

Kelsey-Seybold Clinic Insurance Overview and Patient FAQ

Kelsey-Seybold is in-network with most major health insurance plans, including Aetna, Blue Cross Blue Shield, Cigna, Humana, and UnitedHealthcare. Kelsey-Seybold Clinic accepts 25+ Medicare Advantage Plans, including KelseyCare Advantage, WellCare (TexanPlus), and select Aetna Medicare Advantage and United Healthcare Medicare Advantage plans.

Below is an overview with more information about your care options and coverage with Kelsey-Seybold Clinic. You can also refer to kelsey-seybold.com/insurance for a complete list of in-network insurance plans accepted.

Effective October 1, 2023

Kelsey-Seybold is in-network with most major health insurance plans, however there are instances when your current insurance plan may no longer be accepted by your care providers. Please review the information below for more details on specific insurance plans in-network with Kelsey-Seybold and what plans will be out-of-network after October 1.

INSURANCE PLANS Employer Plans / Medicaid / CHIP	OVERVIEW
I'm in a PPO or HMO health plan with my employer through Aetna, Blue Cross Blue Shield, Cigna, or UnitedHealthcare.	<p>You can continue to see your Primary Care Provider (PCP).</p> <p>Beginning August 1, Kelsey-Seybold will be working with contracted insurance companies to migrate the PCP to Kelsey-Seybold.</p> <p>You should receive a new ID card closer to October once your health plan has made the change.</p> <p>However, after October 1, 2023, to ensure continued access to your PCP, we recommend you call the Member Service phone number on the back of your insurance card to confirm this change. If the change hasn't been made, please have your provider, now with Kelsey-Seybold Clinic, added as your PCP.</p> <p>For a list of Huntsville PCPs who are now Kelsey-Seybold physicians, please see the supporting FAQ below.</p> <p>For a list of plans in network with Kelsey-Seybold Clinic, visit: kelsey-seybold.com/insurance.</p>

<p>I have or my child/dependent has a Medicaid or CHIP Health Plan.</p> <p>Effective October 1: Not Accepted</p>	<p>Unfortunately, Kelsey-Seybold doesn't accept Medicaid or the Children's Health Insurance Program (CHIP) plans, and we know this is likely a disappointment.</p> <p>Effective October 1, 2023, Kelsey-Seybold Clinic – Huntsville providers will no longer accept Medicaid or CHIP plans.</p> <p>The Huntsville Clinic staff will assist you in transferring your records at no charge to another provider of your choice. Please call 936-295-8000 for assistance.</p> <p>Call your health plan's member services hotline or go online to get information about other participating providers in the area that accept Medicaid or CHIP plans.</p>
<p>I work for the State of Texas and I'm enrolled in the BCBS HealthSelect for ERS Active Employees.</p>	<p>Kelsey-Seybold Clinic welcomes ERS employees with HealthSelect Blue Essentials insurance.</p> <p>Beginning August 1, Kelsey-Seybold will be working with BCBS of Texas to migrate the PCP of record to Kelsey-Seybold.</p> <p>You should receive a new ID card closer to October once your health plan has made the change.</p> <p>However, after October 1, 2023, to ensure continued access to your PCP, we recommend you call BCBS Personal Health Assistant (PHA) at 800-252-8039 to confirm this change. If the change hasn't been made, please have your provider, now with Kelsey-Seybold Clinic, added as your PCP.</p> <p>For a list of Huntsville PCPs who are now Kelsey-Seybold physicians, please see the supporting FAQ below.</p> <p>For a list of plans in network with Kelsey-Seybold Clinic, visit kelsey-seybold.com/insurance.</p>
<p>TRICARE (Active)</p> <p>Effective October 1: Not Accepted</p>	<p>Unfortunately, Kelsey-Seybold does not accept TRICARE as a form of payment.</p> <p>We do accept TRICARE for retirees when it is combined with a Medicare Advantage plan accepted by Kelsey-Seybold Clinic.</p>

INSURANCE PLANS Medicare / Medicare Advantage / State of Texas Retirees	OVERVIEW
<p>I have Traditional (Original) Medicare or Traditional Medicare with a supplement.</p> <p>Accepted August 1, 2023 - July 31, 2024.</p>	<p>You can continue to see your provider through July 31, 2024. After that time, our Medicare and Medicare with supplement exception will expire for current Huntsville Pediatric & Adult Medicine patients.</p> <p>Effective July 31, 2024, Traditional Medicare patients accessing Kelsey-Seybold Clinic via the special Medicare exception will need to be enrolled in a contracted Medicare Advantage plan accepted by Kelsey-Seybold Clinic. Kelsey-Seybold Clinic accepts several high-quality Medicare Advantage plans, including:</p> <ul style="list-style-type: none"> • KelseyCare Advantage Available for those residing in an eligible county, you can enroll in a KelseyCare Advantage plan (effective the 1st of the following month). As a 5-star rated plan, Medicare allows KelseyCare Advantage to enroll members continuously throughout the year. Enroll now for an October 1st effective date. There's no need to wait until the fall! Licensed insurance agents will be available onsite Monday – Friday 8 a.m. to 4 p.m. • Aetna Medicare Advantage (PPO and HMO, DSNP) • WellCare (HMO, POS, and PPO) • UnitedHealthcare (HMO, POS, DSNP) <p>Visit kelsey-seybold.com/MA for details about Medicare Advantage plans accepted at Kelsey-Seybold Clinic, or call 713-442-PLAN (7526).</p>
<p>I have a Medicare Advantage Plan that <u>is</u> accepted by Kelsey-Seybold Clinic.</p>	<p>Medicare Advantage Plans accepted <u>August 1 and after</u> include:</p> <ul style="list-style-type: none"> • KelseyCare Advantage – Rated 5-out-of-5 Stars by Medicare for 2023. • Aetna Medicare Advantage (PPO, HMO, and DSNP) • WellCare (HMO, POS, and PPO) • UnitedHealthcare (HMO, POS, DSNP) <p>You won't need to change your Medicare Advantage <i>plan</i>, but you will need to call Member Services on the back of your ID card to update your PCP selection if you have an HMO Medicare Advantage plan.</p> <p>If your PCP hasn't been updated by October 1, please call your insurance plan to make the change.</p> <p>Visit kelsey-seybold.com/MA for details about Medicare Advantage plans accepted at Kelsey-Seybold Clinic, or call 713-442-PLAN (7526).</p>

<p>I have a Medicare Advantage Plan that is <u>not</u> accepted by Kelsey-Seybold Clinic.</p> <p>Effective October 1: Not Accepted</p>	<p>If you are currently in a Medicare Advantage Plan <u>not</u> accepted by Kelsey-Seybold Clinic, you will need to enroll in a plan accepted by Kelsey-Seybold Clinic to continue care with your provider after September 30, 2023.</p> <ul style="list-style-type: none"> • If you reside in an eligible county, you can enroll in a Kelsey-Care Advantage plan (effective the 1st of the following month). As a 5-star rated plan, Medicare allows KelseyCare Advantage to enroll members continuously throughout the year. Enroll now for an October 1st effective date. There's no need to wait until the fall! Licensed insurance agents will be available onsite Monday – Friday 8 a.m. to 4 p.m. • Enroll in a Medicare Advantage plan accepted at Kelsey-Seybold Clinic if you have a valid election period. For example, if you recently moved to the Huntsville area or experienced another life changing event, you may qualify for a special enrollment period. • If you're unable to enroll in a plan accepted at Kelsey-Seybold, you will need to change care providers effective October 1, 2023. <p>For a list of Medicare Advantage Plans, visit: kelsey-seybold.com/MA, or call 713-442-PLAN (7526).</p> <p>Medicare Advantage plans <u>not</u> accepted at Kelsey-Seybold Clinic include:</p> <ul style="list-style-type: none"> • UnitedHealthcare PPO plans <i>not associated with a retiree sponsored plan such as ERS and TRS</i> • Devoted Medicare Advantage • Humana PPO plans • Cigna Medicare Advantage • Memorial Hermann Medicare Advantage • Baylor Scott & White Medicare • Blue Cross Blue Shield Medicare Advantage
<p>I'm an ERS retiree from the State of Texas in the HealthSelect Medicare Advantage PPO plan administered by United Healthcare.</p>	<p>Kelsey-Seybold Clinic will accept ERS HealthSelect members enrolled in UnitedHealthcare Medicare Advantage PPO plans.</p>
<p>I'm a TRS retiree from the Teachers Retirement System of Texas enrolled in TRS-Care Medicare Advantage PPO administered by United Healthcare.</p>	<p>Kelsey-Seybold Clinic will accept TRS Care members enrolled in UnitedHealthcare Medicare Advantage PPO plans.</p>

HUNTSVILLE PEDIATRIC & ADULT MEDICINE PATIENTS SUPPORTING FAQ

Q: Which Huntsville Pediatric & Adult Medicine providers joined Kelsey-Seybold Clinic?

A: Micah Bosley, MD, Victor Hsiao, MD, John Knight MD, Megan Powell, MD, Glenda Read, MD, Lowell Rollins, MD, Jayne Schulte, MD, and Susan McCormick, PA-C.

Providers not joining Kelsey-Seybold Clinic are Greg McKeever, MD, and Trey Young, MD.

Q: Which health insurance plans does Kelsey-Seybold accept?

A: Kelsey-Seybold accepts most major commercial health insurance plans, including Aetna, BlueCross BlueShield, Cigna, and UnitedHealthcare. Kelsey-Seybold Clinic accepts 25+ Medicare Advantage plans, including KelseyCare Advantage, Aetna Medicare Advantage, UnitedHealthcare Medicare Advantage, and WellCare (TexanPlus).

Kelsey-Seybold Clinic does not accept Traditional Medicare, however, there is a one-time exception available for current Huntsville Pediatric & Adult Medicine patients **through July 31, 2024**. After that time, patients will need to be enrolled in a Medicare Advantage plan accepted by Kelsey-Seybold Clinic.

Call 713-442-PLAN (7526) for more information regarding the Medicare Advantage plans accepted by Kelsey-Seybold Clinic. Kelsey-Seybold does not accept Medicaid or CHIP plans.

For a complete list of insurance plans accepted, **please go to kelsey-seybold.com/insurance**.

Q: What if I am in an insurance plan that doesn't participate with Kelsey-Seybold Clinic?

A: If your current insurance plan does not participate with Kelsey-Seybold Clinic, please call one of the numbers below (based on your health plan) to get more information about your options to continue seeing your current provider. For Traditional Medicare and Medicare Advantage plans, please **call 713-442-PLAN (7526)** for assistance.

For questions about your commercial health plan with your employer, you can call your health plan's member services department. The number is usually located on your insurance ID card or on the health plan's website. You may also contact the Kelsey-Seybold Patient Helpline at 713-442-5702 for more information on in-network health plans with Kelsey-Seybold Clinic.

For questions about Medicaid, CHIP, or other plans that don't participate with Kelsey-Seybold Clinic, please **call 713-442-5702**.

Q: Can I enroll in a Medicare Advantage plan accepted by Kelsey-Seybold Clinic prior to the Medicare annual enrollment period (October 15 – December 7, 2023)?

A: There are a few exceptions to enrolling or switching Medicare plans outside of the annual Medicare election/enrollment period. You can switch to a 5-star Medicare Advantage plan all year long. KelseyCare Advantage is a 5-star rated plan for 2023 and can enroll members all year long. To speak with a KelseyCare Advantage representative for more information, **call 713-442-5646** or visit **KelseyCareAdvantage.com**. **Licensed insurance agents will be available onsite Monday – Friday 8 a.m. to 4 p.m.**

You can also enroll in a Medicare Advantage plan (such as Aetna, UnitedHealthcare, or WellCare) if you qualify for a special election period (for example, if you recently moved or had another qualifying “life event”).

Q: Will I need to see only Kelsey-Seybold Clinic specialists in the future?

A: NOTE: In-network specialists are determined by your specific insurance coverage. Check with your insurance carrier to learn more about providers who are in your health plan network.

The Huntsville Clinic is one of 38 current Kelsey-Seybold locations and expands access to convenient, coordinated care for Huntsville patients, residents, and employees. Now, your Huntsville primary care provider can directly coordinate your care with any Kelsey-Seybold specialist in more than 65 medical specialties. Huntsville patients can also schedule appointments with Kelsey-Seybold specialists in more than 35 specialties, including Cardiology, ENT, Dermatology, Endocrinology, Gastroenterology, General Surgery, Neurology, Orthopedics, OBGYN, Pediatrics, Pulmonary Medicine, and Rheumatology at nearby locations in Conroe and The Woodlands.

Depending on your health plan, you can continue to see specialists – Kelsey specialists and non-Kelsey specialists – who are in network with your specific insurance plan.

Q: Will all Kelsey-Seybold providers have access to my medical record and health history?

A: Huntsville Pediatric & Adult Medicine patient records will be integrated with Kelsey-Seybold Clinic’s secure electronic medical record system. This means you can see any Kelsey-Seybold provider, at any location, and your health history and medical record will be available to them. Your medical records remain completely confidential.

Q: How do I get my medical record or have my medical record transferred to another physician?

A: If you wish to see a doctor outside of Kelsey-Seybold Clinic, you can request that your medical records be transferred. To request a transfer, **please contact 936-295-8000**.

Q: If I have an issue or question in the future, who should I call at Kelsey-Seybold Clinic?

A: You can visit kelsey-seybold.com for a list of phone numbers and contacts based on your questions/inquiry.

Kelsey-Seybold Clinic Important Numbers:

- Appointment Scheduling: **936-295-8000**
- Billing/Central Business Office: 713-442-5500 (Mon. – Fri., 8 a.m. to 5 p.m.)
- MyKelseyOnline Health Portal Help Center: 713-442-6565 (7 Days a Week, 7 a.m. to 9 p.m.)
- General Medicare Advantage questions: **713-442-PLAN (7526)**
- Questions about KelseyCare Advantage 5-Star Medicare Advantage Plan: **713-442-5646** or visit KelseyCareAdvantage.com
- General Patient Helpline: 713-442-5702 (Mon. – Fri., 8 a.m. to 5 p.m.)