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. *Subject to change.

Just Around the Corner

SPIRA CARE™

Kansas City Metro Locations for Spira Care Centers

Learn more about these locations, including extended hours and meet the Care Teams, at **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**.

We Look At The Whole Person

SPIRA CARE™

We put you at the center of everything we do.

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.

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.

You're Part of a Team

SPIRA CARE™

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
Physicians, Physician Assistants, Nurse Practitioners for routine preventive care, wellness visits and treatment of illness.	• Routine preventive care • Chronic medical condition management • Treatment of illness
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. 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.	• Stress/resilience • Depression • Anxiety • Substance use • Psychosocial, motivational and medical concerns • Life transitions • Tobacco cessation • Sleep • Relationships • Adjusting to medical conditions • Referrals as needed
Health Coaches partnering with you to help enhance your overall health and well-being.	• Overall health and well-being • Physical activity and exercise goals • Self-care • Healthy eating
Diabetes Care Specialists to inform, support and advocate for you, while helping you reach treatment goals and self-manage or prevent diabetes.	• Reach individualized treatment goals • Build the skills and confidence to self-manage diabetes
Care Guides to help you through your health journey and answer questions about benefits, cost and care management.	• Coordinate care • Answer questions • Explain benefits
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.	• 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.

Seamless. Personal.

SPIRA CARE™

We've created distinct and simple Blue KC health plans that include exclusive access to Spira Care Centers to support you and your family's unique advanced primary care needs. **It is important to understand what plan(s) your employer is offering**.

1. Blue KC Health Plan PPO with Spira Care without a Health Savings Account

$0 **Spira Care Centers**
No cost

$$ **BlueSelect Plus Network**
Costs apply to your deductible

$$ **BlueCard Network**
Costs apply to your deductible

$$$$ **Out-of-Network**
Option to receive care at a higher cost

2. Blue KC Health Plan EPO with Spira Care without a Health Savings Account

$0 **Spira Care Centers**
No cost

$$ **BlueSelect Plus Network**
Costs apply to your deductible

$$ **BlueCard Network**
Costs apply to your deductible

X **Out-of-Network**
No out-of-network coverage except emergency services

3. Blue KC Health Plan PPO with Spira Care with a Health Savings Account

$ **Spira Care Centers**
Affordable charge for non-preventive services until out-of-pocket deductible is met

$$ **BlueSelect Plus Network**
Costs apply to your deductible

$$ **BlueCard Network**
Costs apply to your deductible

$$$$ **Out-of-Network**
Option to receive care at a higher cost

4. Blue KC Health Plan EPO with Spira Care with a Health Savings Account

$ **Spira Care Centers**
Affordable charge for non-preventive services until out-of-pocket deductible is met

$$ **BlueSelect Plus Network**
Costs apply to your deductible

$$ **BlueCard Network**
Costs apply to your deductible

X **Out-of-Network**
No out-of-network coverage except emergency services

Exclusive Provider Organization (EPO): **Members 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. **Nonemergency services received out-of-network will not be covered**.

Preferred Provider Organization (PPO): Members 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.

Take a virtual tour at **SpiraCare.com/TOUR**

Learn more about our Care Teams and specific location hours at **SpiraCare.com.**

Quinn

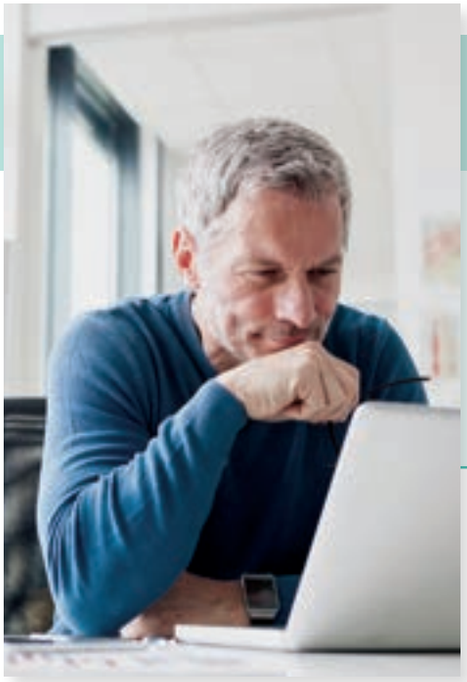
Age 35

Blue KC Plan: Enrolled in a Blue KC plan (without a Health Savings Account) with exclusive access to Spira Care Centers.

Spira Care Centers: No additional costs for primary care services at Spira Care Centers.

Her plan's network: Costs apply towards her annual deductible.

- Quinn receives all her primary care services at a Spira Care Center. That means ongoing well-woman care and nutrition recommendations as well as brief check-ins with a behavioral health consultant to talk about how to manage stress while juggling a full calendar at work and at home.
- Quinn's children also use Spira Care Centers and have been seen for strep throat, for x-rays following her daughter's soccer injury and for their immunizations.
- The convenience of the "no additional cost" services at Spira Care Centers make this the right fit for Quinn and her family.
- If anyone needs to see a specialist, they have the support of their plan's network where costs are applied toward an annual deductible.
- Quinn often talks with a Care Guide about any care and benefit questions that come up throughout the year.
- Quinn loves the peace of mind that her Spira Care Center provides.



Dave

Age 58

Blue KC Plan: Enrolled in a Blue KC plan (without a Health Savings Account) with exclusive access to Spira Care Centers.

Spira Care Centers: No additional costs for primary care services at Spira Care Centers.

His plan's network: Costs apply towards his annual deductible.

- Dave was recently diagnosed with heart disease. With Spira Care, he has access to a Care Guide to answer his questions about primary care and his chronic medical condition care needs.
- Dave meets with his primary care doctor and the behavioral health consultant at his Spira Care Center for brief check-ins to better manage his heart disease and help handling the stress that comes with his diagnosis.
- These services are at no additional cost and any specialty appointments scheduled throughout the year with an in-network specialist are applied toward a simple, annual deductible.

Depictions of members on this page are representative of actual member experiences but are fictional members for descriptive purposes only.

Jason

Age 45

Blue KC Plan: Enrolled in a Blue KC plan (with a Health Savings Account) with exclusive access to Spira Care Centers.

Spira Care Centers: Low additional cost for primary care services at Spria Care Centers. That means Jason will have an affordable charge and be billed for primary care services at Spira Care Centers until his deductible is met. Preventive services covered at 100%.

His plan's network: Costs apply towards his annual deductible.

- Jason recently took on greater responsibilities at work and loves the fact that he doesn't have to worry about budgeting for his primary care services with Spira Care and his Health Savings Account (HSA).
- He uses his HSA to pay for qualified medical expenses, including an affordable charge for any appointment at a Spira Care Center.
- Jason's preventive care services are still covered at 100 percent and once he has met his deductible, any future primary care needs at a Spira Care Center are at no additional costs.
- Jason's schedule is busy with work, so he appreciates the flexibility of the Care Centers' extended hours for appointments.

Tina

Age 29

Blue KC Plan: Enrolled in a Blue KC plan (with a Health Savings Account) with exclusive access to Spira Care Centers.

Spira Care Centers: Low additional cost for primary care services at Spria Care Centers. That means Tina will have an affordable charge and be billed for primary care services at Spira Care Centers until her deductible is met. Preventive services covered at 100%.

Her plan's network: Costs apply towards her annual deductible.

- Tina's employer makes a one-time contribution to her Health Savings Account (HSA) and she can designate a monthly pre-tax contribution to help pay for healthcare needs.
- Tina and her family's (husband and two children) preventive visits are covered at 100 percent.
- Tina's husband manages his diabetes by meeting with the Spira Care Team several times a year, with an affordable charge per visit. Any routine labs or tests ordered from those visits are included and can be done at the Spira Care Center.
- Tina finds Spira Care Centers convenient, simple to use and supportive of her family's healthcare needs.

Depictions of members on this page are representative of actual member experiences but are fictional members for descriptive purposes only.

You Also Have Access to Your Plan's Network

SPIRA CARE™

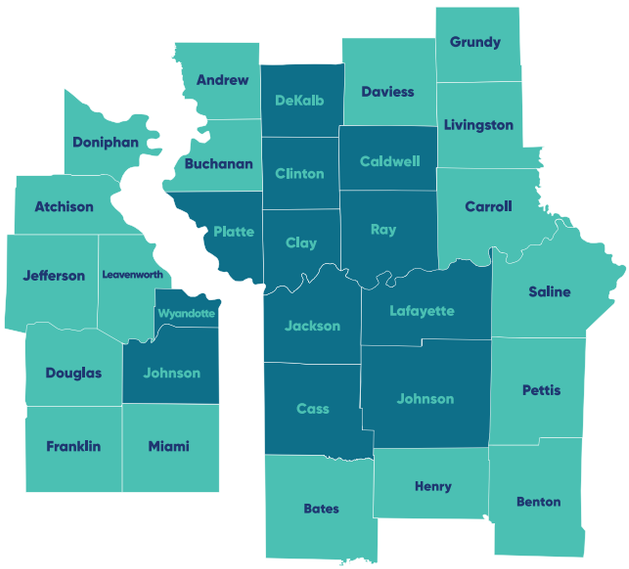
BlueSelect Plus Network

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.

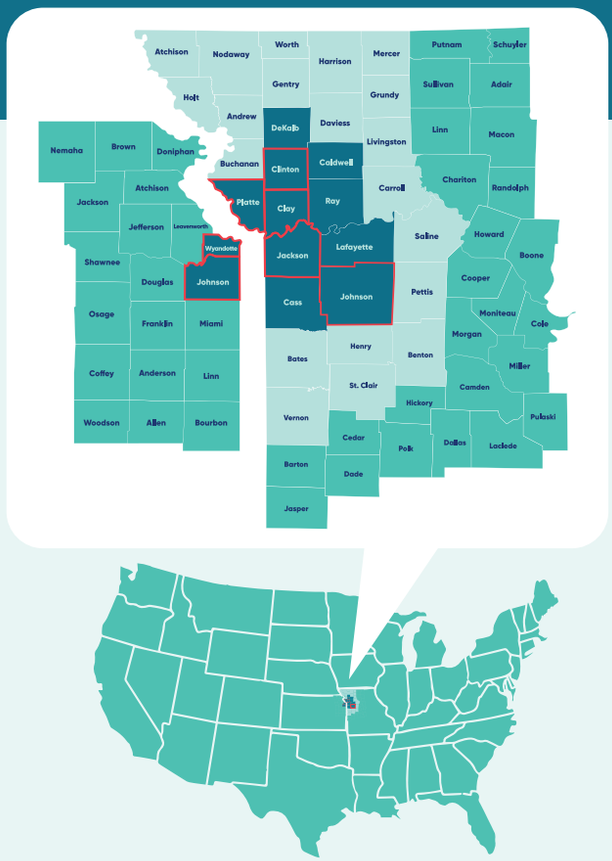
Questions?

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** 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.

BlueSelect Plus Network: When receiving care in the BlueSelect Plus network. See your member ID card to determine if you are on an EPO or PPO plan type.	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.
BlueCard: When receiving care in the BlueCard network.	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.

†Key Difference:	EPO Plan Type	PPO Plan Type
Out-of-Network: When receiving care outside the BlueSelect Plus network within the 32-county Blue KC service area.	**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.	**PPO: Your extended out-of-network benefits provide some coverage, but higher-out-of-pocket costs will apply.**

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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