

Digital Health Literacy Guide

Using Your KelseyCare Advantage Online Health Tools



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PURPOSE

Your KelseyCare Advantage plan gives you access to many online tools for managing your health. This guide will help you find and use those tools with confidence.

COMMON WORDS WE USE

Address bar – at the very top of the page, the address bar is where you can type in the address of a website or web page.

Apps – short for “application,” an app is computer software, or a small program, that can be downloaded and installed. Apps are mainly used on smart phones and other portable devices.

Blog – an online journal or magazine by one or more writers (bloggers)

Browser – a web browser, or a “browser,” is a program that allows you to find, open, and display web pages.

Desktop – a computer that is not portable and is designed to stay in one place.

Domain – the address of a website. Think of it as a physical address. Most end in .com for commercial websites, .edu for educational institution websites, .gov for local, state, or federal government-sponsored websites, .org for organization websites.

Download or Upload – to move data from one computer to another computer

Drop-down list – a list of options you can select from. Click on the list or arrow to see your full list of options. Then, move your cursor to your desired selection and click to select.

Email – short for “electronic mail,” a way to send and receive messages through the internet

Homepage – the first site that appears when you turn on the Internet. Usually, your home page will tell you important information about the web page that you’re on.

Icon – a tiny image or picture that can represent a computer command.

Internet – also known as the “world-wide web,” the internet is an electronic network that connects computers around the world.

Internet Service Provider (ISP) – companies that provide internet access to homes and businesses for a fee

Laptop – a portable computer that is small enough to use on your lap. The keyboard and screen is combined and they can run on battery power.

Link – an underlined string of words on a website that can take you to a completely different web page. A link will usually look like a series of underlined words or clickable picture.

Modem – a device that connects your home network to the internet.

Search Engine – a webpage, such as Google, Yahoo, and Bing, used for searching the internet for information

Tablet – a portable computer device that is about the size of a book or magazine. You hold a tablet in your hand; it uses a touch-screen and does not have a keyboard or mouse.

URL – When you click a link or enter a web address in your browser, it's called a URL. Imagine it as a street address, where each part of the URL is like a different part of the address, providing distinct information.

Webpage – a single page on the internet containing information

Website – a website is like a book containing a collection of pages about the same topic. Its pages are called webpages.

Wi-Fi – a way of connecting to the internet wirelessly

Wireless Router – a device used in your home to wirelessly connect multiple devices to your home internet connection

World-wide web – another way to refer to the internet. The “www” part of internet addresses comes from the www in world-wide web.

If you know how to use the internet, you can skip ahead to page 9 to learn about using KelseyCare Advantage's online health tools.

COMPUTER BASICS

This section outlines basic computer types and equipment. Though you may not own each of these, it's helpful to know what they are and how they are used.

Types of Computers

Most people use one of 3 devices to access the internet.

	Laptop	Desktop	Phone/Tablet
Full-size keyboard	✓	✓	✗
Full-size screen	✓	✓	✗
Portable	✓	✗	✓
Stationary	✗	✓	✗
Runs on battery	✓	✗	✓
Camera	✓	✓	✓
Speakers	✓	✓	✓



INTERNET BASICS

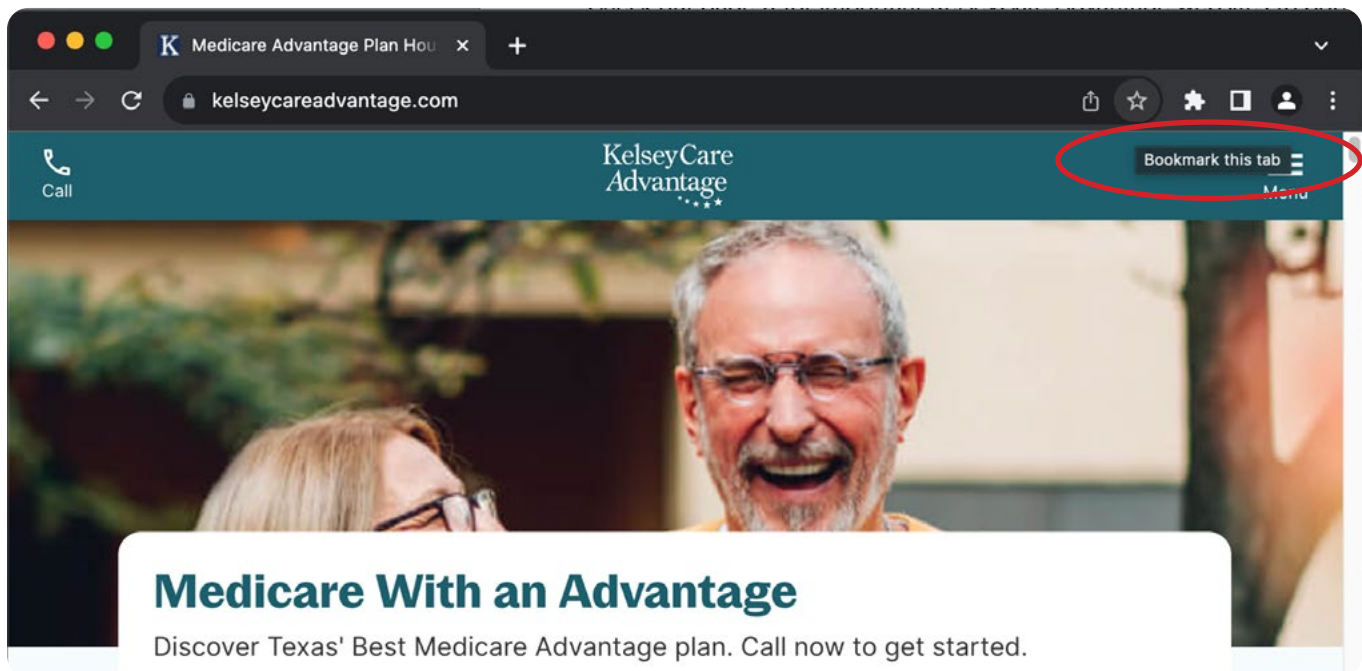
How to Browse the Internet

Follow these simple steps to begin using the internet

1. Open your web browser (Google Chrome or Internet Explorer, for example).
2. Locate your address bar at the top of the page.
3. Type in the web address or URL into the address bar.

Bookmarks and History

If you frequently use certain websites, you can “bookmark” the website for easy access later. Check out page 8 for important KelseyCare Advantage websites to bookmark.



[KelseyCareAdvantage.com](https://www.kelseycareadvantage.com) → *Members* → *Member Forms* gives you on-demand access to important downloadable forms. Check out page 10 for more information.

Online Help

The KelseyCare Advantage *Member Resources* page contains a basic video designed to help you take the first steps toward understanding the internet. To access this basic video, type this into your address bar: [KelseyCareAdvantage.com](https://www.kelseycareadvantage.com) then select *Members* → *Member Resources* → *Member Videos*.

BASIC SMARTPHONE TIPS

The convenience of today's smartphones makes them an ideal companion for quickly looking up information and staying in touch with others. Make your smartphone safer and work better for you by following these easy tips:

Enlarge the On-Screen Keyboard

To increase the size of the keyboard or text on the screen, iPhone users can:

1. Open the *Settings* app
2. Choose *Display & Brightness*
3. Tap *Display Zoom*
4. Choose *Larger Text*
5. Tap *Done*

Lock Your Phone

- Put a PIN or password on your phone.
- If you can, use your fingerprint or face to unlock it.

Be Careful with Calls and Texts

- If you don't know the number calling you, let it go to voicemail.
- Don't reply to texts or emails that ask for personal info.

Use Wi-Fi Safely

- Be careful when using free Wi-Fi, especially for banking.
- Log out of websites when you're done.

Choose Apps Wisely

- Only get apps from reliable places like the Apple App Store or Google Play.
- Read reviews and privacy info before downloading.

Keep Personal Info Safe

- Don't save important things like passwords on your phone. This helps protect your info if your phone is lost or stolen.

Make It Easy To Find Emergency and Medical Information

- Both Apple and Google make it easy to add medical and emergency info to your phone, which can be critical if emergency responders need to know your medical details in a hurry.
- To fill in these details, start the Health app and tap the user profile photo at the top right. Tap *Medical ID* and then either tap *Get Started* or *Edit* to add or update your information.

Follow these steps, and your phone will be safer, making your digital experience worry-free.

IMPORTANT WEBSITES









Below are important and common KelseyCare Advantage sites. It's important to bookmark these sites.

KelseyCare Advantage KelseyCareAdvantage.com	The main website for KelseyCare Advantage members
MyKelsey Online MyKelseyOnline.com	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 KCAOTC.com	Look up your OTC or Flex card balance, order OTC items, and more
FCL Dental – Search.FCLDental.com	Find an in-network dental provider
Vision site - KCA.YourVisionPlan.com	Find an in-network vision provider
Live and Work Well LiveAndWorkwell.com	Tools to help your mind and well-being
LiveWell Rewards KelseyCare.Healthmine.com	A rewards site for most plan members. See if you have any health actions to take. Redeem rewards you've earned for gift cards.
One Pass™ – YourOnePass.com	Access your fitness benefit

PASSWORD SAFETY

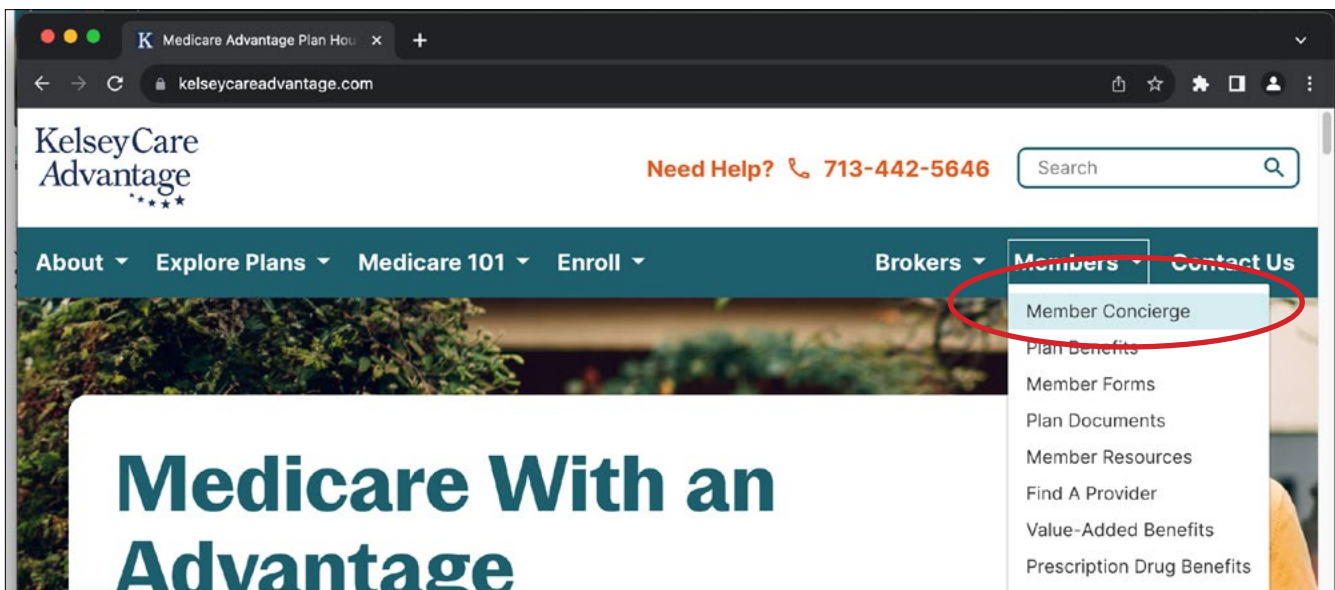
You'll need to create a password to do just about everything on the Web, from checking your email to online banking. And while it's simpler to use a short, easy-to-remember password, this can be risky to your online security.

Creating Strong Passwords: Dos and Don'ts

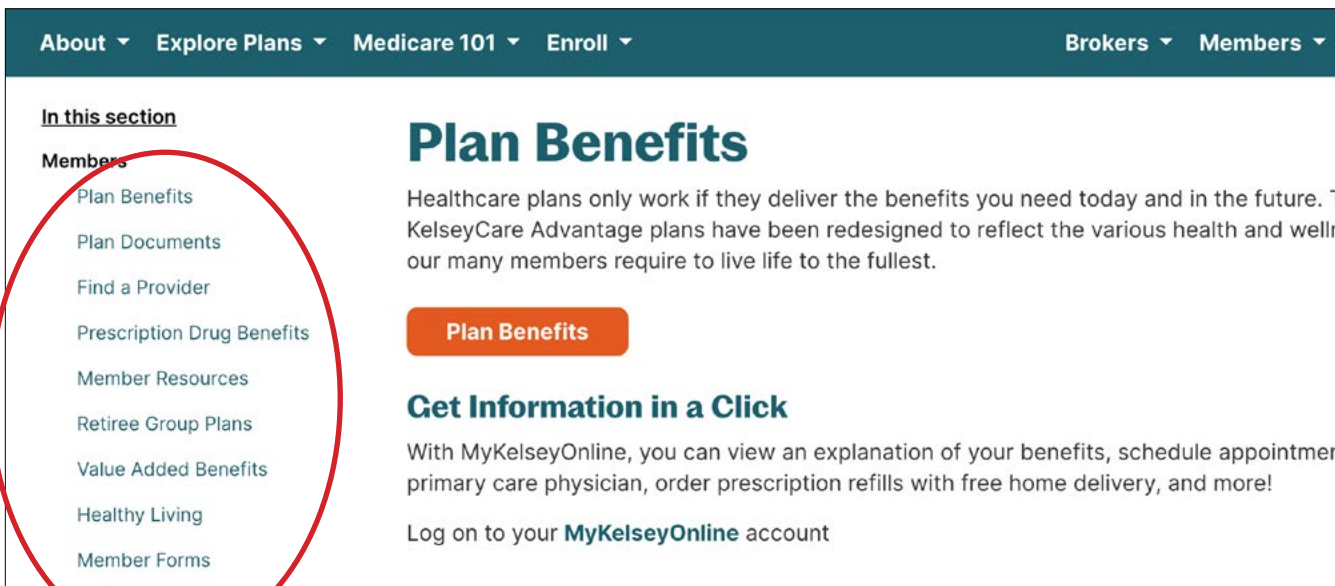
 Do	 Don't
 Have a long password	 Make it hard for you to remember
 Use numbers and symbols	 Use personal information
 Use upper and lower case	 Share your password with anyone

HOW TO NAVIGATE KELSEYCAREADVANTAGE.COM

Now that you've learned how to get to various websites on the internet, you can visit the KelseyCare Advantage website and learn where to find important plan information. To access our website, simply type [KelseyCareAdvantage.com](https://kelseycareadvantage.com) into your address bar and press **Enter**. Access your member information by selecting **Members** → **Member Concierge**.



Notice the column on the left. This is where you can find plan documents, find a provider, and find other member tools.



Forms

In the *Members* section of our site you will also find a section called *Member Forms*. Here, you can download and print forms such as:

- Part D Coverage Determination
- Part D Coverage Redetermination
- Part D Reimbursement Form
- Appointment of Representative (AOR)
- HIPAA Release
- Email Opt-In
- Vision Reimbursement Form
- Change/Update Your Address
- CVS Caremark Mail Order Form

Where to Find Your Downloads

Remember, any time you download files from the internet, including [KelseyCareAdvantage.com](https://www.kelseyCareAdvantage.com), you can locate those files in your Downloads folder.

Resources

Also under the *Members* section is a section called *Member Resources*. Here you can

- order a new Member ID card
- view our new quarterly newsletter
- watch member videos
- explore member brochures and handouts

HOW TO NAVIGATE MYKELSEY ONLINE

MyKelsey Online (MKO) is where you can schedule an appointment with a provider (in person, online, or by video), view test results, make secure online payments, and refill prescriptions.

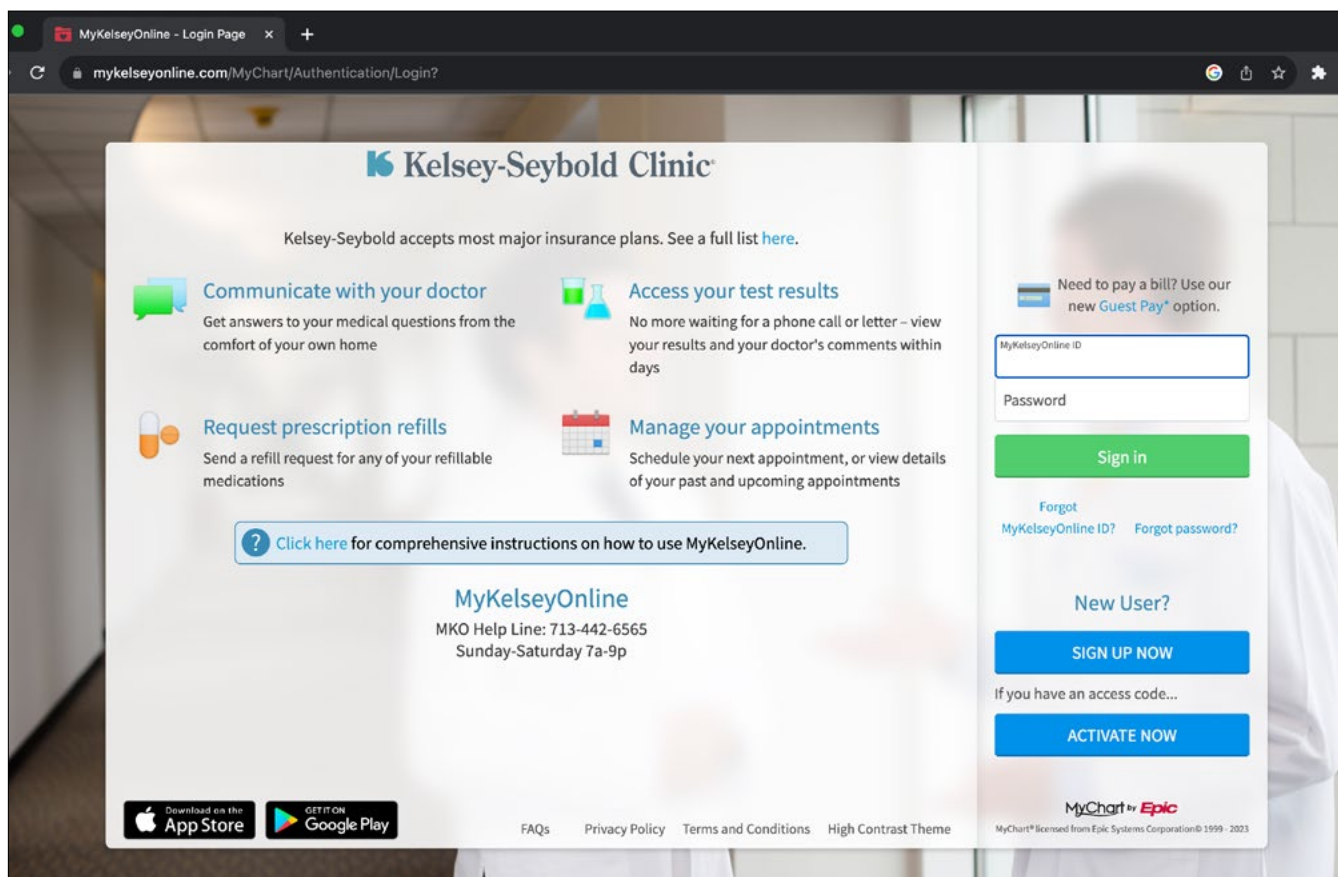
To get to MyKelsey Online, type MyKelseyOnline.com into your browser's address bar, then either log in with your username and password (if you're a return visitor) or set up your account as a new user if this is your first time.

Get the MyKelsey App for Mobile Access to MyKelsey Online

The free app makes accessing your MyKelsey Online account even faster and easier!

Download the MyKelsey App

1. Search for MyKelsey in the Apple App Store or the Google Play store (Android).
2. Log in to the app using your MyKelsey Online user ID and password.
3. Use the app to make appointments, communicate with your Kelsey-Seybold doctor, and more – anytime, no matter where you are.



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.

HOW TO NAVIGATE OTC / FLEX BENEFITS

If your plan comes with an OTC allowance and/or Flex benefit, you can easily check your balance, view your OTC catalog, and order products online.

Open your internet and type KCAOTC.com in your address bar and press *Enter*.

Then, either log in with your username and password (if you're a return visitor) or set up your account as a new user if this is your first time.

HOW TO NAVIGATE LIVE WELL REWARDS

Enroll in the LiveWell Rewards program to earn up to \$100 per year in gift cards for completing eligible health actions like getting your yearly check-up, completing your retinal eye exam for diabetes, receiving your flu shot or COVID shot, and more! It's our way of thanking you for taking care of your health.

To register

1. Visit KelseyCareAdvantage.com/Live-Well
2. Click *Register Now*
3. Complete the registration form and you're all set!

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

HOW TO NAVIGATE ONE PASS

As a KelseyCare Advantage member with our Classic (HMO), Freedom (HMO-POS), Signature (HMO), or Thrive (HMO-POS) plan, you have a fitness benefit through One Pass™. As a member of OnePass, you'll have access to over 24,000 gyms and studios, including favorites like Orange Theory and Pure Barre, plus the YMCA network.

To begin using your One Pass account

1. Go to YourOnePass.com
2. Choose **Get Started** to create your account with login and password
3. Once you log in, you will see a 9-digit code. (The code begins with the letter A.) Your One Pass member code is a single code that allows you to access any fitness location in the network. Additionally, use your code to access online fitness vendors and other One Pass offerings.

HOW TO NAVIGATE KCA VISION

KelseyCare Advantage plans include vision benefits and coverage for routine eye exams and diagnosis and treatment of eye diseases and injuries, plus allowances for glasses and contacts.

To find a vision provider

1. Go to KCA.YourVisionPlan.com, or
2. Call our 24/7 Contact Center at 713-442-0000 to make an appointment with a Kelsey-Seybold optometrist at one of our clinic locations
3. To access your vision reimbursement form visit KelseyCareAdvantage.com → **Members** → **Member Forms**

HOW TO NAVIGATE FCL DENTAL

All KelseyCare Advantage plans include preventive dental care coverage to help you feel better about your dental health and stay smiling.

To find a network dentist in your area

1. Visit our partner site at Search.FCLDental.com, or
2. Call 1-866-535-8343

To learn more about your dental coverage and costs

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

Want More Information about your KelseyCare Advantage dental benefits?

Access our new 2024 Dental Guide on our website at KelseyCareAdvantage.com. Select **Members** → **Plan Documents** → **Dental Coverage**.

Not all benefits are included with all plans. Check your Evidence of Coverage (EOC) for a list of benefits covered by your plan.

VIRTUAL MEETINGS

Throughout the year, KelseyCare Advantage hosts various virtual meetings that share important information about your plan. Most of these meetings are hosted through Zoom, a computer program used to hold virtual meetings.

Once you are familiar with Zoom you can feel comfortable joining our

- Quarterly webinars with Dr. O’Leary
- Virtual member meetings

The best way to get information about these events is to opt-in to receiving electronic communications on our **Member Forms** page. Instructions to reach this page can be found on pages 10 and 11 of this book.

Zoom

Zoom is free for anybody to use; there is no charge for the standard account.

You can use Zoom on any device that is connected to the internet—a smartphone, a tablet, a laptop, or a desktop computer—as long as you have a camera, speakers, and a microphone. Zoom uses your device’s camera to show live video of all attendees. (If you don’t want to be on camera, that’s fine, too. You can just display your name). Zoom uses your device’s microphone to let you talk to other meeting participants. If you do not have access to one of these devices that is connected to the internet, you can use a phone to dial into a meeting.

Below are frequently asked questions to help you understand how to get started with Zoom and use it to participate in a meeting.

Can I Use Zoom Without Downloading the App?

Yes. You don’t have to download the app if you’re using Zoom on your computer. Simply go to the Zoom homepage, select ***Join a Meeting***. Once you see the screen for the meeting, select ***Join from Your Browser*** to enter your meeting.

Do I Have to Create a Zoom Account?

No. You don’t need to create an account to use Zoom.

How Do I Join a Zoom Meeting?

You can simply join a Zoom meeting by clicking the link sent to you by the meeting organizer. Note that every Zoom meeting has a meeting ID. Some also have a passcode. By clicking the meeting link sent to you via email or text message, you will immediately be connected to the meeting.

How Do I Turn on the Zoom Camera?

Once you're in the meeting, you can choose to turn on your camera so everyone can see your smiling face, or you can leave the camera turned off. Either option is perfectly acceptable. To turn your camera on or off, click the image that looks like a camera. If your camera is on, everyone in the meeting will be able to see you and what is around you.

How Do I Mute/Unmute the Microphone on Zoom?

When you first join a meeting, you will need to give permission for your computer to join with audio. If you see a box pop up at the beginning of your meeting, click ***Join with Computer Audio***.

Once you join the meeting, click the ***Mute*** button so others can't hear any noise from your background. Just remember to unmute when you want to say something and then re-mute when you're finished. The meeting host may choose to mute all participants in order to make the Zoom meeting more pleasant for everyone. If the microphone has a red line through it, you're muted, and no one in the meeting can hear you.

How Do I Use the Zoom Chat Feature?

If you want to type a message to the group, simply click on the small ***Chat*** bubble at the bottom of the screen. Your message will be seen by everyone in the group unless you specify otherwise. In large meetings, the chat feature is the best way to ask questions of the speaker.

How Do I Leave a Zoom Meeting?

When you're finished with your Zoom meeting, press the red End button in the bottom right corner. If you're using your smartphone or tablet, the button is in the top right corner.



KELSEY-SEYBOLD SOCIAL MEDIA INFO

Stay up to date with the latest information from KelseyCare Advantage by following us on social media.



Find important health information, plan information, and announcements on the KelseyCare Advantage Facebook page.

Get health tips, caregiver information, and plan details on the KelseyCare Advantage Instagram page.

- The steps to setting up a Facebook or Instagram page are the same. It just means visiting two different websites.
- To start, visit [Facebook.com](https://www.facebook.com) and log in to your account or create an account if you don't already have an account. All you need is an email address.
 - You will then be prompted to set up your profile.
 - Once completed, search *KelseyCare Advantage* in the search bar. Select the KelseyCare Advantage page that displays our logo and tap *Follow*.
- Now you will see updates from KelseyCare Advantage when you log in to your Facebook.
- Repeat the same steps on [Instagram.com](https://www.instagram.com), and now you are set up for updates from both!



You can also find helpful videos on a variety of health topics on our YouTube channel. To find our channel:

- Visit [YouTube.com](https://www.youtube.com).
- In the search bar type *KelseyCare Advantage Plans*.
- Click on the account with our logo.
- Explore our videos online.

If you have a YouTube account, you can click ***Subscribe*** to make it easier to find our account.

HOW TO CONTACT US

Concierge Team
713-442-2273

Kelsey-Seybold Clinic Appointments
713-442-5000

After-Hours Care
713-442-5000

MyKelsey Online Help
713-442-6565



Questions? Call the Concierge team at 713-442-4878 (TTY: 711). From October 1 through March 31, hours are 8 am to 8 pm, seven days a week. From April 1 through September 30, hours are 8 am to 8 pm, Monday through Friday. Messaging services are used on weekends, after hours, and on federal holidays.

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