

FAQ: KELSEY-SEYBOLD CLINIC AND BCBSTX IN-NETWORK PLANS

- 1. What BCBS plans will be accepted at Kelsey-Seybold Clinic?**
 - a. Kelsey-Seybold Clinic in network for BCBS Blue Choice PPO and Blue Essentials HMO.
 - b. Kelsey-Seybold will not participate in the following BCBSTX plans: Blue Premier, Blue High-Performance network, as well as Marketplace plans: My Blue Health, and Blue Advantage HMO. Additionally, Kelsey-Seybold will not participate in any of the Medicare products offered by BCBSTX.

- 2. When will the BCBS PPO members have in-network access to Kelsey-Seybold Clinic?**
 - a. All BCBS Blue Choice PPO and Blue Essential HMO health plan members will have access to Kelsey-Seybold Clinic as an in-network provider beginning January 1, 2020.

- 3. Who can help me select a Primary Care Physician or specialty provider?**
 - a. We encourage new patients to visit our website and view physician bios and their videos. Appointments can be made 24/7 by calling our Contact Center at 713-442-0000 or with a primary care physician online at [Kelsey-seybold.com/ANOW](https://kelsey-seybold.com/ANOW). Patients who would prefer to receive a recommendation for specific physicians in our more than 55 medical specialties can call the Patient Help Line to get personalized help choosing a physician and location at 713-442-1233 Monday – Friday 8 a.m. to 5 p.m.

- 4. Will I be able to use the labs/LabCorp facilities at Kelsey-Seybold Clinic locations now and remain in network?**
 - a. Yes, if you get lab services inside a Kelsey-Seybold Clinic location, your lab testing will be considered in-network. Your Kelsey-Seybold physician will electronically send your lab orders to a Kelsey-Seybold Clinic of your choice.

- 5. I have been getting my Mammograms/Radiology work at another non-Kelsey-Seybold location. Can you put in the order there so I can get my test(s) done?**
 - a. Your Kelsey-Seybold doctor can place your radiology order for your tests using our Kelsey-Seybold Radiology lab services. This will be a more efficient process, as we can fast-track and manage test results and respond promptly if further testing is needed. Your test results will be available on your MyKelseyOnline account. Your Radiology tests at Kelsey-Seybold are in network.

6. How can I transfer my medical records to Kelsey-Seybold?

- a. You can download the Release of Information form found on our website at: <https://www.kelsey-seybold.com/documents/release-of-information.pdf> and follow the instructions on the form to submit your request. You can also call Kelsey-Seybold's Medical Records department at 713-442-5700.

7. Can I book an appointment now, or do I need to wait until January 1 to schedule?

- a. You can schedule now! BCBS health plan members in participating plans effective January 1, 2020 are welcome to call or go online to schedule their appointments for January 1 or later.
- b. You can contact our 24-hour Contact Center at 713-442-0000, or go to Kelsey-seybold.com/ANOW to schedule a primary care (Family Medicine, Internal Medicine or Pediatric) appointment.

8. Can I use my old MyKelseyOnline account?

- a. If you have been a Kelsey-Seybold patient registered with MyKelseyOnline, your account has remained active. You will need to use the User ID and Password you set up previously to log in.
- b. If you don't remember your log-in information, we first recommend you:
 - i. Go to www.mykelseyonline.com
 - ii. Select "Forgot User Name" or "Forgot Password" on the right-hand side under the sign-in form, and follow the steps and prompts to reset your log-in information.
 - iii. If you are still unable to log in, please contact the MKO Help Line at 713-442-6565. The help line is open Monday – Friday, 7a.m. – 9 p.m. and Saturday – Sunday 7a.m. – 7 p.m.
- c. MyKelseyOnline and the MyChart App have great features/conveniences that allow you to schedule online, email with your doctor's office, eCheck-in at some locations, and more!