



# Important Tools

*At KelseyCare Advantage, we're committed to giving you the tools you need to make informed choices. Below is a recap of the information shared in our phone conversation. This makes it easy for you to review the information whenever you would like.*

## Your KelseyCare Advantage Member ID Card

Always keep your KelseyCare Advantage member ID card handy. Your card has highlights of your plan's benefits and is the key to unlocking your medical, prescription\*, dental, and vision benefits. (\*Prescription drug coverage is included for members of our Freedom (HMO-POS) and Signature (HMO) Plans.)

## Have You Scheduled Your \$0 Annual Physical/Health Risk Assessment (HRA)?

Take the first step toward managing your care with us. Your \$0 Annual Physical/HRA is a great time for you and your provider to go over prescriptions and test results, help you manage and coordinate your care, and focus on prevention and health management.



To schedule an appointment, call 713-442-0000 (TTY: 711) or log in to [MyKelseyOnline](#).

## OPT IN TO ELECTRONIC COMMUNICATIONS

Stay informed about your health plan by opting into electronic communications. Receive the latest updates and important information directly to your email inbox. Opt in at [KelseyCareAdvantage.com/OptIn](https://www.kelseyca.com/OptIn).

## COORDINATED CARE

Health care and insurance are complicated, but KCA helps make it easy. From our team of 950+ in-network providers to our local Member Services team, we work together as one to coordinate your care and coverage—so you don't have to do it alone.

## Single Medical Record

Providers use a single electronic medical record, giving each member of your care team access to the most current and accurate information about your health.

## MyKelseyOnline (MKO)

One of the easiest places to coordinate and communicate with your provider is through [MyKelseyOnline](#) (MKO). MKO is your secure patient portal that lets you:

- Schedule appointments
- Request prescription refills
- Receive test results from your doctor
- Message your care team directly

Your provider will use MKO to communicate with you about test results, lab results, and prescriptions. Be sure to check MKO often. If you have questions about any results, lab work, medications, or appointments, you can easily message your provider through MKO.

Visit [MyKelseyOnline.com](https://www.mykelseyonline.com) and log in, or set up your account if it's your first time.



For help, contact the MKO Help Line at 713-442-6565, seven days a week, 7 a.m. to 9 p.m.

## ACCESS TO CARE

Kelsey-Seybold Clinic offers many ways for you to get the care you need when you need it. If you have issues scheduling an appointment, please let us know so we can assist you in getting a timely appointment.

### Your Care Team

Your Kelsey-Seybold care team includes your primary care provider, any specialists you may have, as well as access to our Advanced Practice Clinicians.

### Advanced Practice Clinicians

Advanced Practice Clinicians (APCs) like Nurse Practitioners and Physician Assistants bring a unique approach to your care while working side-by-side with your primary care doctor. Having an APC on your care team gives you more scheduling options, which can be especially important when you need care right away.

### Virtual Care Options

Kelsey-Seybold has three convenient virtual care options that offer coordinated care from anywhere!

1. [VideoVisitNOW](#) — For immediate care online with no appointment necessary, choose VideoVisitNOW! Simply log in to MKO, complete a few simple questions, and wait for the next available provider. Most wait times are 20 minutes or less.
2. [Video Visits](#) — If you don't need immediate care, schedule a Primary or Specialty Care Video Visit appointment with a specific Kelsey-Seybold provider.
3. [E-visits](#) — Get a treatment plan in an hour or less with E-visits. E-visits lets you message with your doctor about your symptoms, without having a real-time appointment. After answering a few questions in MKO, you'll receive a treatment plan, including prescriptions if needed.

## After-Hours Care

For non-urgent care after regular business hours, Kelsey-Seybold offers two great options.

- [Saturday clinic hours](#) are offered at Bay Area Campus (formerly Clear Lake Clinic), Memorial Villages Campus, North Houston Campus (formerly Spring Medical and Diagnostic, Spring/FM 1960), and Fort Bend Campus (Sugarland).
- [The After-Hours Nurse Hotline](#), at 713-442-0000, will connect you with a Kelsey-Seybold Registered Nurse after 5 p.m. and on weekends and holidays. Just like all our providers, these nurses have access to your confidential medical record and can page your doctor if needed.

## Urgent Care

**If you are experiencing a life-threatening situation, dial 911 or go to the emergency room nearest you.**

While you should attempt to contact your primary care provider first for clear instructions, sometimes, you need care right away. Call 713-442-0000 during business hours or after hours for direction on non-emergent illness or injury.

Preferred Urgent Care centers include Care Now and Next Level.

## Hospital Care

We never expect emergencies to happen, but we can be prepared in case they do. KelseyCare Advantage has strong partnerships with many of the region's leading hospitals.

- CHI St Luke's Hospital
- Memorial Hermann Hospital
- HCA Healthcare (including Woman's Hospital of Texas and Texas Orthopedic Hospital)
- River Oaks Hospital
- Hunstville Memorial Hospital

KelseyCare Advantage is an HMO and POS 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.

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