

# Transitioning Your Care to KelseyCare Advantage: What You Need to Know

## ***Thank you for choosing KelseyCare Advantage!***

During your first few months of membership, you may have questions about transitioning your care to KelseyCare Advantage network providers.

Please call KelseyCare Advantage Member Services with any questions you might have about transitioning your care to KelseyCare Advantage.

**713-442-CARE or 1-866-535-8343**  
**TTY/TDD: 1-866-302-9336**  
**8:00 a.m. to 5:00 p.m., Monday-Friday**

**In particular, please call us if any of the following situations apply to you:**

- **You have had surgery in the last 90 days.**
- **You are currently undergoing chemotherapy or radiation treatment.**
- **You are having physical therapy.**
- **You are receiving home health services.**
- **You have durable medical equipment, such as a wheelchair, oxygen tank or home bed.**

In these cases, we recommend that you:

 Submit a "Transition of Care Request Form" by visiting [www.kelseycareadvantage.com](http://www.kelseycareadvantage.com).

 Or, call KelseyCare Advantage Member Services at the phone number above.

Examples of services that generally do not qualify for transition of care include, but are not limited to:

- Routine exams, vaccinations and health assessments
- Stable chronic conditions such as diabetes, arthritis, allergies, asthma, hypertension and glaucoma
- Acute minor illnesses such as colds, sore throats and ear infections
- Elective scheduled surgeries

## ***What's next?***

Once you have submitted a Transition of Care Request Form or called Member Services, your situation will be reviewed by a nurse.

Within fourteen business days, we will mail you either an approval or denial letter informing you of the outcome of your transition of care request.

**KelseyCare Advantage**

KelseyCare Advantage wants to make your transition to our plan as smooth as possible. Sometimes this means you can continue care with your non-network providers for a little while longer. However, you may be required to begin getting services from network providers immediately.