Important Tools

At KelseyCare Advantage, we're committed to helping you make informed decisions with confidence. Below is a summary of the information we discussed during our phone conversation, making it easy to revisit whenever you need it.

Your KelseyCare Advantage Member ID Card

Keep your KelseyCare Advantage member ID card handy. It's your key to accessing your medical, prescription*, dental, and vision benefits.

*Prescription drug coverage is included with Freedom (HMO-POS) and Signature (HMO) plans.

Have You Scheduled Your $0 Annual Physical?

Take the first step toward managing your care with us. Your $0 annual physical 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

Never miss important health plan updates. Sign up for electronic communications and receive the latest information by email. Opt in today at KelseyCareAdvantage.com/OptIn.

COORDINATED CARE

Health care and insurance are complicated, but KCA helps make it easy. From our team of over 1,000 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 uses MKO to share test and lab results, prescription information, and other updates. Check MKO regularly, and use it to message your provider with questions about your care, medications, or appointments.

Visit 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, 7 days a week, 7 a.m. to 9 p.m.

ACCESS TO CARE

Kelsey-Seybold Clinic offers many ways to get the care you need, when you need it. If you have trouble scheduling an appointment, please let us know so we can help you receive timely care.

Your Care Team

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

Advanced Practice Clinicians

Advanced Practice Clinicians (APCs), including Nurse Practitioners and Physician Assistants, work alongside your primary care provider to support your care. Having an APC on your care team gives you more scheduling options, especially when you need care quickly.

Kelsey Specialty Consults

A Kelsey Specialty Consult can help you get specialist expertise faster. Instead of scheduling a separate specialist appointment, your doctor can consult directly with a specialist on your behalf. This means quicker answers, coordinated care, faster results, and no additional cost to you. When appropriate, your provider may use this option to obtain specialist input and coordinate your care.

Virtual Care Options

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

1. Kelsey On-Demand—For immediate care online with no appointment necessary, choose Kelsey On-Demand. 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 available. Visit Kelsey-Seybold.com for locations and details.
- 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 have a life-threatening emergency, call 911 or go to the nearest emergency room.

Start by contacting your primary care provider for guidance. If you need care right away, call 713-442-0000 during or after business hours for help with non-emergency illness or injury.

Preferred Urgent Care centers include Care Now, Next Level, and Memorial Hermann | GoHealth Urgent Care.

Hospital Care

We never expect emergencies to happen, but it's important to be prepared in case they do. If you experience a medical emergency, **call 911 or go to the nearest emergency room immediately**. There is **no specific emergency room network**, so you may seek emergency care at any ER, regardless of whether the hospital is contracted with KelseyCare Advantage.

KelseyCare Advantage has contracts with many Houston area leading hospitals, including:

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

These hospitals are contracted with the plan, but in an emergency, you should always go to the closest emergency room for care.

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., 7 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 11511 Shadow Creek Parkway, Pearland, TX 77584. All rights reserved.

H0332_WELCOME26V2_C