



A NEW LEVEL OF SERVICE...  
ESPECIALLY FOR KELSEYCARE MEMBERS

You're already getting an incredible level of benefits through the KelseyCare health plan. Now, you'll get an enhanced level of personalized service called the **KelseyCare Concierge**.

At KelseyCare, it's all about personal service. You're part of the Kelsey-Seybold family. You're important to us, and we want to offer you a V.I.P. experience.

### *Personalized Information, Guidance and Support*

To make your healthcare experience with KelseyCare as hassle-free as possible, we offer a special complimentary concierge service exclusively for KelseyCare members. The **KelseyCare Concierge** offers KelseyCare members a comprehensive range of supporting services that can simplify the healthcare process, increase efficiency, ease communication and provide access to a wide variety of resources. Our knowledgeable representatives are ready to assist KelseyCare members in many different ways by facilitating and coordinating the Kelsey-Seybold Clinic experience.

### *A Single Point of Contact*

Here are just some of the services we provide:

- ▣ Personalized assistance in scheduling appointments and finding physicians,
- ▣ Assistance in finding nearby clinic locations,
- ▣ Expert guidance regarding specific services available at each clinic location,
- ▣ Coordination of benefit inquiries requiring special medical review,
- ▣ Resolution of complex billing and eligibility issues,
- ▣ Expert help resolving problems and answering any questions you may have about the KelseyCare plan or your benefits.

The **KelseyCare Concierge** is your single point of contact and trusted information source through the entire healthcare experience. Access to the **KelseyCare Concierge** is like having a personal assistant and a healthcare advocate rolled into one. We can help you look after your special healthcare needs and maximize your healthcare benefits.

### *Please Call Us*

If you need assistance from your **KelseyCare Concierge**, please don't hesitate to call us, Monday-Friday, 8 a.m. to 5 p.m. at 713-442-9540 or toll free at 866-535-8405. You may also e-mail your **KelseyCare Concierge** at [www.kelseycare.com](http://www.kelseycare.com).

▣ Appointments

▣ Billing and eligibility questions

▣ Expert help

713-442-9540 ❖ Toll Free 866-535-8405