

What happens after Open Enrollment?

- For **CURRENT** KelseyCare Advantage members, you will receive a new ID card, however your ID *number will not change*. If you haven't received your ID card by January 1, 2021, please allow more time. You are still able to schedule appointments since your ID number is the same.
- For **NEW** members, you will begin receiving information around 10-14 days after we receive your information from the City of Houston. You will receive the following communications:

1 Acknowledgement Letter

Within a week or so, you will receive a letter stating that we have received your application and it is being processed.

2 Confirmation Letter

Within a week or so from the acknowledgement letter, you will receive a letter informing you that Medicare has approved your enrollment in the KelseyCare Advantage plan you selected.

3 ID Card

You should receive your ID card with 1-2 weeks, after Medicare has confirmed your enrollment.

4 Welcome Kit

Within 2 weeks of Medicare confirmation, you will receive your Welcome Kit. The Welcome Kit includes a welcome letter as well as instructions on "Locating Plan Documents" (such as the Evidence of Coverage) and signing up for your personal MyKelseyOnline secure account.

How do I transition to KelseyCare Advantage and Kelsey-Seybold Clinic?

As a new member and patient, you may want to have your personal medical records transferred to Kelsey-Seybold Clinic.

Complete the Release of Health Information form, next have your former physician complete the request. Your former physician should transfer your records to Kelsey-Seybold on your behalf.



COH_KSC Release
of Health Informati

What if I am undergoing treatment for a serious condition or scheduled for a surgery soon?

If you are undergoing certain medical treatments, you may be able to continue to receive care from your current provider if the treatment meets the transition of care guidelines.

These are situations in which you may qualify for transition of care:

- ✓ You have had surgery in the last 90 days.
- ✓ You are currently actively undergoing chemotherapy or radiation treatment.
- ✓ You will be in an inpatient rehabilitation with a Long-Term Care of Skilled nursing facility after January 1, 2021.
- ✓ You are having physical or speech therapy.
- ✓ You are receiving home health services.
- ✓ You have durable medical equipment (DME), such as a diabetic supplies, wheelchair, oxygen tank, or home bed. Members will continue to receive their services. KelseyCare Advantage will assist members with coordinating transition of authorizations to ensure services are not delayed.

In these cases, we recommend that you:

- ✓ Submit a "Transition of Care Request Form" located online at www.kelseycareadvantage.com/COH, click Plan Documents, select Transition of Care. Or you can click this link: [Transition of Care Form](#)
- ✓ Or, call KelseyCare Advantage Member Services at **713-442-2COH (2264)**.

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

- Routine office visits or 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

- Care you are receiving from a primary care or specialist provider i.e. cardiologists, endocrinologist, dermatologists, ophthalmologists will need to transition to a Kelsey-Seybold specialist effective January 1, 2021. *This is considered routine care.*

If your medical treatment does not meet transition of care guidelines you will be required to begin getting services from a KelseyCare Advantage network provider immediately (effective January 1, 2021).

How do I find a provider at Kelsey-Seybold Clinic?

Member Services can assist you with finding a new provider, or you can go to the Kelsey-Seybold Clinic website and search for providers and locations near you.

KelseyCare Advantage Find a Doctor – This page allows you to search through different types of providers like vision, mental health, Kelsey Community providers and other service providers.

- ✓ www.kelseycareadvantage.com/COH
- ✓ Scroll to the bottom of the page and click on Find A Doctor

Or, you can type this address into the address bar of your web browser.

<https://www.kelseycareadvantage.com/choose-your-plan/find-a-doctor>

You can also go to the **Kelsey-Seybold Clinic website** which will allow you to search for a clinic location near you, see which specialties are at each clinic as well as on-site pharmacies and laboratories. Just click or type www.kelsey-seybold.com.

Call us at 713-442-2COH (2264) with any questions. TTY users can call 711.