!

START
HERE

1. Physical Health

How would you rate your physical health?

- Excellent
- Very good
- Good
- Fair
- Poor

Understanding the status of your health helps you see what changes you can make to stay healthy.

2. Physical Activity

Have you talked to your provider about exercise habits or physical activity in the past 12 months?

**Always consult with your provider before starting a new exercise program.*

3. Mental Health

Talk with your provider if you experience:

- A feeling of sadness for more than 2 weeks
- Thoughts of suicide or self harm
- Persistent fear or anxiety
- Unexplained weight loss/gain

For more information about mental health, visit LiveAndWorkWell.com. Access Code: Kelsey

4. Fall Prevention

Let your provider know if, in the last 12 months, you have:

- Had a problem with balancing
- Had a problem with walking
- Fallen

Your provider can assess your fall risk and provide suggestions to help avoid falls.

You may also benefit from:

- Regular hearing tests
- Regular vision tests
- Regularly reviewing your medications and supplements with your provider

5. Bladder Control

Do you find yourself often rushing to the toilet or avoiding social gatherings? Many people experience urinary incontinence (urine leakage), and it's nothing to be ashamed of.

If left unmanaged, this could lead to isolation, depression, and falls. Work with your provider to learn more about available treatment options.

6. Care Coordination

Your entire care team, health records, and health plan are all connected for a streamlined experience. That means no matter what provider you see, they will have the most up-to-date information about your health.

8. Flu Vaccine

Protect yourself and your loved ones with an annual flu vaccination. Skip the appointment and walk in at KCA preferred pharmacies like Kelsey Pharmacy, HEB, and CVS. If your KCA plan has Part D coverage, your flu shot is \$0.

9. Getting Necessary Care

Your providers know you and your medical needs. Together, you can develop a plan that focuses on prevention and health management.

11. Prescription Drugs

How easy has it been to get the prescription drugs you need with your KelseyCare Advantage plan? If you've encountered any issues, discuss them with your provider. They can help find the best solution, which may include prescribing a different medication covered by your plan.

To ensure you receive your prescriptions easily and on time, we offer several convenient options:

- Pick up your prescription from any preferred pharmacy: Kelsey Pharmacy, CVS Pharmacy, or HEB Pharmacy
- Receive Kelsey Pharmacy mail delivery
- Choose Kelsey Pharmacy same-day or next-day courier delivery

Request refills online at [KelseyPharmacy.com](https://www.KelseyPharmacy.com) or by calling your preferred Kelsey Pharmacy location.

7. Health Care Quality

Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

10. Getting Care Quickly

If you experience a delay in obtaining an appointment, call 713-442-0000 (TTY: 711) for help.

KelseyCare Advantage is offered by KS Plan Administrators, LLC, a medicare advantage HMO and POS plan with a Medicare contract. Enrollment in KelseyCare Advantage depends on contract renewal. Hours are 8 a.m. to 8 p.m., seven days a week, from October 1 through March 31. 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. ©2025 KelseyCare Advantage. All rights reserved.