



## Our Clinics are Going Cashless

### Effective April 1, 2024

Starting April 1, 2024, Kelsey-Seybold Clinic will no longer accept cash or checks for in-office payments. Clinics will accept credit and debit cards, HSA cards, FSA cards, and digital payment such as Apple Pay.

Onsite Kelsey Pharmacies will accept card or digital payments, as well as cash, but will no longer accept checks as of April 1, 2024.

What this transition to digital-only forms of payment means to you, our valued KelseyCare Advantage members:

#### **Faster**

Cashless payments mean a more efficient check-in process and less time spent at the check-in desk. Plus, you also have the option to check-in for your appointment and pay your copay all from your phone using the MyKelsey app, making the process even faster. The pre-check-in option is available on the MyKelsey App.

#### **More Secure**

Credit card and debit card payments made in person are considered the most secure and safe payment methods. The unique chip technology on your card encrypts information to help eliminate fraud. You can rest assured that your private health information remains safe, and you'll have an automatic record of your payment that you can view in your MyKelseyOnline account.

If you prefer, you can pay by check or money order via regular mail after receiving your billing statement with your outstanding balance. The statement will contain the return address to mail payments to and a phone number to call if you have any questions.

We're excited about this evolution in our payment process. It will result in an overall better, more efficient experience for patients over time. We know this may be a change for many of our members and patients but our customer service and front desk representatives are here to help.

Thank you for being a valued KelseyCare Advantage member. Stay tuned for more information about cashless and checkless transactions at Kelsey-Seybold in the near future.



# Embark on a Healthy 2024 with KelseyCare Advantage

## Your Essential Guide to **New Member Resources and Benefits**

We are thrilled to start your 2024 health journey with you. As a new member, we want to ensure you have a smooth and positive experience with KelseyCare Advantage. Stay connected through our online newsletter, email communications, member meetings, and more. It's a team effort, and we commit to keeping you informed every step of the way.

### Start With Our New Member Hub

[KelseyCareAdvantage.com/new-member](https://KelseyCareAdvantage.com/new-member) gives you quick access to important information about your plan.

- Find next steps
- Find documents
- Find doctors
- Find member meetings

All in one easy location.

### Your Benefits

By now you should have received your new member ID card and your welcome book. Your ID card is your key to unlocking all the plan benefits highlighted in your welcome book. If you can't find your welcome book, you can access it, along with your Dental Guide and other plan documents, at [KelseyCareAdvantage.com](https://KelseyCareAdvantage.com) → *Members* → *Plan Documents*.

In it, you'll learn about your medical benefits and network. You will also find a wealth of information about your value-added benefits. Some of those benefits may include:

- **Over-the-Counter/Flex Card Allowance** – Find your OTC catalog, order OTC items, and check your balance at [KCAOTC.com](https://KCAOTC.com)
- **Transportation** to network medical appointments
- **LiveWell Rewards** – Earn up to \$100 in rewards for completing health actions
- **Live and Work Well** – Access behavioral and mental health resources
- **Hearing/Vision/Dental** coverage

**DON'T FORGET**, not all benefits are included with all plans, so check your Evidence of Coverage (EOC) to find what your plan covers.

### Attend Your New Member Meeting

If you want to learn more about your new KelseyCare Advantage plan, visit [KelseyCareAdvantage.com/membermeetings](https://KelseyCareAdvantage.com/membermeetings). No need to register. To attend the event, simply click the link found on the *Member Meetings* page at the time of your event.

#### **Honor** (HMO)

Tuesday, January 9 from 10:00-10:30 am

#### **Secure** (HMO)

Thursday, January 11 from 10:00-10:30 am

Can't attend the live session? That's okay! We will keep the member meeting posted online for you to view on-demand.



# See the Difference, Smile with Confidence

## A Guide to KelseyCare Advantage's Dental and Vision Benefits!

*Discover the joy of great health with your KelseyCare Advantage plan's dental and vision benefits!*

### DENTAL

#### Preventive Coverage

All KelseyCare Advantage plans enjoy 100% preventive dental coverage up to your annual benefit maximum. That means you pay \$0 for services like:

- ✓ Dental cleanings (1 every 6 months)
- ✓ Routine x-rays (1 every 12 months)

Check your Evidence of Coverage (EOC) for a complete list of preventive dental codes.

#### Comprehensive Coverage

**Honor** (HMO), **Freedom** (HMO-POS), **Signature** (HMO), **Secure** (HMO), and **Thrive** (HMO-POS) also enjoy 100% comprehensive coverage up to your annual benefit maximum. That means you also have covered services like:

- ✓ Fillings
- ✓ Bridges
- ✓ Crowns
- ✓ Dentures
- ✓ Root Canals

If your plan includes Flex dollars, you can use them toward out-of-pocket dental costs.

#### Nominate Your Favorite Dentist

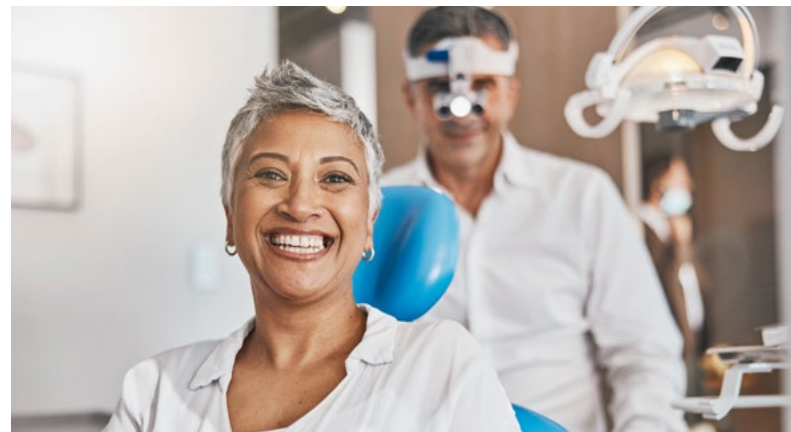
Find participating dentists at [FCLdental.com](https://www.fcl dental.com). If you don't see your preferred dentist you can now nominate your favorite provider at [FCLDental.com/dental-providers/nominate-a-provider](https://www.fcl dental.com/dental-providers/nominate-a-provider).

Understanding your plan is essential. Learn about your dental coverage and costs in these simple ways:

- Refer to your Evidence of Coverage (EOC) on our website under *Members* → *Plan Documents*.
- Contact us at 713-442-CARE (2273)/Toll-Free: 1-866-535-8343 (TTY: 711).

#### Want More Information?

Access our new 2024 Dental Guide on our website at [KelseyCareAdvantage.com](https://www.kelsey care advantage.com). *Select Members* → *Plan Documents* → *Dental Coverage*.





## VISION

2024 brings you access to the largest vision network provider in Houston. Plus, you'll now have access to major retailers like Warby Parker and Glasses USA. Your plan brings you routine vision coverage and a vision allowance to use toward things like glasses or contact lenses.

And if you have a Flex allowance you can also use it toward out-of-pocket vision expenses.

Find more information on our website about your vision coverage at *Members* → *Value-Added-Benefits*, as well as a vision reimbursement form at *Members* → *Member Forms*.



# Unlock Your Wellness Journey: Enroll in LiveWell Rewards Today, Featuring NEW COVID Vaccine Rewards!

Are you registered for LiveWell Rewards? If you're enrolled in any of our **Honor** (HMO), **Freedom** (HMO-POS), **Signature** (HMO), **Secure** (HMO), or **Thrive** (HMO-POS) plans, you can start earning rewards for improving your health today.

LiveWell Rewards program members earn rewards for taking certain health actions like annual wellness visits, blood pressure screenings, flu shots, and even (NEW for 2024!) COVID shots.

LiveWell Rewards can be exchanged for up to \$100 in gift cards to a variety of grocery stores, restaurants, and more. It's our way of saying "thanks" for taking care of your health.

## **Already a member? Don't lose your rewards!**

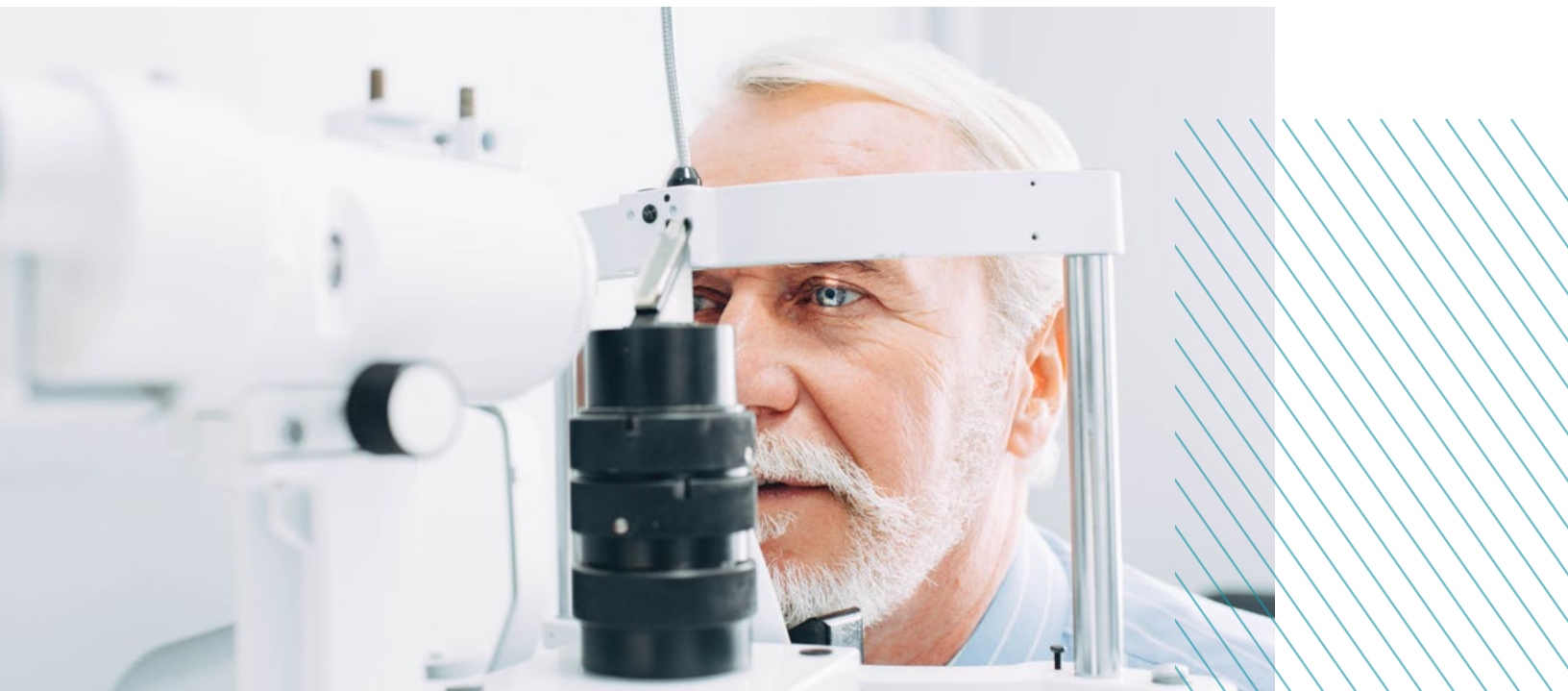
If you are already enrolled in LiveWell Rewards and earned rewards in 2023, don't forget to claim your rewards. All 2023 rewards expire on March 30, 2024.

## **More information about LiveWell Rewards**

For a complete list of health actions that earn you rewards and to learn more about how the program works, visit **Members → Value Added Benefits → Wellness Rewards** or call our Concierge team at 713-442-CARE (2273) or toll-free at 1-866-535-8343 (TTY: 711)

You must enroll in the rewards program to log your actions and start earning rewards.

*\*LiveWell Rewards is only available to members in our Honor (HMO), Freedom (HMO-POS), Signature (HMO), Secure (HMO), and Thrive (HMO-POS) plans.*



# Use Our Digital Tools to Manage Your Health

Know how to navigate important websites that unlock your KelseyCare Advantage benefits.

## Important websites to save:

KelseyCare Advantage	<b>KelseyCareAdvantage.com</b>	The main website for KelseyCare Advantage members
MyKelsey Online	<b>MyKelseyOnline.com</b>	MyKelsey Online (MKO) is where you can schedule an appointment with a provider in-person, online, or by video.
Over-the-Counter (OTC) and Flex Benefits	<b>KCAOTC.com</b>	Look up your OTC or Flex card balance, order OTC items, and more
FCL Dental	<b>FCLDental.com</b>	Find an in-network dental provider
KelseyCare Advantage Vision	<b>KCA.YourVisionPlan.com</b>	Find an in-network vision provider
Live and Work Well	<b>LiveAndWorkWell.com</b>	Tools to help your mind and well-being
LiveWell Rewards	<b>KelseyCare.Healthmine.com</b>	A rewards site for most plan members. See if you have any health actions to take. Redeem rewards you've earned for up to \$100 in gift cards.

## Kelsey-Seybold Virtual Care

Kelsey-Seybold virtual care services are available 365 days a year, so you and your family can get comprehensive, compassionate care from wherever you are!

Choose from 3 types of virtual care options:

### 1 On-Demand Adult Virtual Care VideoVisitNOW

With VideoVisitNOW, you receive online care right away by connecting with the next available Kelsey-Seybold provider for immediate care needs. No appointment necessary!

#### To Schedule Your VideoVisitNOW

1. Log in to MKO on your computer or phone app
2. Answer a few questions about your symptoms and select Put me in line. Then add any other information you want your provider to know and select Schedule.
3. Complete the Pre-Check in then select Join Video Visit to wait in the virtual lobby for your visit to start.

Most wait times are 20 minutes or less.

### 2 Scheduled Video Visits

If you don't need immediate care, schedule a Primary or Specialty Care Video Visit appointment. Book an appointment with a specific Kelsey-Seybold provider at the date and time convenient for you!

#### To Schedule Your Video Visit by Appointment

1. Log in to MKO on your computer or phone app
2. Select Schedule an Appointment
3. Select Primary or Specialist
4. Select the reason and the provider
5. Choose your appointment date and time

Hours are Monday through Friday, 8 a.m. to 5 p.m. Weekends and holiday hours are 10 a.m. to 4 p.m.

### 3 E-Visits

Get a treatment plan in an hour or less. E-visits let you message with your doctor about symptoms you are experiencing without having a real-time appointment.

#### To start an E-Visit

1. Log in to MKO on your computer or phone app
2. Select E-visit
3. Select the reason
4. Enter your symptoms
5. Complete the pre-treatment steps
6. Submit your \$0 primary care copay or \$15 specialist copay
7. Get a response in about an hour

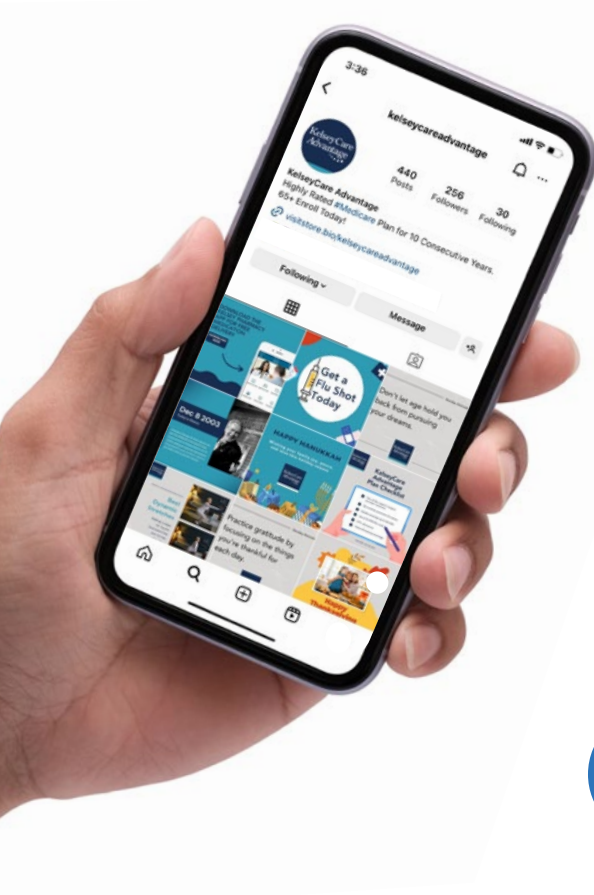
Access virtual care through your MyKelsey Online account or the MyKelsey app.

## MyKelsey Online Help Line

If you have any difficulty logging in to your account, call the MyKelsey Online Help Line at 713-442-6565, seven days a week, 7 a.m. to 9 p.m.



# 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 the plan.

We hope to connect with you soon!

