



## Frequently Asked Questions

### 1. Is there a specific geographic area I must live in to join the KelseyCare Aetna Plan?

Yes, however KelseyCare Aetna utilizes the Live or Work Rule, the service area includes most of the Greater Houston-Galveston area. Specifically, the Kelsey-Seybold service area includes all zip codes in Harris, Fort Bend, and Montgomery counties as well as most zip codes throughout Brazoria, Galveston, Liberty, Walker, Grimes, San Jacinto, Chambers, Austin, and Waller counties.

### 2. What if I am currently under treatment with a non-Kelsey-Seybold physician at the time and I switch to the KelseyCare Aetna Plan?

The program offered to you under the KelseyCare Aetna plan is an exclusive provider contract in which you are agreeing to receive all of your medical needs from the Kelsey-Seybold Clinic physicians and affiliated providers. If you've currently made the decision to change to the KelseyCare Plan and are under treatment for a serious medical condition with a non-Kelsey-Seybold physician, you should complete the Kelsey-Seybold Health Plan Transition of Care Request Form no later than 30 days after the effective date of your coverage for your request to be considered. Please note that not all requests are approved, and each request stands on its own merits.

Your request will be reviewed for medical necessity. If approved, you will be able to continue seeing your current provider for the time specified on the approval. Your care will then be transitioned into Kelsey-Seybold to establish a relationship with a Kelsey-Seybold physician.

Should you get approval you will receive a letter from Kelsey-Seybold to confirm Transition of Care approval, including authorization dates and additional instructions such as where to obtain lab tests and X-rays.

### 3. Why should I choose the KelseyCare Aetna Plan and Kelsey-Seybold Clinic for my medical care?

KelseyCare Aetna Plan offers you the high-quality doctors that provide a personalized coordinated care experience to our patients that Kelsey-Seybold is known for. You'll enjoy many conveniences, including 24/7 appointment scheduling, the reassurance of our After-Hours Nurse Hotline at **713-442-0000**, the **MyKelseyOnline** your secured portal the will provide you the ability to email your doctor's office and schedule appointments online, view most of your test results, and Saturday appointments at four regional Kelsey-Seybold locations.

Under the KelseyCare Aetna Plan you will have the freedom to choose from **any** of Kelsey-Seybold's clinic locations and doctors for your care – **with no referral required**.

#### **4. I have selected the KelseyCare Aetna Plan. Who should I contact when I have questions?**

You should call the KelseyCare Aetna Concierge at **713-442-9593** to answer questions about appointment scheduling, participating physicians, clinic locations, and services.

#### **5. What do I do in case of a medical emergency and what options does the KelseyCare Aetna Plan offer me when I need care after regular business hours?**

Please seek care at the nearest emergency room if you are experiencing a serious medical emergency that requires immediate attention. You must contact your Kelsey-Seybold physician within 48 hours. You can also reach your Kelsey-Seybold doctor's office or the Kelsey-Seybold doctor on call 24/7 by calling **713-442-0000**. You can also speak to Kelsey-Seybold registered nurses after 5 p.m. and on weekends and holidays when you call our After-Hours Nurse Hotline at **713-442-0000**. Our nurses have access to your confidential medical record and can page your doctor when needed.

With the KelseyCare Aetna Plan, you have many options for after-hours care:

- **Go to the nearest emergency room (ER)** when you believe you or a family member may be experiencing a life- or limb-threatening medical situation. Emergency care services include medical, psychiatric, surgical, and hospital and related healthcare services and testing, such as ambulance service, which are required to treat a sudden, unexpected onset of a bodily injury or serious sickness. Examples of emergency situations include uncontrolled bleeding, seizures or loss of consciousness, shortness of breath, chest pains or severe squeezing sensations in the chest, suspected overdose of medication or poisoning, and sudden paralysis or slurred speech.
- **If you or a family member have an immediate care need after 5 p.m.**, contact the Kelsey-Seybold After-Hours Nurse Hotline at **713-442-0000** for quality medical advice at no charge. Your Kelsey-Seybold After-Hours Nurse can access your confidential medical record and page physicians. Through Aetna, you also have access to participating Urgent Care Centers throughout Greater Houston. Urgent Care Centers treat conditions that need immediate attention, but are not life-threatening, like broken bones, fractures, cuts, lacerations, sprains/strains, fevers, and minor infections.
- **The Kelsey-Seybold After-Hours Nurse Hotline at 713-442-0000**, available after 5 p.m. weekdays and on weekends and holidays. A Kelsey-Seybold registered nurse will advise and assist you, page your physician when needed, and even schedule appointments for you. Kelsey-Seybold After-Hours nurses have access to your confidential medical record. A consultation with a Kelsey-Seybold After-Hours Nurse is FREE.

- **See a Kelsey-Seybold Doctor on Saturdays When You Are Sick.** Appointments for both children and adults are available from 9 a.m. to 2 p.m. at four regional Kelsey-Seybold locations: Clear Lake Clinic in the Bay Area, Tanglewood Clinic near the Galleria, Spring Medical and Diagnostic Center in the Spring/FM 1960 area, and Fort Bend Medical and Diagnostic Center in Sugar Land. Call Kelsey-Seybold's 24-hour Contact Center at **713-442-0000** after 5 p.m. on Friday or on Saturday morning for a Saturday appointment. Your plan co-pay for an appointment with a Kelsey-Seybold primary care physician on Saturday is \$25.
- **Conduct a Virtual Health Visit** 365 days a year. KelseyCare Aetna Plan members have the option to conduct an adult or pediatric **E-visit** or **Video Visit** using a smartphone, tablet, or camera-enabled laptop through **MyKelseyOnline** or the **MyChart app** and your care will be delivered by a board-certified Kelsey-Seybold provider who has access to your medical records and can send secure updates to your primary care doctor or pediatrician. You must be registered on **MyKelseyOnline** to conduct a Virtual Health visit. Call the MKO Help Line at **713-442-6565** for assistance. Video Visits are available to patients ages 4 to 17, and 18 years and older enrolled in the KelseyCare Aetna Plan. Learn more at [kelsey-seyboldvirtualhealth.com](http://kelsey-seyboldvirtualhealth.com).

## 6. Do I have access to urgent care clinics and emergency rooms?

Yes, you will have access to Aetna's **urgent care network**. You can also get Saturday sick care appointments at four Kelsey-Seybold locations. Urgent care is available through Aetna at over 50 participating urgent care centers throughout Greater Houston. Urgent care centers treat conditions that need immediate attention, but are not life-threatening, like broken bones, fractures, cuts, lacerations, sprains and strains, fevers, and minor infections.

**Emergency room (ER)** services are available when you believe you or a family member may be experiencing a life-threatening medical situation. Emergency care services include medical, psychiatric, surgical, hospital, and related healthcare services and testing, such as ambulance service, which are required to treat a sudden, unexpected onset of a bodily injury or serious sickness. Examples of emergency situations include uncontrolled bleeding, seizures or loss of consciousness, shortness of breath, chest pains or severe squeezing sensations in the chest, suspected overdose of medication or poisoning, and sudden paralysis or slurred speech.

## 7. Does the KelseyCare Aetna plan cover convenience care?

Please note that convenience care clinics in pharmacies, grocery stores, and other locations are not covered in the KelseyCare Aetna plan. However, you have access to more than 50 Urgent Care Centers throughout the Greater Houston area.

When your care calls for it, you can schedule a same-day or next-day primary care appointment with a Kelsey-Seybold primary care doctor any time of the day or night. Call **713-442-0000** or go to [kelsey-seybold.com/appointments](http://kelsey-seybold.com/appointments).

## 8. Are emergencies covered outside of the Greater Houston area if I am traveling?

Yes, emergencies are covered worldwide. In the case of a serious life- or limb-threatening emergency, seek care at the nearest emergency room. Contact Aetna Member Services at the phone number on your ID card for personalized service. After receiving care, you must notify your Kelsey-Seybold doctor as soon as possible.

## 9. If I am currently receiving behavioral health services, will I need to find a new provider if I decide to switch to the KelseyCare Aetna Plan?

The **KelseyCare Aetna** Plan offers behavioral health (mental health/substance abuse) benefits for covered services received from providers who participate in the **Aetna Behavioral Health network**. If you find that your current provider is not participating in Aetna's Behavioral Network, and you may apply for a temporary Transition of Care may be authorized for the current practitioner to complete treatment and/or prepare you to transition to an **Aetna Behavioral Health network practitioner**. Aetna will review each case on an individual basis. If your situation is approved for Transition of Care benefits, you will be able to continue seeing your current provider for a specified period until the safe transfer of care to an Aetna's Behavioral Health provider can be arranged.

## 10. Do I need to Select a Primary Care Physician under KelseyCare Aetna

**You are not required to designate a Kelsey-Seybold physician as your primary care physician** to participate in the KelseyCare Aetna Plan. However, we do encourage a personal relationship with a Primary Care Physician (PCP). Kelsey-Seybold can assist you in choosing a doctor. Call the KelseyCare Aetna Concierge line at **713-442-9593**. You can also view biographies and search for physicians at [kelsey-seybold.com/bios](http://kelsey-seybold.com/bios)

Your primary care physician is your personal physician who knows your medical history and can act as your expert navigator through the healthcare system. Your Kelsey-Seybold physician will prompt you to get needed preventive care and, when illness occurs, will engage Kelsey-Seybold specialists, care managers, and other experts to manage the situation as needed.

## 11. Is there a Kelsey-Seybold Clinic location near me?

Kelsey-Seybold Clinic offers 21 locations throughout the Greater Houston area. For personalized assistance in finding a location close to you, go to [kelsey-seybold.com/locations](http://kelsey-seybold.com/locations). Please note that KelseyCare Aetna Plan participants can get care at **any** Kelsey-Seybold location and schedule

appointments with **any** Kelsey-Seybold physician – **there are no restrictions and no referrals are needed to see a Kelsey-Seybold specialist.**

## 12. Does the KelseyCare Aetna Plan offer Specialty care

The KelseyCare Aetna Plan includes 400+ Kelsey-Seybold primary care and specialist physicians, with 55 specialties the require **no referral** at Kelsey Seybold as well as over 7,200 Kelsey-Seybold “affiliate specialists.” Affiliate specialists are selected by Kelsey-Seybold for their medical expertise and ability to deliver high-quality care. **Referrals are required to visit one of these affiliated specialists.**

A major advantage of the **KelseyCare Aetna** Plan is the coordinated care you receive from your Kelsey-Seybold physicians as they guide your treatment and organize specialists and resources specific to your needs.

## 13. Do I need a referral to see a Kelsey-Seybold specialist under the KelseyCare Aetna Plan?

You do not need a referral to see a Kelsey-Seybold specialist. You can make an appointment with **any** Kelsey-Seybold specialist at **any** location, with **no referral needed.** Kelsey-Seybold offers more than 400 doctors who practice in more than **55** medical specialties. **Non-emergency treatment received outside of Kelsey-Seybold requires a pre-authorized referral for benefits to be considered under the plan.** Your Kelsey-Seybold doctor will coordinate your care and engage “affiliate specialists” based on your specific treatment needs. It’s all part of the “coordinated, accountable care” promise.

## 14. What is the KelseyCare Aetna Concierge?

The **KelseyCare Aetna** Concierge is a special, complimentary service designed to help you with questions and needs along the way. It is available exclusively to **KelseyCare Aetna Plan** members.

Call the **KelseyCare Aetna Concierge** at **713-442-9593**, 8 a.m. to 5 p.m., Monday through Friday.

Here are just some of the special services available to plan members:

- Personalized assistance in scheduling appointments and selecting physicians.
- Assistance in finding nearby clinic locations.
- Expert guidance regarding specific services available at each clinic location.

## 15. What is MyKelseyOnline?

MyKelseyOnline offers patients a personalized and secure way to communicate with their doctors, access test results, schedule and request appointments, and even access portions of their medical records. You can sign up at MyKelseyOnline.com, or call **713-442-6565** for set-up assistance or for help with your account. Here are just a few of the conveniences available through MyKelseyOnline:

- Email your doctor’s office.
- Schedule an office visit or preventive exam with a Kelsey-Seybold physician.
- View most test results and comments from your physicians.
- Pay bills online.
- Request a prescription refill at a Kelsey Pharmacy.
- View your medical records, including test results, medications, allergies, and immunizations. (Parents or legal guardians can view pediatric test results and immunization records if they set up a proxy account for their child.)

## 16. Will I receive an ID/insurance card when I enroll on the KelseyCare Aetna Plan?

Yes. You and each covered dependent will receive a Health Plan ID/insurance card each covered member will be issued a unique identification number.

## Important Phone Numbers

KelseyCare Aetna Plan Concierge (answered by Kelsey-Seybold)	Personalized assistance in scheduling appointments and selecting physicians.	<b>713-442-9593</b>
KelseyCare Aetna Plan Member Services (answered by Aetna)	Benefit and claim questions, guest privileges, behavioral health (mental health/substance abuse) benefits.	<b>1-877-204-9186</b>
After-Hours Nurse Hotline at Kelsey-Seybold	Speak with Kelsey-Seybold nurses about medical issues after hours.	<b>713-442-0000 or 1-800-231-6421</b>
Appointment Scheduling 24/7 at Kelsey-Seybold	Schedule appointments.	<b>713-442-0000 or 1-800-231-6421</b>
MyKelseyOnline Help Desk	Help with setting up or using your online account.	<b>713-442-6565</b>