

Employer Sponsored Health Plans with Spira Care

Questions
About Spira Care?

VISIT

SpiraCare.com

CALL

913-29-SPIRA (77472)

VIRTUAL TOUR

SpiraCare.com/TOUR



Kansas City



SPIRA CARE™

SpiraCare.com



Blue KC is proud to offer health plans with exclusive access to Spira Care Centers located across the Kansas City Metro Area.

Experience the difference advanced primary care can make. Blue Cross and Blue Shield of Kansas City (Blue KC) is the local healthcare leader putting members first, while transforming how healthcare is designed, delivered and experienced.

We're proud to offer Blue KC members health plans with exclusive access to Spira Care Centers, where we bring healthcare and coverage together to put you at the center of everything. It's advanced primary care for newborns, infants, children, adolescents, adults and seniors that gives you easy, convenient access to the advanced primary care services you need—and the time you need with your physician and your Care Team.

"Spira Care gives patients the time and access to the care they need and creates a system for doctors that's designed to foster relationships with their patients and provide better care."

– Spira Care Provider



Who's eligible?

To be eligible, you must enroll in a Blue KC health plan that includes exclusive access to Spira Care Centers.

What if I have care needs outside of Spira Care?

Spira Care Centers can serve your advanced primary care needs, but don't forget you also have access to your plan's network for things like specialty care. Services beyond Spira Care (for example a visit to a specialist or an emergency room) are subject to your plan's deductible.

**Advanced
Primary Care is
Right Around
the Corner**

What does Spira Care charge?

If you are enrolled in a Blue KC health plan with exclusive access to Spira Care Centers...	...without a Health Savings Account	... you will incur no additional cost for appointments or services at Spira Care Centers.	No additional cost means you will not be billed for any appointments or services at Spira Care Centers.
	...with a Health Savings Account	...you will incur low additional cost for appointments and services at Spira Care Centers.	Low additional cost means you will be billed \$60* for appointments and services at Spira Care Centers until your Out-of-Pocket Max is met. Once you reach your Out-of-Pocket Max, you will incur no additional cost for appointments and services at Spira Care Centers. Preventive services are covered at 100%. Please note: You will receive a bill after each appointment until your Out-of-Pocket Max is met. You can submit payment online or by mail. <small>*Subject to change.</small>

Kansas City Metro Locations for Spira Care Centers

Learn more about these locations, including extended hours and meet the Care Teams, at [SpiraCare.com](https://www.SpiraCare.com).



Spira Care Crossroads

1916 Grand Boulevard
Kansas City, MO 64108

Spira Care Independence

3717 S Whitney Avenue
Independence, MO 64055

Spira Care Lee's Summit

760 NW Blue Parkway
Lee's Summit, MO 64086

Spira Care Liberty

8350 N Church Road
Kansas City, MO 64158

Spira Care Olathe

15710 W 135th Street, Suite 200
Olathe, KS 66062

Spira Care Overland Park

7341 W 133rd Street
Overland Park, KS 66213

Spira Care Shawnee

10824 Shawnee Mission Parkway
Shawnee, KS 66203

Spira Care Tiffany Springs

8765 N Ambassador Drive
Kansas City, MO 64154

Spira Care Wyandotte

9800 Troup Avenue
Kansas City, KS 66111

Q: How do I know if Spira Care is right for me?

A: This offering is crafted for members looking to simplify and personalize their healthcare experience. If you and your family's health needs in the next year will largely fall within primary care, including routine labs, digital x-rays and routine behavioral health consultations, you can enjoy the peace of mind that comes with choosing a plan with Spira Care, where you'll have the support of a Care Team and assistance with any services needed outside the Care Center and in your plan's network.

Q: Are prescription services offered at Spira Care?

A: We do not have an on-site pharmacy or on-site prescription drug services. If part of your treatment plan includes a prescription medication we will

facilitate prescription services through convenient mail order or at your preferred pharmacy at your regular cost-sharing level.

Q: Where can I go for needs beyond what is offered at Spira Care, like specialty care or emergency situations?

A: Outside of Spira Care Centers you will have access to your plan's network for things like a visit to a specialist or an emergency room where costs are subject to your plan's deductible. It is important for you to understand what hospitals and specialists are in-network based on your plan and costs associated with those services. Please refer to your Summary of Coverage and Benefits available at [MyBlueKC.com](https://www.MyBlueKC.com).

We have a wide range of advanced primary care services for newborns, infants, children, adolescents, adults and seniors.

Advanced Primary Care

Our Care Teams practice family medicine managing common and long-term illnesses, focusing on overall health and well-being. This includes disease prevention, health maintenance, behavioral health consultations, member education, diagnosis and treatment of acute and chronic illness.

Behavioral Health Consultations

On-site behavioral health clinicians provide support for things like stress, depression and anxiety. Clinicians also help patients manage underlying behavioral health challenges that accompany chronic medical conditions like diabetes, hypertension and chronic pain, among others.

Chronic Medical Condition Management

Care and support for a condition like diabetes or heart disease - providing the medical and behavioral care, knowledge, skills and resources to help you better manage your disease and improve your quality of life.

Comprehensive Medication Management (CMM)

CMM is an innovative, patient-centered approach assessing a patient's medications to help ensure they are appropriate, effective, safe given other health conditions and medications being taken, and accessible. CMM also includes integrated healthcare services by pharmacists developing long-term relationships with patients and practicing in the context of family and community.

Diabetes Education and Health Coaching

Diabetes care specialists and health coaches will support and advocate for you, help you achieve individualized goals and optimize your health outcomes.

Digital X-Rays

Digital x-ray services* to all patients for their primary care needs and as ordered by your Spira Care provider. This service is offered at all Spira Care Center locations except Lee's Summit and Liberty.

Injuries

Treatment of lacerations and musculoskeletal injuries.**

Immunizations

Spira Care Teams administer a wide range of CDC-recommended immunizations* for newborns, infants, children, adolescents, adults and seniors.

Routine Lab Draws

Spira Care Centers offer laboratory services* at each location. On-site laboratory services are available to all patients for their primary care needs and as ordered by your Spira Care provider.

Routine Preventive Care

Includes routine wellness exams, screenings, behavioral health consultations and immunizations intended to prevent or avoid illness or other health problems.

Sick Care

Available for needs like the flu, sore throat, urinary tract infection, ear pain and pink eye. If you have a sick care need, you can call to speak to the Triage Nurse about your symptoms and to inquire about a same- or next-day appointment.

A medical answering service is available to patients after hours and can connect you to the on-call provider as needed.

* If your Care Center does not offer x-ray service on-site, your Care Team will schedule an appointment at a Spira Care Center that does. We do not accept or facilitate orders from providers outside of Spira Care Centers. All services provided at Spira Care Centers are based on your primary care needs only and must be ordered by a member of the Spira Care Team. This includes digital x-rays, routine labs and immunizations. Orders by a specialist or someone outside of the Care Center cannot be completed or fulfilled at Spira Care Centers.

**Your health coverage through any of the Blue KC plans cannot be used for an on-the-job or work-related injury or illness.

We put you at the center of everything we do.



We Look At The Whole Person

We foster a partnership between you and your Care Team of doctors, physician assistants, nurse practitioners, behavioral health consultants and more. We treat you as an individual, not a set of symptoms. We take the time to listen, not rushing you in and out.

It's about supporting your health with an array of advanced primary care services under one roof.

It's called advanced primary care. And it's a better healthcare experience.



Spira Care is team-based care.

Along with doctors, physician assistants and nurse practitioners, you have a Care Team to help you with condition management, healthy eating, sleep, self-care and more. It's all about treating the whole person and working together to help you reach your health goals.

Spira Care Centers have a variety of ways to care for patients including **in-person**, **virtual**, and **telephonic** appointments with Spira Care providers.

Appointments are required for all care needs at Spira Care Centers.

A Care Team on Your Side	The Results Can Be Life-Changing
<p>Physicians, Physician Assistants, Nurse Practitioners for routine preventive care, wellness visits and treatment of illness.</p>	<ul style="list-style-type: none"> • Routine preventive care • Chronic medical condition management • Treatment of illness
<p>Behavioral Health Consultants help you address stress, depression and anxiety. Clinicians also help patients manage underlying behavioral health challenges that accompany chronic medical conditions like diabetes, hypertension and chronic pain, among others.</p> <p>If you have a behavioral healthcare need most appropriate for Specialty Behavioral Health we will help patients identify in-network behavioral health services. Costs for these in-network services apply to your cost share.</p>	<ul style="list-style-type: none"> • Stress/resilience • Depression • Anxiety • Substance use • Psychosocial, motivational and medical concerns • Life transitions • Tobacco cessation • Sleep • Relationships • Adjusting to medical conditions • Referrals as needed
<p>Health Coaches partnering with you to help enhance your overall health and well-being.</p>	<ul style="list-style-type: none"> • Overall health and well-being • Physical activity and exercise goals • Self-care • Healthy eating
<p>Diabetes Care Specialists to inform, support and advocate for you, while helping you reach treatment goals and self-manage or prevent diabetes.</p>	<ul style="list-style-type: none"> • Reach individualized treatment goals • Build the skills and confidence to self-manage diabetes
<p>Care Guides to help you through your health journey and answer questions about benefits, cost and care management.</p>	<ul style="list-style-type: none"> • Coordinate care • Answer questions • Explain benefits
<p>Ambulatory Care Pharmacist to support providers and empower patients to achieve their health goals, optimize their medications, and proactively manage each patient's treatment plan collaboratively with their provider in the primary care setting.</p>	<ul style="list-style-type: none"> • Works side-by-side with Care Team • Guides transitions of care for patients who have been hospitalized • Helps ensure medications prescribed are safe, effective, and affordable for each patient's unique needs, proactively manages potential medication interactions, side effects, and collaborates with the patient's Care Team to meet their health and wellness goals.

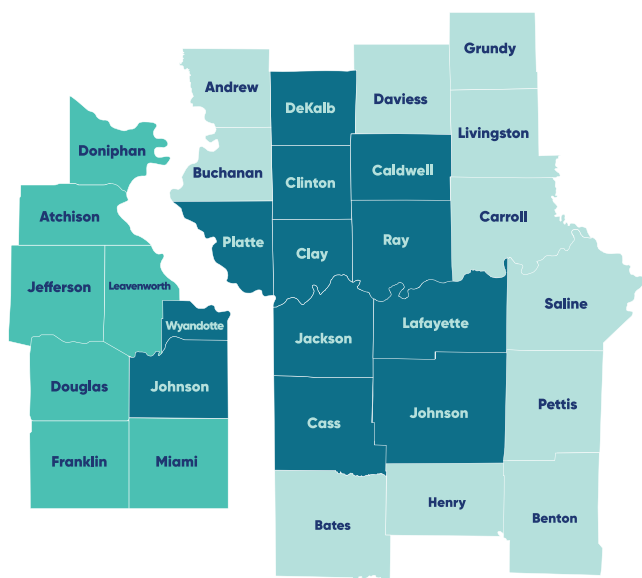
You also have access to your plan's network.

While your primary care needs can be handled at your Spira Care Center, we recognize that certain circumstances call for outside care – like seeing a specialist, specialty behavioral health support or being admitted to a hospital.

For needs outside of a Care Center, you will have access to the **BlueSelect Plus** network within the Kansas City metro area and the nationwide **BlueCard network** for care when traveling outside your service area. Costs for services in your plan's network or the nationwide BlueCard network applies toward your annual deductible. It is important to understand if your plan is on an **EPO** or **PPO** insurance model. Ask your human resources representative or look on your member ID card.

BlueSelect Plus is a select network of health care providers specially designed to provide affordable access to quality care in and around the metro area. Using the BlueSelect Plus network, members can seek care from more than **4,100 providers** and **16 hospitals** primarily located in these twelve (12) counties:

- **Missouri:** Clay, Jackson, Platte, Cass, Clinton, DeKalb, Johnson, Lafayette, Ray and Caldwell
- **Kansas:** Johnson and Wyandotte



These hospitals are included in the **BlueSelect Plus Network:**

Advent Health College Boulevard
Advent Health Shawnee Mission
Advent Health South Overland Park
Cameron Regional Medical Center
Children's Mercy Hospital
Children's Mercy Hospital – South
Liberty Hospital
North Kansas City Hospital
Olathe Medical Center
Providence Medical Center
St. Joseph Medical Center
St. Mary's Medical Center
University Health Truman Medical Center
University Health Lakewood Medical Center
University of Kansas Health System
Western Missouri Medical Center

All other hospitals in Blue KC's service area are considered out-of-network.

Questions?

Call Spira Care at **913-29-SPIRA (77472)**. Our Care Guides can assist you in finding in-network providers.



Meet the Spira Care Teams at [SpiraCare.com](https://www.SpiraCare.com) or call Spira Care at **913-29-SPIRA (77472)** for more information.

BlueSelect Plus Network and BlueCard Network



EPO & PPO Differences

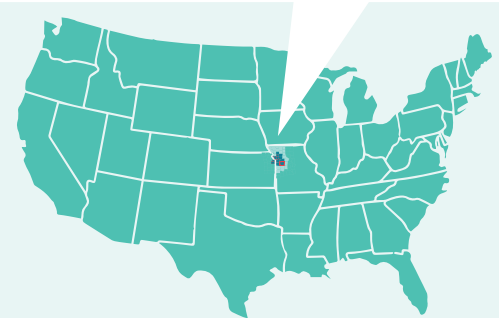
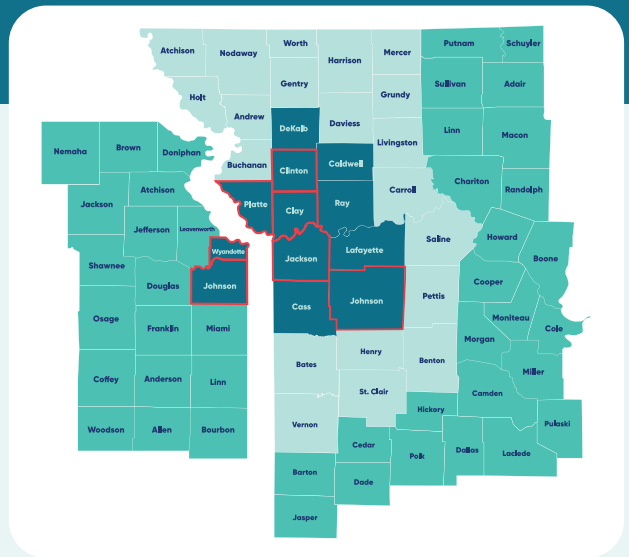
BlueSelect Plus Network: Provides in-network coverage in the dark blue areas of the map. Costs apply toward your annual deductible.

Hospitals located in the BlueSelect Plus network are located in the seven counties outlined in red (excludes HCA and St. Luke's). Costs apply toward your annual deductible.

BlueCard: Offers coverage nationwide, including counties in dark green on the map. Costs apply toward your annual deductible.

Visit MyBlueKC.com to see in-network providers for our medical plans. Simply click Find Care. You will then be prompted to enter information found on your member ID card.

Out-of-Network: The areas in light green are out-of-network.



Questions? Call Spira Care at **913-29-SPIRA (77472)**. Our Care Guides can assist you in finding in-network providers.

<p>BlueSelect Plus Network: When receiving care in the BlueSelect Plus network.</p> <p>See your member ID card to determine if you are on an EPO or PPO plan type.</p>	<p>You have in-network coverage when using any of the 4,100+ providers and 16 hospitals in the network. Important note: All other hospitals (and their providers) in the Kansas City metro area that are not in the BlueSelect Plus network are considered out-of-network. ‡ Emergency services are always covered at the in-network cost share. Cost applies toward your annual deductible.</p>
<p>BlueCard: When receiving care in the BlueCard network.</p>	<p>You have access to the BlueCard network which offers coverage nationwide, including counties in dark blue on the map. Cost applies toward your annual deductible.</p>

+Key Difference:	EPO Plan Type	PPO Plan Type
<p>Out-of-Network: When receiving care outside the BlueSelect Plus network within the 32-county Blue KC service area.</p>	<p>EPO: No coverage out-of-network except for emergency services. You will be responsible for 100% of costs associated with any care received out of network.</p>	<p>PPO: Your extended out-of-network benefits provide some coverage, but higher-out-of-pocket costs will apply.</p>

Members enrolled in **Exclusive Provider Organization (EPO)** insurance plans **must receive all care from in-network providers** (BlueSelect Plus network in the Kansas City area or BlueCard network outside the 32-county service area) except for emergency services. **Non-emergency services received out-of-network will not be covered and the member will be billed in full.**

Members enrolled in **Preferred Provider Organization (PPO)** insurance plans are **encouraged to receive care from in-network providers** (BlueSelect Plus network in the Kansas City area or BlueCard network outside the 32-county service area) but have the option to receive care from out-of-network providers at a higher cost.

*Out-of-network benefits are subject to the plan's allowable charge. Out-of-network providers may bill the member for the remaining balance if they are enrolled in a PPO plan. Members with EPO plans receive no out-of-network coverage except for emergency services and will be billed in full.



Kansas City



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