



## Managing and Coordinating Your Care

We understand navigating the healthcare system can be overwhelming. This guide introduces you to KelseyCare Advantage's approach to coordinated care, offering seamless access to the resources and tools you need to manage your health effectively.

### COORDINATED CARE

Kelsey-Seybold uses a single electronic medical record. This means whether you see a provider in person or through our virtual care options, they will have access to your medical history. This helps your provider know important things about your health and care plan.

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

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

### Login or Register for MKO

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

It's important that you have access to care whenever you need it.

### Advanced Practice Clinicians

Your Kelsey-Seybold team includes your primary care provider, any specialists you may have, as well as access to our 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 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 care with no appointment necessary, choose VideoVisitNOW! Just 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

While you should attempt to contact your primary care provider first for clear instructions, sometimes you need care right away.

- Preferred Urgent Care centers include Minute Clinic, Care Now, and Next Level.
- [Dispatch Health](#) offers same-day medical care in the comfort of your own home, making it an excellent choice for those with limited mobility that prevents them from visiting a doctor in person. Reach out to Dispatch Health at 833-416-4700. They operate seven days a week from 8 a.m. to 10 p.m., including holidays and weekends.

## Hospital Care

We never expect emergencies to happen, but we can be prepared in case they do.

Network Hospitals include:

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

Each has locations throughout Houston and the surrounding areas.

**Questions?** Call 713-442-4878 (TTY: 711)

**Appointments:** Call 713-442-0000 (TTY: 711) or log in to [MyKelseyOnline](#)

# Understanding KelseyCare Advantage Terms: A Quick Guide

Healthcare can be confusing, but knowing some key terms can help you feel more confident about your choices. Here are frequent terms you'll hear regarding Medicare and your KelseyCare Advantage plan.

For more info, review the [Glossary of Terms](#) on [KelseyCareAdvantage.com](#).

## **Annual Benefit Maximum**

The maximum dollar amount a plan will cover for an individual within one year.

## **Coinsurance**

What you pay for covered healthcare service. Coinsurance is a percentage (20%, for example) of the allowed amount. The health insurance or plan pays the rest of the allowed amount.

## **Copayment (or "Copay")**

A fixed amount (\$15, for example) you pay for a covered health care service, usually when you receive the service. The amount can vary by the type of covered health care service.

## **Cost-Sharing Tier/Drug Tier**

Every drug on the list of covered drugs is in one of 6 cost-sharing tiers. In general, the higher the cost-sharing tier, the higher your cost for the drug.

## **Coverage Determination/Redetermination**

A decision about whether a drug prescribed for you is covered by the plan and the amount, if any, you are required to pay for the prescription. In general, if you bring your prescription to a pharmacy and the pharmacy tells you the prescription isn't covered under your plan, that isn't a coverage determination. You need to call or write to your plan to ask for a formal decision about the coverage. Coverage determinations may also be referred to as coverage decisions.

If KelseyCare Advantage denied your request for coverage of (or payment for) a prescription drug, you have the right to ask us for a redetermination (appeal) of our decision. You have a limited time in which to file a redetermination.

## **Deductible**

The amount you could owe during a coverage period (usually one year) for health care services your health insurance or plan covers before your health insurance or plan begins to pay. Your plan does not have a deductible.

## **Durable Medical Equipment (DME)**

This refers to certain medical equipment ordered by a doctor for use in the home; for example, walkers, wheelchairs, or hospital beds. DME is paid for under both Medicare Part B and Part A for home health services.

## **Evidence of Coverage (EOC)**

The EOC explains what your health plan covers and how much it costs.

## **Maximum Out-of-Pocket Amount (MOOP)**

The most you could pay during a coverage period (usually one year) for your share of the costs of covered services. After you meet this limit, the plan will usually pay 100% of the allowed amount. This limit never includes your premium, balance-billed charges, or healthcare your plan doesn't cover. Some health insurance or plans don't count all of your copayments, deductibles, coinsurance payments, out-of-network payments, or other expenses toward this limit.

## **Out-of-Network Provider or Facility**

Most health plans have a group of doctors and other providers who contract with them. Providers who do not have contracts are out-of-network. Some plans only cover emergency services received from out-of-network providers. Other plans may give you the choice to get plan services. Using out-of-network providers for services will usually cost more.

## **Out-of-Pocket Costs**

Also known as cost-sharing, this is the amount you are responsible for paying.

Some examples of out-of-pocket costs include copayments, deductibles, and coinsurance. Other costs—including your Part B premiums, penalties you may have to pay, or the cost of care not covered by a plan or policy—are usually not considered cost sharing.



# Key Questions for Your Primary Care Provider



Your Primary Care Provider (PCP) is your healthcare champion, dedicated to addressing your concerns, offering guidance, and coordinating your overall wellness. With your KelseyCare Advantage plan, you enjoy a \$0 annual wellness visit\* every 12 months. During your annual wellness visit, your PCP can create or update a personalized prevention plan based on your health and risk factors, helping prevent hospitalizations and keeping you at your best.

Your Primary Care Provider (PCP) is your first stop for questions. Please contact your PCP before seeking extra care.

And if you haven't already done so, schedule your \$0 annual wellness visit today. Call 713-442-0427 or use the [MyKelseyOnline](#) app to schedule. If there is a delay in obtaining an appointment with your PCP, call the appointment line at 713-442-0000 (TTY: 711) and ask about any other providers who may be available to see you sooner. You can go to any Kelsey-Seybold location to receive your care.

*\*Tests or lab work ordered during your annual wellness visit may be subject to a coinsurance or copay expense.*

Here are important questions to ask your PCP at your next appointment. Let's work together to make sure you get the care you need.

[Download](#) a copy of this article to save, print, and take with you on your next PCP visit. Also included, an Annual Health Checklist to track important health actions by date.

## GENERAL HEALTH

- Do I need to make any lifestyle changes?
- Is this pain or discomfort normal?
- How often should I get a checkup?
- Are my feelings of sadness/anxiety/stress normal?
- Is my bladder function typical?
- Is my blood pressure in the healthy range?

## MEDICATIONS OR EXAMINATIONS

- Should I keep taking this medicine or supplement?
- Am I at risk for dangerous drug interactions?
- Are any of my supplements interfering with my medications?
- What screenings or tests do I need?
- Am I up to date on all my vaccinations?

## MEMORY, MOBILITY, MISCELLANEOUS

- I sometimes forget things. Is that something I should worry about?
- Do my memory and thinking skills need to be formally evaluated?
- What can I do to stay strong and flexible?
- Am I getting enough physical activity?
- How can I prevent falls? Is it safe for me to climb stairs?
- Do I need aids like grab bars, toilet chairs, a walker, or a device that calls for help if I fall?
- What is an advance directive, and do I need one?
- Can you provide resources to help me create an advance directive?

# Elevating Patient Care

## Exploring the Benefits of Advanced Practice Clinicians

As we age, our healthcare needs may become more complex. It's natural to have concerns about who we trust to take care of us. Many of us are familiar with doctors and may feel most comfortable seeing them for our medical needs. However, there are healthcare professionals such as Nurse Practitioners (NPs) and Physician Assistants (PAs) who work directly with your Kelsey-Seybold physician to provide excellent care while also offering unique benefits for members.

### About Advanced Practice Clinicians

At Kelsey-Seybold Clinic, Advanced Practice Clinicians (APCs) include highly trained medical professionals such as Physician Assistants and Nurse Practitioners who are an important part of your overall care team, directly supporting your primary care doctor and specialists in your overall care.

Nurse Practitioners are registered nurses with advanced training who can diagnose and treat common health problems, prescribe medications, as well as order and interpret test results. Similarly, Physician Assistants are healthcare providers who work under the supervision of a doctor and can perform many of the same tasks, such as examining members, diagnosing illnesses, helping to manage chronic conditions, and prescribing medications.

### Advantages of Care Teams at Kelsey-Seybold

One of the key benefits of seeing an APC is the personalized care and attention they provide. These professionals can spend extended time with patients, allowing for a deeper

understanding of health concerns and needs. APCs take time to explain medical conditions, treatment options, and preventive measures. This educational approach can help you take charge of your health.

APCs are trained to focus on preventive care and wellness. As part of a care team approach, APCs work closely with patients to help educate and support them on making healthy lifestyle choices, tailored to the patient's individual needs.

Seeing an APC gives you an additional member on your care team. They collaborate closely with your doctors and other specialists to coordinate your care and ensure all aspects of your health are addressed. This team-based approach can help support better health outcomes and improve your overall experience.

### More Care Options

Another advantage of seeing APCs is the accessibility and convenience they offer. Having an APC on your care team gives you more scheduling options, which can be especially important when you need care right away.

While it's natural to feel hesitant about seeing someone new, it is important to recognize the valuable role APCs play in providing high-quality, patient-centered care. APCs at Kelsey-Seybold are aligned with your physician's patient care philosophy and are in regular communication with your doctors as part of your care team, helping you enjoy a positive healthcare experience with Kelsey-Seybold.

# Teleretinal Screening: A Breakthrough in Eye Care

Discover the Importance, Accessibility, and Benefits for Your Eye Health

Protecting your vision is important. At KelseyCare Advantage, we offer a **quick and convenient** way to check your eye health: **teleretinal screening**. This simple process uses pictures of your eyes to look for early signs of problems, like **diabetic retinopathy**, which can cause vision loss if left untreated.

## Understanding Diabetic Retinopathy

People with diabetes are at risk for a condition called **diabetic retinopathy**, which can damage the back of the eye, known as the retina. If left untreated, diabetic retinopathy can lead to vision problems and even blindness. This is why **regular eye screenings** are crucial for early detection, even if your previous exams showed no signs of the condition. Early detection allows for prompt treatment and helps prevent vision loss.

Even if you've had eye exams before, **getting checked every year** is important. Your **primary care provider (PCP)** can help you schedule a teleretinal screening or a regular eye exam, depending on what's right for you.

Teleretinal screenings are **easy and painless**, help **save you money**, and **keep your vision healthy**.

Teleretinal screenings are coming to more Kelsey-Seybold locations soon, including:

- Main Campus
- Baytown
- Shops Downtown
- Eldridge
- Fort Bend
- Gulf Gate
- Katy
- Kingwood
- Lake Jackson
- Memorial Village
- Meyerland
- North Channel
- Pearland
- Pasadena
- Sienna
- South Shore Harbor
- Stafford
- Tanglewood
- Vintage
- Westchase

We'll keep you updated on when they'll be available at **Greater Heights, Memorial City, River Oaks, Summer Creek, and Cypress**.

If you haven't had an eye screening this year, schedule an appointment with your PCP now to discuss your options. Early detection is crucial for preventing vision loss, especially for those with diabetes. At KelseyCare Advantage, we provide convenient access to comprehensive diabetes care, offering various screening options under one roof to help manage and prevent potential vision complications.

**Schedule an appointment with your PCP** to discuss your options and prioritize your vision! Don't wait, take charge of your health and schedule your screening today!

# Aspirin and Heart Disease

## When should you take daily aspirin?

If you have had a heart attack, stroke, bypass surgery, or stent placed, taking an aspirin a day is an important part of treatment. It can help you prevent another heart attack or stroke.

For others, the benefit of aspirin is less clear. Discuss with your provider what is right for you.

Never stop taking any medication, including aspirin, without talking with your healthcare team first.

ASPIRIN



## AFTER A PAST HEART ATTACK OR STROKE

Taking a low-dose aspirin (75-100 mg) a day can lower your chance of having another heart attack or stroke.



Take a low-dose aspirin each day if you already have had:

- Heart attack
- Stroke
- Heart bypass surgery
- Stent placed to open clogged blood vessels to your heart or brain

## NO PAST HEART ATTACK OR STROKE

Taking aspirin can help prevent heart attack or stroke, but it can also cause stomach upset or bleeding.



If you don't have heart disease and haven't had a heart attack or stroke, taking an aspirin a day depends on if you:

- Are 40-70 years old
- Have a higher chance of a heart attack or stroke
- Have a low chance of bleeding



In general, don't take an aspirin a day if you are:

- 70 or older and don't have heart disease
- Any age and have a higher risk of bleeding\*

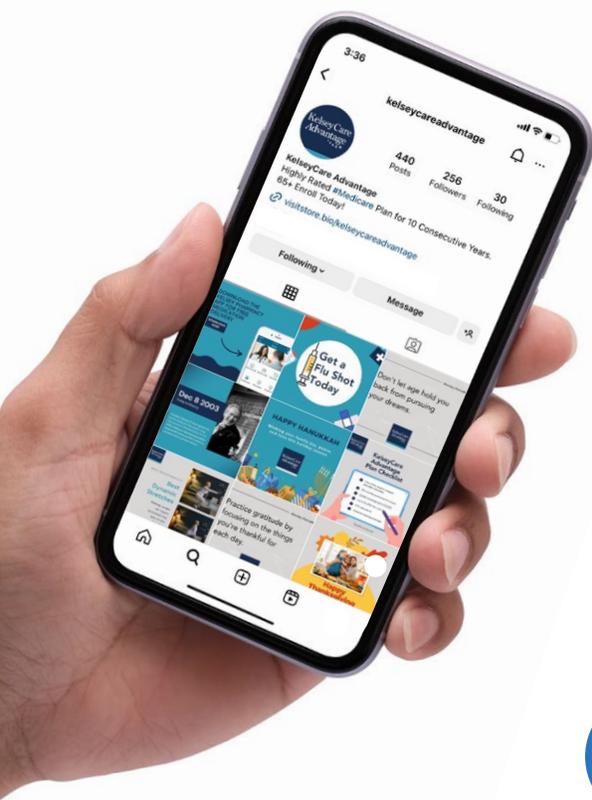
Visit [CardioSmart.org/Aspirin](https://www.heart.org/healthycardio/healthyheart/healthyheart-articles/heart-attack-prevention) to learn more.

Source: 2019 ACC/AHA Guideline on the Primary Prevention of Cardiovascular Disease

\*Risk of bleeding may outweigh the benefit.

KelseyCare  
Advantage  
☆☆☆☆

# Connect with us on social media!



Don't forget to stay social with us. If you haven't already, then please connect with us on Facebook, Twitter, Instagram, and LinkedIn! On our social media sites, you'll see a variety of health and lifestyle features, KelseyCare Advantage plan updates, and you can see Kelsey-Seybold Clinic updates such as clinic closures or changes to hours of operation due to bad weather.

- See cutting-edge health and fitness information and share it with your friends and family
- Contact us with questions that you have about your plan.

We hope to connect with you soon!

