

# Your KelseyCare Plan in Action

As a KelseyCare member, here are examples of coordinated care in action:

1. Visit your primary care physician (PCP) and pay your primary care copay.
2. Your PCP orders a laboratory test or routine X-ray at Kelsey-Seybold and you pay \$0.
3. Your spouse is diagnosed with pre-diabetes and wants to see a Kelsey-Seybold specialist in Endocrinology. He or she schedules an appointment (with no referral necessary from the PCP) and pays the specialty care copay. The endocrinologist prescribes a new medication for your spouse which is filled at Kelsey-Seybold's onsite Kelsey Pharmacy.
4. The Kelsey-Seybold **electronic medical record** allows all Kelsey-Seybold primary care physicians and specialists to coordinate care with a full picture of a patient's recent test results, best practice alerts and compliance monitoring. This helps to avoid unnecessary and expensive duplicate testing and improves member health.



Physicians in more than 50 medical specialties collaborate on patient care, including (L-R): Dr. Marie Maurice, Chief of Dermatology; Dr. Ali Mortazavi, Chief of Cardiology; Dr. Glenn Landon, Chief of Orthopedics; Dr. Tahirih Baker, Family Medicine and Co-Managing Physician, Tanglewood Clinic; and Dr. John I. Hughes, Gastroenterology and Associate Medical Director of Clinical Academic Affairs and Affiliations.

## REASONS TO CHOOSE KelseyCare



### THE KELSEYCARE CONCIERGE:

EXCLUSIVE 5-STAR SERVICE FOR KELSEYCARE MEMBERS

You're already getting an incredible level of benefits through your KelseyCare health plan. In addition, you'll get an enhanced level of personalized service through the KelseyCare Concierge. Call your KelseyCare Concierge for:

- Personalized assistance in scheduling appointments and selecting physicians.
- Assistance in finding nearby clinic locations.
- Expert guidance regarding specific services available at each clinic location.
- Help with billing and eligibility issues.
- Answers to questions about your KelseyCare health benefits plan.

Call Your KelseyCare Concierge at  
713-442-0006 (toll free 866-609-1630).

This exclusive service is available  
Monday-Friday, 8 a.m. to 5 p.m.

CONVENIENCE

AFFORDABILITY

HIGH MEMBER SATISFACTION

KelseyCare<sup>®</sup>  
powered by Cigna

KelseyCare.com

KelseyCare.com

# Your Health

- When you choose KelseyCare, you select Kelsey-Seybold doctors as your healthcare providers.
- See the Kelsey-Seybold physician you want with **no referral required** – more than 350 Kelsey-Seybold physicians and allied health professionals representing more than 50 medical specialties.
- Kelsey-Seybold partners with premier hospitals including CHI St. Luke's Health – Texas Medical Center, Sugar Land, The Woodlands and Pasadena; Texas Children's Hospital; Texas Heart Institute; Methodist – Sugar Land and Willowbrook; and HCA Clear Lake Regional Medical Center.
- Cancer care is delivered by Kelsey-Seybold's nationally recognized Cancer Center in coordination with CHI St. Luke's Cancer Center. MD Anderson Cancer Center is available as part of the affiliate referral network for complex cancer cases.



# Your Convenience

- **24/7 appointment scheduling** at 713-442-0000. Call any time, day or night, to schedule an appointment.
- Email your doctors, get most test results and schedule appointments online when you sign up for **MyKelseyOnline**, Kelsey-Seybold's secure patient portal.
- The reassurance of Kelsey-Seybold's **After-Hours Nurse Hotline**. Call 713-442-0000 after regular office hours, on weekends or on holidays to speak to a Kelsey-Seybold registered nurse who can answer your questions and page the doctor on call.
- **One-stop care:** Kelsey-Seybold's multispecialty care centers offer primary care and specialty care, plus onsite laboratories, pharmacies and diagnostic services.
- **Saturday appointments** for ill or injured patients, from 9 a.m. to 2 p.m. at four convenient locations: Clear Lake Clinic in the Bay Area, Fort Bend Medical and Diagnostic Center in Sugar Land, Spring Medical and Diagnostic Center in Northwest Houston and Tanglewood Clinic near the Galleria.
- **Exclusive, 5-star KelseyCare Concierge** to assist you with finding a primary care physician at a location close to home or work. Call 713-442-0006 (toll free 866-609-1630).
- For continuously updated information about Kelsey-Seybold physicians, locations and services, visit [kelsey-seybold.com](http://kelsey-seybold.com).
- For more information about KelseyCare powered by Cigna, visit [KelseyCare.com](http://KelseyCare.com).

# Your Benefits

- Predictable copays for all physician visits at Kelsey-Seybold.
- No extra out-of-pocket expenses for laboratory tests and routine X-rays performed at Kelsey-Seybold Clinic locations.
- Houston-area Urgent Care network access.

