



# 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 Classic (HMO), Freedom (HMO-POS), Signature (HMO), Secure (HMO), and Thrive (HMO-POS) plans.)

## Have You Scheduled Your \$0 Wellness Visit?

This visit is a great time for your provider to help you manage your care, coordinate medical care, and go over prescriptions and test results. Your wellness visit is also an opportunity to create a personalized health plan with your care team.



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

## COORDINATED CARE

At Kelsey-Seybold, your providers work together closely for coordinated care. This means they share your health information and ensure you get the care you need, whether in person or online. Below are some of the tools we use to help coordinate your care, communicate with one another, and communicate with you.

### Single Medical Record

All providers use a single electronic medical record, so all your medical records can be viewed by anyone on your care team.

### MyKelseyOnline (MKO)

One of the easiest places to coordinate and communicate 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

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.kelsey-seybold.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 offers many ways for you to get the care you need when you need it.

### 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.

### Hospital Care

We never expect emergencies to happen, but we can be prepared in case they do. Below are our Network Hospitals. All have locations throughout Houston and the surrounding areas.

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

### 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

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.

If you have issues scheduling an appointment, please let us know so we can assist you in getting a timely appointment.