

KelseyCare
Advantage
☆☆☆☆

LIVING WELL

April 2023

Check out our new name! *Living Well is designed to help you get the most from your plan and includes health and wellness tips to help you live a healthy life.*

TRY A MODERN HOUSECALL

KelseyCare Advantage is excited to announce the addition of Optum HouseCalls, a new health and wellness benefit offered to you at no additional cost.

Although you see your doctor yearly during your Annual Wellness Visit, most of what happens with our health happens outside of the doctor's office. HouseCalls is a new program providing you with one visit per year by a clinician in your home. Even though you may feel healthy, having a mid-year check-in with a clinician helps identify and address health concerns that may pop up between your doctor visits, helping you stay in good health. From our healthiest of patients to those managing multiple chronic conditions, HouseCalls is designed for all our patients, no matter health status.

There is no travel. There are no waiting rooms. A clinician will visit you in your home and develop a health plan tailored to your individual needs. Your HouseCall visit is quick to schedule and easy to complete.

During your HouseCall visit, you can expect to:

- ✓ Review current medications
- ✓ Get answers to questions on managing health conditions
- ✓ Receive education, prevention tips, care and resource care
- ✓ Get referrals to other health services
- ✓ Receive a post-visit health checklist

At the end of your visit, you will receive a post-visit health checklist. It is important to remember that your HouseCalls visit should not replace your normal doctor's appointments. HouseCalls works to support your physician by reinforcing education given to you during your regular visits. Once your visit is complete HouseCalls will send a post-visit summary to your doctor for their review. At your next appointment, you and your doctor can discuss any concerns found during your HouseCalls visit. Health is a lifelong pursuit and your providers are part of your journey. Talk to them about your health goals.

MAKE THE MOST OF YOUR DENTAL COVERAGE

DENTAL CARE: WHERE TO START

KelseyCare Advantage partners with FCL Dental to take care of your dental needs. FCL Dental has a wide network of dental providers to choose from.



Visit fcl dental.com and click "Find a Dentist" for a participating provider near you.



Or call Member Services at 713-442-4878 (TTY: 711). 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.

There is not a separate ID card for your dental coverage. Show your KelseyCare Advantage member ID card to your FCL Dental provider.

HOW MUCH COVERAGE DO I HAVE?

Amount of Coverage	Plan Type
Preventive Coverage	Gold, Gold Community, Silver Community
Want more coverage? Add the Optional Supplemental Benefit for \$32.80 per month	
Comprehensive Coverage	Silver, Silver Freedom, Gold Freedom, Platinum

WHICH SERVICES ARE CONSIDERED PREVENTIVE OR COMPREHENSIVE?

- Preventive coverage includes services such as preventive oral exams, basic cleanings, and X-rays.
- Comprehensive coverage varies by plan and may include fillings, extractions, crowns, root canals, and dentures.*

WHAT DOES MY PLAN COVER AND HOW MUCH WILL IT COST ME?

Download your plan's Dental Companion book from our website at www.kelseycareadvantage.com/already-a-member/plan-documents.

- Select **+ Dental Coverage** to expand the selection.
- Find your plan under the **Comprehensive Dental** or **Preventive Dental** heading. Choose your preferred language and open the PDF.

For complete coverage details, refer to your Evidence of Coverage (EOC). You can quickly access your plan's EOC under **Plan Documents**, as well.

NEED MORE DENTAL COVERAGE?

If your plan only includes preventive dental coverage you have the option to purchase Optional Supplemental dental coverage for \$32.80 per month. Note: This option is only available to Gold, Gold Community, and Silver Community members.

*All benefits are not available on all plans.

The Optional Supplemental plan covers dental services such as: **fillings, extractions, crowns, root canals, and dentures.**

Find more information online at www.kelseycareadvantage.com/already-a-member/plan-documents.

1. Select **+ Dental Coverage** to expand the selection.
2. Scroll down to **Optional Supplemental Dental** and click the link.

To enroll in the optional supplemental dental benefits please call a Health Plan Specialist at 713-442-5646 (TTY: 711). Our Health Plan Specialists are available 8 a.m. – 8 p.m., 7 days a week, from October 1 – March 31 and 8 a.m. – 8 p.m. Monday – Friday from April 1 – September 30.

If you still have questions about your dental benefits after reviewing your EOC, then call Member Services at **713-442-4878** (TTY: 711)

HOW TO AVOID FALLING

Falls are a leading cause of injury and death among older adults. In fact, one out of every four Americans aged 65 and older falls each year, according to the Centers for Disease Control and Prevention (CDC). However, falls are not a normal part of aging and can often be prevented.

HERE ARE SOME TIPS TO HELP YOU PREVENT FALLS:

Exercise regularly: Exercise can help improve your balance, strength, and flexibility, which can all contribute to preventing falls. Try to incorporate exercises that focus on balance and stability, such as tai chi or yoga, into your routine.

Check your medications: Certain medications can increase your risk of falling, especially if they cause dizziness, drowsiness, or confusion. Talk to your doctor or pharmacist about any medications you are taking to see if they could be contributing to your fall risk.

Get your vision checked: Poor vision can increase your risk of falling, so it's important to get your eyes checked regularly. Make sure your glasses or contacts are up to date and that your home is well-lit.

Keep your home safe: Remove tripping hazards, such as loose rugs and clutter, from your home. Install grab bars in the bathroom and handrails on stairs. Make sure all areas of your home are well-lit, including stairways and hallways.

Wear proper footwear: Wear shoes that fit well and have non-slip soles. Avoid wearing shoes with high heels or slick soles.

Stay hydrated: Dehydration can cause dizziness and increase your risk of falling. Make sure you are drinking enough water throughout the day.

By taking these steps, you can reduce your risk of falling and stay safe and independent.

If you do experience a fall, it's important to talk to your doctor and let them know what happened. They can help determine if there are any underlying health issues that need to be addressed and recommend any necessary treatments or therapies.

To learn more about ways to avoid falling, watch our educational video on "6 Tips to Keep You On Your Feet" here: <https://share.kelsey-seybold.com/watch/QGkbHG4wdfWdBBna7wq5fN>.

KELSEY-SEYBOLD MAKES GETTING NEEDED CARE EASIER THAN EVER

Whether you are managing a chronic condition or needing care for a sudden illness, Kelsey-Seybold Clinic's top priority is getting you connected with the care you need – how and when it's convenient for you! With hundreds of new providers ready to serve you and new Kelsey-Seybold locations opening across Houston every month, Kelsey-Seybold is investing in getting you the access to care you deserve. And, while we're always happy to see you in person, our popular virtual care options are here for you 365 days a year.

VIDEO VISITS: PERSONALIZED CARE, WITHOUT THE TRAVEL

Many KelseyCare Advantage patients are learning how our Video Visits make getting needed care easier. With Video Visits, you can have a scheduled, real-time conversation with a board-certified provider of your choice from your smartphone, tablet or computer using MyKelseyOnline or the MyKelsey mobile app. Video Visits are available for primary care and over 20 specialties.

BOOKING A VIDEO VISIT IS EASY!

1. Log in to [MyKelseyOnline.com](https://www.mykelseyonline.com) or use the app.
2. Select "**Schedule an Appointment**" and choose Primary or Specialty Care.
3. Choose "**Video Visit**" and follow the prompts to schedule.

To see a provider on-demand, simply sign in to MyKelseyOnline and choose Video Visit Now from the homepage menu.

VIDEO VISIT NOW: FAST PASS TO CARE RIGHT NOW

Need a faster alternative? Try our on-demand Video Visit option called Video Visit Now. This choice lets you join our virtual waiting room to be seen by the next available Kelsey-Seybold primary care provider – no appointment needed. Video Visit Now is even available on evenings, weekends and holidays. Typically, you can get needed care in less than 30 minutes!

E-VISITS: AN OFFICE VISIT TO YOUR INBOX

For a variety of common health concerns, our E-Visits allow you to submit detailed information about your symptoms to a board-certified primary care or specialty provider and receive a written treatment plan via MyKelseyOnline in about an hour, during E-Visit hours. E-Visits can be submitted 24 hours a day, 365 days a year.

Dr. Rohan Wagle, Kelsey-Seybold Managing Physician of Digital Health, says that patients are often impressed by how well Video Visits and E-Visits work. "These virtual care options are ideal for health concerns like skin conditions,



Rohan Wagle, MD, FACC
Cardiologist | Managing
Physician, Digital Health

mental health issues, joint and muscle pain, stomach distress and common respiratory ailments,” he says. “Patients can just hop on their smartphone, tablet or computer in the comfort of their homes and receive access to care so easily.”

TO REQUEST AN E-VISIT:

1. Log in to [MyKelseyOnline.com](https://www.mykelseyonline.com) or use the app.
2. Select “**E-Visit**” from the homepage menu.
3. Follow the prompts to submit your E-Visit request.

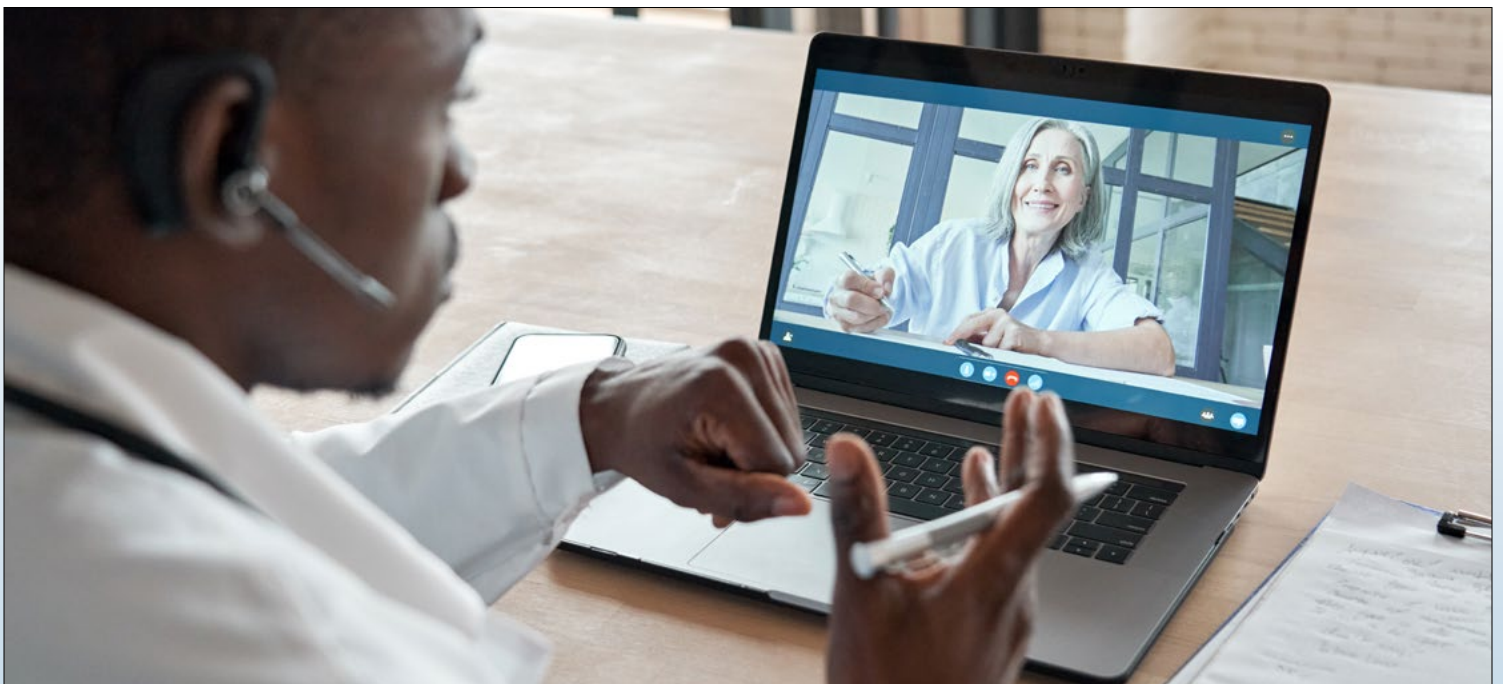
IN-PERSON APPOINTMENTS WITH YOUR CONVENIENCE IN MIND

When an in-person visit is preferable, our doors are always open – with more doors opening every day.

In 2022, we added five new locations across Houston. In 2023, we will open six new clinics and expand 12 current locations. We also welcomed 192 new providers to the Kelsey-Seybold medical team and have plans to add 240 more in 2023, all with enhanced access and service for you in mind.

Same- and next-day in-person appointments are available through MyKelseyOnline or by calling our 24/7 Contact Center. We even have appointments available for sick care at select locations on Saturdays and are continuously refining our schedules to create more availability than ever before, especially in specialty care.

YOU are Our Priority!



KELSEY-SEYBOLD VIRTUAL CARE AT-A-GLANCE

YOU HAVE
OPTIONS!

KELSEY-SEYBOLD
VIRTUAL VISIT HAS
BEEN SCHEDULED



VIDEO VISITS

- A scheduled visit with your provider via your smartphone or computer on MyKelseyOnline
- Available for primary care and 20 specialties
- Same- and next-day appointments available
- Schedule through your MyKelseyOnline account and select "Video Visit" for the service type
- Monday - Friday
8 a.m. - 5 p.m.
- Same copay as an office visit

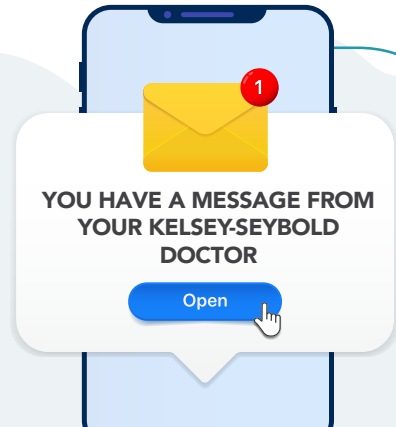
THE DOCTOR WILL SEE YOU

NOW



VIDEO VISIT NOW

- An on-demand visit through our virtual queue to see the next available Kelsey-Seybold provider
- Available for a specific list of primary care medical concerns
- Wait times are usually less than 30 minutes
- Sign into MyKelseyOnline and select Video Visit Now
- Monday - Friday
8 a.m. - 5 p.m.
Weekends and holidays
10 a.m. - 4 p.m.
- Same copay as an office visit



E-VISITS

- Similar to an email exchange, submit detailed symptoms for a variety of common conditions and receive a written treatment plan from a board-certified primary care or specialty provider in about an hour.
- Available for a specific list of primary and specialty care medical concerns
- Response time is generally an hour or less. *E-Visit hours apply to response time
- Sign into MyKelseyOnline and select E-Visit
- Monday - Friday
6 a.m. - 9 p.m.
Weekends and holidays
10 a.m. - 4 p.m.*
*Primary Care only on weekends
- Typically, less expensive than an office visit copay

MEET KELSEY-SEYBOLD CLINIC'S NEW PROVIDER

Kelsey-Seybold Clinic is adding new doctors to meet our patients' needs. Let's introduce you to Dr. Elizabeth Maccato who started in January at the Fort Bend location in Internal Medicine.

A native Houstonian, Dr. Elizabeth Maccato attended the University of St. Thomas, where she completed her Bachelor of Science in biology in 2015. She graduated summa cum laude and was on the dean's list for eight semesters.

She went on to complete her medical degree in 2019 at the University of Texas Medical Branch in Galveston. Then, she relocated to Las Vegas to complete her Internal Medicine residency in 2022 at the Kirk Kerkorian School of Medicine at the University of Nevada Las Vegas.

Dr. Maccato treats adult patients, ages 18 and older, for acute and chronic medical conditions and she has a keen interest in LGBTQ+ healthcare.



NEW CLINIC OPENINGS: SUMMER OF 2023



SPRINGWOODS VILLAGE CAMPUS

2340 N. Grand Parkway
Spring, TX 77389

ELDRIDGE CLINIC

2940 Eldridge Pkwy
Houston, TX 77082

OBSERVANCE CALENDAR

APRIL

NATIONAL DONATE LIFE MONTH

April is National Donate Life Month. Founded in 2003, it's designed to raise awareness and encourage Americans to register as organ, eye, tissue, marrow donors, and to become blood donors. It's also a time to honor those who have saved lives through organ donation.

What Can You Do to Help?

Become a donor! According to Health Resources & Services Administration there isn't an age limit, as one out of every three organ donors is over the age of 50. They go on to say:

- Over 100,000 men, women and children are on the national transplant waiting list.
- 17 people die each day waiting for an organ transplant.
- And, every 10 minutes another person is added to the transplant waiting list.

Raise awareness: Wear Blue and Green on April 16, to help spread awareness about organ, eye, and tissue donation. You can also join organdonor.gov and share their posts via Facebook, Twitter, and YouTube.

Volunteer! Work with an organ procurement organization (OPO) to help people sign up as donors, or with any other tasks they may need help with.

EARTH DAY

Earth Day is Saturday, April 22nd, but let's celebrate all month! This is a great time to think about small ways you can help to take care of the environment. Here are some suggestions:

Recycle: Recycling takes items that would normally be thrown in the trash and makes new products from them. Here are some benefits from the Environmental Protection Agency (EPA). Recycling:

- Reduces the amount of trash in landfills

- Provides jobs and economic security by using a domestic source of materials
- Conserves natural resources such as trees and water
- And, reduces pollution and greenhouse gases from processing new, raw materials

Plant a Tree: Trees clean the air we breathe by absorbing pollution. The Arbor Day Foundation indicates that one tree can absorb nearly 10 pounds of polluted air each year, and releases 260 pounds of oxygen!

Go digital! Sign up to receive more electronic communication for your bills and important papers. This will cut down on your clutter, help save trees, and allow you to keep your documents together. If you'd like to receive your important KelseyCare Advantage documents by email, you can opt-in by visiting our website at <https://www.kelseycareadvantage.com/already-a-member/member-forms/email-opt-in-and-completing-the-form>.

We only have one earth, so let's take care of it together!

MAY

Women's Health Week begins this year on Mother's Day, May 14. Women's Health Week serves to remind all women that their health is important and should be prioritized.

Unfortunately, women often disregard their own health needs. Juggling jam-packed schedules, chronic health conditions, transportation concerns, or caring for a loved one make it easy to put off your own health needs. This year, make your own health a priority.



PREVENTIVE CARE

Take advantage of preventive care services provided by your plan at no cost. Preventive care is an important part to staying healthy. By identifying underlying health conditions early, treatment can be more effective.

Talk with your healthcare provider about scheduling your:

- Annual Wellness Visit
- Mammogram
- Bone Density screening
- Cervical and vaginal cancer screening
- Vascular screening
- Weight screening
- STD screening
- Cholesterol checks

Make sure you are up to date on your vaccinations, too.

Women's Health Week is a gentle reminder to be proactive about your health. But you don't have to wait until the middle of May to begin. Start your journey to better health today. Call your doctor to discuss preventive care screenings. Schedule your appointment by calling 713-442-0000 or visiting [MyKelseyOnline.com](https://www.mykelsey.com).

JUNE



Join KelseyCare Advantage's Paul O'Leary, MD, MS for our upcoming webinar on June 29, 2023 at 1 p.m. Watch your email for details and registration information.



MEN'S HEALTH

Men are less likely than women to visit their doctor. The second week of June is Men's Health Week. It's a perfect time to review your health goals midway through the year and schedule any care you've been putting off.

This June 12-18, take a proactive approach to your health. Talk with your doctor about your health, your concerns, and how to best treat any symptoms. Together you can make a plan for your health and schedule any needed tests or screenings. Not everything about your health is in your control. Put a prevention plan in place to help detect common health problems early and increase your chance of successful treatment.

Common Preventive Health Screenings for Men

- Prostate Cancer
- Colon Cancer
- Vascular Screenings
- Testicular Cancer
- Weight Screenings
- STD Screenings
- Cholesterol Checks

Remember to ask your provider if your vaccinations are up to date. Staying vaccinated helps reduce your risk of preventive illnesses.

As we celebrate Men's Health Week and move into Father's Day, spread the message with friends and family about the importance of taking care of your health.



VASCULAR SCREENINGS

Did You Know?

Kelsey Care Advantage covers one visit per year with your primary care doctor to help lower your risk for cardiovascular disease. During this visit, your doctor may discuss aspirin use (if appropriate), check your blood pressure, and give you tips to make sure you're eating healthy. With an in-network provider, there is no coinsurance, copayment, or deductible for this cardiovascular disease risk reduction visit.

FRAUD WASTE & ABUSE

A current trend in healthcare fraud is robo-calls. We all get them, right? The ones who call you and mention your home warranty, or vehicle warranty. The fraudsters have gotten bolder and smarter and have started using the same technique to perpetuate healthcare fraud. Fraudster's call and the caller id shows "1-800-MEDICARE" and they try and convince us to give them personal identification, **DON'T FALL FOR IT!**

Another trend in healthcare fraud is "unbundling" for services. This is a scheme in which a provider carves out individual codes and will bill for those codes individually, when the services should have been billed under one code. This increases the providers payment.

The Special Investigations Unit (SIU) uses proprietary software to help identify schemes in healthcare fraud. The software uses Artificial Intelligence to identify these schemes and trends. Using the software, the SIU recently identified a

substantial overpayment to a provider with the support of the Claims Department. The company is working on a recoupment of the overpayment.

TIPS FOR HELPING PREVENT FRAUD.

- Protect your health insurance information. Treat it like a credit card. Don't give it to others to use and be mindful when using it at the doctor's office or pharmacy.
- Beware of "free" services. If you're asked to provide your health insurance information for a "free" service, the service is probably not free and could be fraudulently charged to your insurance company.
- Check your Explanation of Benefits regularly. Make sure the dates, locations, and services billed match what you received. If there's a concern, contact the KelseyCare Advantage Fraud Waste Abuse Hotline at 713-442-9595. You are part of the solution.

WORD SEARCH - EXERCISE YOUR BRAIN!

E F K N B Z Q I W A S T E D A D A F X G
 W A G N E B L H U V S G E T J Q Z V Q W
 Y L D O N A T E L I F E J F H Q Y I I T
 F L F Y U Y H E R X Q N P Q O Q M D L O
 O S L A R T G Y D S H Y R D U I V E C L
 D V I R T U A L C A R E E E S Y L O X E
 V Q F N L U Z J H A W Q V M E K T V S A
 Q P Y T I R U T U E N B E A C K B I I R
 Z W D K V E B I A H G K N I A D Q S N T
 K D B R I C H M H E D F T L L V O I Z H
 P O Z Y N Y V R K Z R T I O L R N T L D
 P I Q F G C F J S T A Y V P S T G S J A
 X G B Z W L Z P S I H P E T F P E N Y Y
 I Q W T E I A Q L M H A C I V S I O Y V
 B K I O L N B F V P U U A N O E B W K J
 T U V V L G U C A L T P R O A E H X S Y
 J F R A U D S W E Q T M E U G K M Q Z E
 B F D C V K E N Z I U K E S G Y G J C G
 B T U G B P G S R I Y M L Z D I U L U Z
 A S V S F K Z D E H Y D R A T I O N K Y

Preventive Care

Virtual Care

Earth Day

Fraud

Abuse

Video Visits Now

Living Well

HouseCalls

Waste

Dehydration

Donate Life

Email Opt In

Recycling

Falls

Word Search Answer Key

A S V S F K Z D E H Y D R A T I O N K Y
 B T U G B P G S R I Y M L Z D I U L U Z
 B F D C V K E N Z I U K E S G Y G J C G
 J F R A U D S W E Q T M E U G K M Q Z E
 T U V V L G U C A L T P R O A E H X S Y
 T U V V L G U C A L T P R O A E H X S Y
 T U V V L G U C A L T P R O A E H X S Y
 I Q W T E I A Q L M H A C I V S I O Y V
 B K I O L N B F V P U U A N O E B W K J
 X G B Z W L Z P S I H P E T F P E N Y Y
 P I Q F G C F J S T A Y V P S T G S J A
 P O Z Y N Y V R K Z R T I O L R N T L D
 K D B R I C H M H E D F T L L V O I Z H
 Z W D K V E B I A H G K N I A D Q S N T
 Q P Y T I R U T U E N B E A C K B I I R
 V Q F N L U Z J H A W Q V M E K T V S A
 D V I R T U A L C A R E E E S Y L O X E
 O S L A R T G Y D S H Y R D U I V E C L
 F L F Y U Y H E R X Q N P Q O Q M D L O
 Y L D O N A T E L I F E J F H Q Y I I T
 W A G N E B L H U V S G E T J Q Z V Q W
 E F K N B Z Q I W A S T E D A D A F X G

3 REASONS YOU SHOULD GO PAPERLESS TODAY

- Less print mail
- Timely reminders about your plan
- Faster access to plan documents and information

Use your smart phone's camera to scan this QR code or visit KelseyCareAdvantage.com/opt-in to fill out the online form.

Have your member ID card and email address handy.



This Earth Day, ditch paper forms and documents.

Important Plan Information