Kelsey Care Advantage

The Journey of Your Best Life!

These questions will help you focus on every aspect of your health. Make sure you bring this flyer to your next visit with your Primary Care Provider (PCP) or care team to discuss.



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.*

Have questions? Send a secure message to your provider through MyKelseyOnline (MKO) for answers any time—no need to wait for your next visit. Visit MyKelseyOnline.com to log in, or create your account today.

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

Need Help Now? Call the Substance Abuse National Helpline at 1-800-662-HELP (4357)

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.

Work with your provider to learn more about available treatment options.

6. Care Coordination

Your 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. Members can get their seasonal flu shot for $0, no appointment needed. Just visit a Kelsey Pharmacy, HEB Pharmacy, or CVS Pharmacy in the Greater Houston area.

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

If your plan includes prescription drug coverage, how easy has it been to get the prescriptions you need with your KelseyCare Advantage plan? If you've had any issues, talk to your provider—they may be able to prescribe a similar medication that's covered by your plan.

To help you get 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

We also offer extended supply options for your long-term medications:

- Long-Term Supply: Get up to a 90-day supply for drugs in Tiers 1, 2, 3, and 4.
- 100-Day Supply: Get up to a 100-day supply for drugs in Tier 6.

Need Refills? Send your prescribing provider a message via MyKelsey Online (MKO) if you are out of refills. If you use Kelsey Pharmacy, you can also request a refill by visiting KelseyPharmacy.com or by calling your preferred Kelsey Pharmacy location.

7. Health Care Quality

We work hard to help you receive seamless, high-quality health care. Here's what we offer to help make that happen:

- ☐ Coordinated care among your PCP, specialists, and hospitalists
- ☐ 40+ convenient locations, plus multiple care options
- ☐ Same-/next-day appointments for more urgent needs
- ☐ On-site labs, imaging, and pharmacy at many clinics

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.

©2026 KelseyCare Advantage. All rights reserved.

H0332_FLYRDMP26_C