



KelseyCare Advantage  
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## 2023 VALUE ADDED GUIDE

1-866-535-8343 (TTY: 711) | [www.KelseyCareAdvantage.com](http://www.KelseyCareAdvantage.com)



## Dental Coverage

All plans include preventive dental coverage and some plans include comprehensive dental. For plans with preventive dental only, members have the option to purchase a supplemental comprehensive dental plan for \$32.80 per month.

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## COVID-19 Coverage

All plans include COVID-19 coverage. If you are hospitalized with COVID-19 your inpatient hospital cost-share is waived and you pay \$0. You can also receive 2 meals per day delivered to your home for 7 days after leaving the hospital.

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## Over-the-Counter (OTC)

All plans receive a quarterly allowance that can be used to purchase eligible over-the-counter items from participating locations. You may also order through the plan's catalog for home delivery.

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## Virtual Health - Great to use while traveling!

Connect face-to-face using your phone, tablet, or computer

Members enrolled in **KelseyCare Advantage** have access to Kelsey-Seybold Virtual Health 365 days a year. You can expect the same great Kelsey-Seybold quality – when and where you need it. Members have the option to conduct e-visits or video visits through MyKelseyOnline or the MyChart app. Your care will be delivered by a board-certified Kelsey-Seybold provider who has access to your medical records. Secure updates can be sent to your primary care provider.

**Video visits** are conducted Monday – Friday from 8 a.m. to 9 p.m.; Saturday, Sunday and Holidays from 10 a.m. to 4 p.m.

Start an **e-visit** using your MyKelseyOnline account or the MyChart app and get a response in an hour or less.

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## Hearing Allowance

All of our plans include an allowance of \$750 per ear every three years to use toward the purchase of hearing aids.



## KelseyCare Advantage Transportation

### Transportation to Medical Appointments\*

We understand that reliable transportation to and from medical appointments can be a barrier to health. KelseyCare Advantage Transportation is intended to help remove transportation barriers you may have so you can get the care you need. **Depending on your plan, KelseyCare Advantage members are allowed a set number of one-way trips to medical appointments per year.** Simply call (713) KCA-RIDE to schedule your pick-up.

A Lyft driver will pick you up and drive you to your appointment. KelseyCare Advantage Transportation can also assist those needing special accommodations.

\*Transportation is not a covered benefit for all plans. Please read your plan documents to determine what benefits are available to you.



## Vision Allowance

In addition to having access to routine eye exams, diagnostics, and treatment, all of our plans include an annual eyewear allowance.



## SilverSneakers®

Designed for all fitness levels and abilities, SilverSneakers includes access to exercise equipment, classes and more at 15,000+ fitness locations. SilverSneakers signature classes, offered at select locations, are led by certified instructors trained specifically in adult fitness.



## MyKelseyOnline

As a Kelsey-Seybold patient, you have access to MyKelseyOnline, a convenient patient portal that allows you to email your physician, schedule, cancel or reschedule appointments, view test results, complete a Virtual Health video visit and more!

- **Email your doctor's office** anytime, day or night, with a question or concern.
- **Get most test results faster.** No waiting for a follow-up letter or call.
- **Refill prescriptions** and request free mail-to-home on most prescriptions
- **Directly schedule appointments** with your primary care physician and an expanding list of specialists.

It's easy to sign up! Just ask your doctor's nurse to sign you up at your next office visit or go to [MyKelseyOnline.com](https://www.mykelseyonline.com).

It's **safe, secure,** and **available** whenever it's convenient for you.

**MyKelseyOnline Help Line: (713) 442-6565**

# Contact Us!



There are many ways to reach us if you have any questions. We are available online, by phone, or by mail.

**\*This contact information is not intended for Medical Situations or Emergencies. Please dial 911 if you are having an emergency. If you need to speak to a Registered Nurse, please call the Kelsey-Seybold After-Hours Nurse Hotline at (713) 442-0000.**



Our address:

KelseyCare Advantage Administrative Offices  
11511 Shadow Creek Pkwy  
Pearland, TX 77584



Member Services	(713) 442-CARE (2273)
Sales	(713) 442-JOIN (5646)
Contact Center (scheduling appointments)	(713) 442-0000
After-Hours Care	(713) 442-0000
MyKelseyOnline Help	(713) 442-6565
Business Office (questions about Kelsey-Seybold billing)	(713) 442-5500



Social media is one of the quickest and easiest ways to connect with us. You can find us online at [www.kelseycareadvantage.com](http://www.kelseycareadvantage.com) and follow us on Facebook, Instagram, Twitter, and YouTube!

