



We are so glad you are a part of KelseyCare Advantage! Whether you joined us recently or earlier this year, our goal is to make sure you have the tools you need to stay healthy.

Catch Up on Your Roadmap Highlights

Throughout the year, we have shared tips and guides as part of your New Member Roadmap. If you missed an email or want to review a topic, you can find everything in one place on the Discover the KelseyCare Advantage page on our New Member Hub.

Here is a quick look at the helpful topics we have covered:

- How and why to use MyKelseyOnline (MKO), exploring your welcome book, choosing your PCP.
- Important contacts, your \$0 Annual Wellness visit, getting care when and where you need it.
- Where to find plan documents or forms, after-hours and weekend care.
- The value of the Kelsey-Seybold network, ER vs Urgent Care, flexible options to help you get an appointment sooner.
- Specialized clinics, preventive screenings, condition-specific guides.

Everything You Need in One Place

Visit the New Member Hub anytime to find links to important plan documents, helpful forms and flyers, and more. You can also find copies of all the emails in this series there, so you never have to worry about missing an update.

[Visit the New Member Hub](#)



We are here to help! If you have questions, please call Member Services at 713-442-CARE (2273) (TTY: 711).

**KelseyCare
Advantage**

Hours of Operation

From October 1 through March 31, hours are 8 a.m. to 8 p.m., seven days a week. 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.

KelseyCare Advantage is an HMO and POS with a Medicare contract. Enrollment in KelseyCare Advantage depends on contract renewal.

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