



CARE LIVES HERE

BLUE KC ACA INDIVIDUAL & FAMILY PLANS
WITH ACCESS TO SPIRA CARE



Kansas City



SPIRA CARE™



lower cost quality care simplified experience

Bringing care back to healthcare

Blue KC offers ACA Individual and Family plans with exclusive access to Spira Care, combines integrated primary care and coverage in one place, simplifying the healthcare experience to make it more personal and affordable.

Blue KC members enrolled in Spira Care have access to convenient Care Centers located across the metro area, the expertise of our Care Guides to help them on their health journey, and all the benefits of the Blue Select or Blue Select Plus network.

SPIRA CARE CENTERS OFFER:

INTEGRATED PRIMARY CARE



Routine
Preventive Care



Adult & Pediatric
Primary Care



Chronic Condition
Management



Patient Wellness
Follow-Ups



Behavioral Health
Consultation



Digital X-Rays*



Routine Lab
Draws



Health Coaches
On-Site

*X-rays are available at select locations only, must be ordered by a Spira Care provider and are at no additional cost to members.

CONVENIENT BENEFITS



A Select Number of
Generic Prescriptions**
Filled On-Site



Referrals & Scheduling for
In-Network Specialists



Support in Understanding
Your Plan's Network



Extended Hours for
Appointments



Online Appointment
Scheduling



Virtual Care and Online
Communication with
Your Care Team

**On-site prescription services for a select and limited number of the top generic prescriptions at your regular copay or deductible level.

All services and benefits provided at Spira Care Centers are based on your primary care needs only and must be ordered by a member of the Care Team. This includes digital X-rays, routine lab draws and prescriptions. Orders by a specialist or someone outside of the Care Center cannot be done or fulfilled at Spira Care.

Care at every step.

Spira Care combines primary care and health insurance into a single offering where members have access to Care Centers designed to deliver personal primary care and coordinate wellness, sick and ongoing care needs. Learn more about what's offered at our Care Centers below.

Appointments Can Be Made for the Following Types of Care Needs:

Primary Care

Our Care Teams practice family medicine, managing common and long-term illnesses in children and adults, 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 illnesses.

Routine Preventive Care

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

Chronic Condition Management

Integrated care and support to assist members (with a chronic condition like diabetes or heart disease) with the medical and behavioral care, knowledge, skills and resources they need to better manage their disease daily and to improve their quality of life.

Sick Care

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

Convenient Services and Benefits Offered:



Behavioral Health Consultations

Designed to help you understand your medical conditions, we provide brief and focused interventions for members as well as consultation sessions where both a medical provider and behavioral health clinician work with you in tandem. If you have an ongoing or long-term behavioral health need (such as therapy), we can work with you to identify a provider in your plan's network.

Select Generic Prescriptions Filled On-Site

Spira Care offers the convenience of on-site service for a limited number of select generic prescriptions. This service is intended to get you started on your medication as soon as possible based on a primary care need discussed in your visit. These prescriptions are offered at your regular copay or deductible level and can be paid for using a credit card and picked up during your appointment. Any refills will be set up through convenient mail order or at your preferred pharmacy.

Routine Lab Draws

We offer routine lab services for primary care needs at all Care Center locations as ordered by a Spira Care provider.

Digital X-Rays*

Select Spira Care Centers (Crossroads, Olathe, Overland Park, Shawnee, Tiffany Springs and Wyandotte) offer digital X-ray services. If your Spira Care provider orders X-rays for you and your Care Center does not offer this service, your Care Team will schedule a time at a Care Center that does.

Routine labs and X-rays taken at a Spira Care Center are done based on a primary care need and ordered from a Spira Care provider only. We do not accept or facilitate orders from providers outside a Spira Care Center.

Access to Care Guides

Care Guides are personal guides, many with nursing and benefit backgrounds, to support you on your health journey. They can help you schedule specialty care needs outside your Care Center and explain benefits. Now you have a single point of contact for both care and coverage questions to help you find the right place, right time and right people to help you on your health journey. It truly is care with you at the center.

Health Coaches

Health Coaches facilitate the process of behavior change and help members move closer to their wellness vision by co-creating a personalized and strategic action plan. Through coaching, members are empowered to initiate change and set personally motivating session goals to address a variety of concerns such as stress, exercise, nutrition, sleep or work-life balance.

Seamless. Personal. Primary Care.

Wherever you are on your health journey, Spira Care is in your corner. We've created Spira Care options to support you and your family's unique primary care needs. Visit SpiraCare.com to learn more.



Quinn's Care



At the Care Center: Adult & Pediatric Primary Care, Referrals & Scheduling for In-Network Specialists, Digital X-Rays

QUINN

Enrolled in Spira Care

Age 35
Training for a marathon
Mother of two

Quinn receives all-in-one personal primary care at Spira Care. That means ongoing well-woman care and nutrition recommendations, as well as strep throat tests for her son and X-rays after her daughter's soccer injury. And, thanks to Spira Care's inviting waiting area full of books and snacks, her young family loves how welcome they feel during their Care Center visits.

She still has the option to take her son to his ear, nose and throat specialist for his allergy needs, and these visits are applied toward a simple annual deductible. The convenience of the "no additional cost" Care Center visits combined with the flexibility of her plan's network makes Spira Care the ideal choice for Quinn and her family.



DAVE

Enrolled in Spira Care

Age 58

Recently diagnosed with heart disease

Little experience with insurance

With Spira Care, Dave has access to a Care Guide to answer his questions about primary and chronic condition care needs. Dave meets with his primary care doctor and the behavioral health consultant for brief check-ins to better manage his heart disease and learn how to handle 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.

Dave's Care



At the Care Center: Adult Primary Care, Behavioral Health Consultations, Routine Lab Draws, Referrals & Scheduling for In-Network Specialists

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 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: What prescriptions are filled at Spira Care?

A: Spira Care offers the convenience of on-site prescription services for a limited number of select generic prescriptions. This service is intended to get you started on your medication as soon as possible based on a primary care need discussed in your visit. These prescriptions are offered at your regular copay or deductible level and can be paid for using a credit card and picked up during your appointment. Any refills will be set up through convenient mail order or at your preferred pharmacy.

Q: What about prescriptions that can't be filled at Spira Care?

A: If you are written a prescription by a Spira Care physician that cannot be filled at a Spira Care Center, the Care Team will facilitate prescription services through convenient mail order or at your preferred pharmacy at your regular cost-sharing level. We only fill prescriptions ordered by Spira Care physicians.

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

A: You have access to your plan's network. Services outside of Spira Care (for example, a visit to urgent care, specialist or an emergency room) are subject to a person's plan deductible. Members must receive all care from in-network providers except for emergency services. Non-emergency services received out-of-network will not be covered.

*X-rays are available at select locations only, must be ordered by a Spira Care provider and are at no additional cost to members.



Q: I already have a primary care or pediatric physician I love. Can I still go there?

A: While the plan is ideal for members who utilize the Care Centers, members still have access to all providers in their plan's network (cost applies toward your annual deductible) and Care Guides for care and coverage questions. Many families enjoy the convenient benefits and integrated services offered at Spira Care including adult and pediatric primary care.

Q: Do I need to schedule an appointment or can I walk in? When are the Care Centers open?

A: To ensure the best member experience, you need to schedule an appointment for all care needs. This includes wellness check-ups, physicals, sick care, chronic condition management, immunizations, medical management and refills.

In the event a Care Center is at capacity, we will work with you on an alternative solution such as availability at another Care Center or finding an option in your plan's network (subject to your deductible). Schedules vary by Care Center. Please visit [SpiraCare.com](https://www.SpiraCare.com) for each Care Center's hours of operation.

Q: Are there plans to expand Spira Care and build new Care Centers in the future?

A: Yes, there are plans to expand Spira Care as our membership grows, adding more convenient Care Centers throughout the metro area in both Kansas and Missouri.

"The care was fantastic. My doctor took the time to talk with me. It was so great to get some much-needed questions about my health answered."

- Spira Care Member



"Spira Care is best in class! I have never had a better, more customized experience with a healthcare provider. I felt like a priority and getting to know me was an important expectation of the Care Team."

- Spira Care Member

Blue Cross and Blue Shield of Kansas City provides free aids and services to people with disabilities to communicate effectively with us. Blue KC also provides free language services to people whose primary language is not English. If you need these language services, contact 844-395-7126 (Toll free), or email languagehelp@bluekc.com. For TTY services, please call 711 (Toll free).



Kansas City



SPIRA CARE™

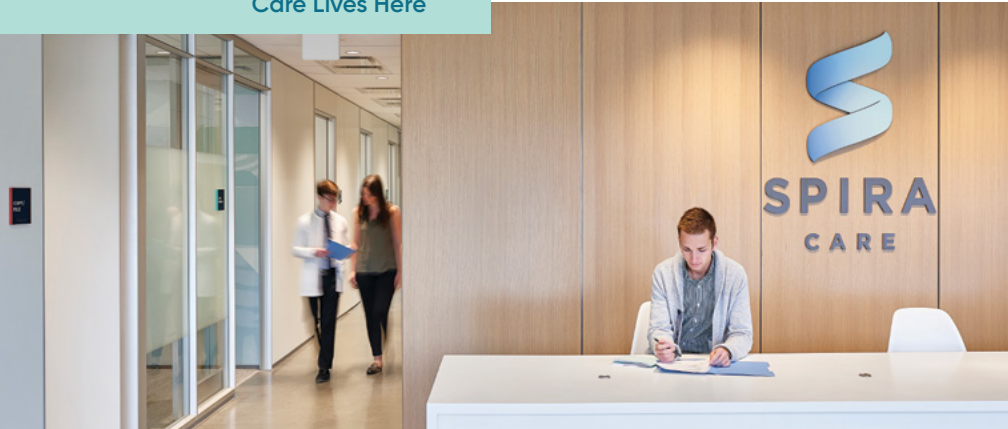
SpiraCare.com

For enrollment questions, contact your broker or Blue KC at 816-395-2672.

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Spira Care Centers

Care Lives Here



THERE'S A SPIRA CARE CENTER NEAR YOU.

Crossroads

1916 Grand Boulevard
Kansas City, MO 64108

Lee's Summit

760 NW Blue Parkway
Lee's Summit, MO 64086

Liberty

8350 N Church Road
Kansas City, MO 64158

Olathe

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

Overland Park

opening late 2020

7341 W 133rd Street
Overland Park, KS 66213

Shawnee

10824 Shawnee Mission Parkway
Shawnee, KS 66203

Tiffany Springs

8765 N Ambassador Drive
Kansas City, MO 64154

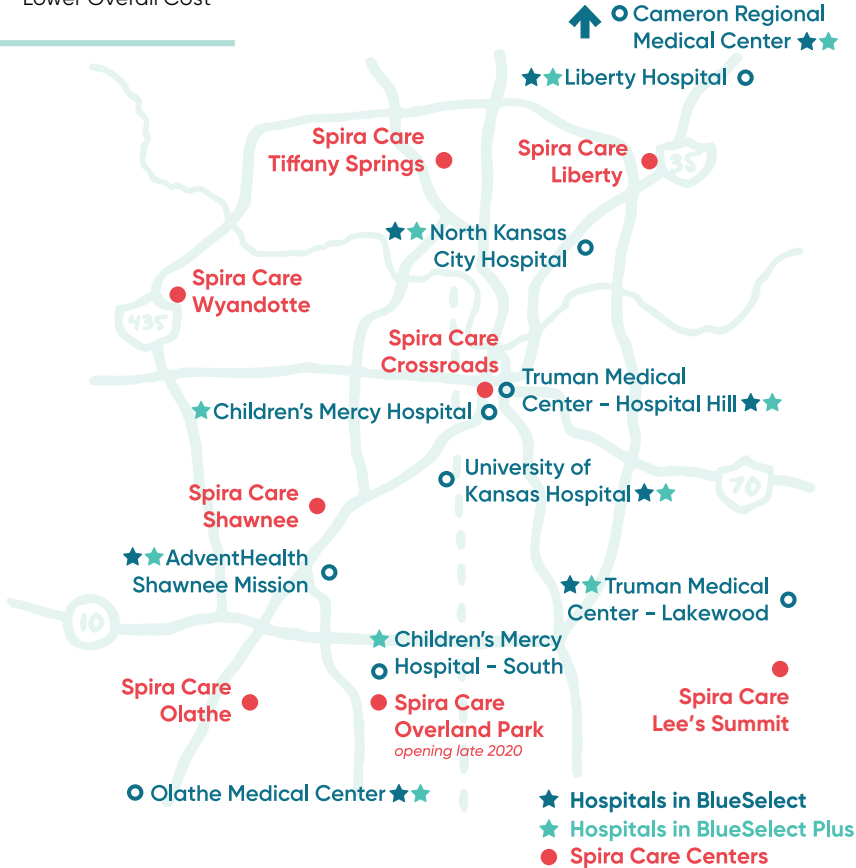
Wyandotte

9800 Troup Avenue
Kansas City, KS 66111

Spira Care with BlueSelect or BlueSelect Plus Network

Spira Care Centers serve members' primary care needs while access to your plan's network offers coverage for any specialty needs outside the Care Centers.

- 4,100+ Physicians & Specialists
- 11,000 Access Points
- Lower Overall Cost
- In- & Out-of-Network Emergency Room Coverage
- Higher-Quality Care



Members enrolled in a Blue KC ACA individual or family plan must receive all care from in-network providers except for emergency services. Non-emergency services received out-of-network will not be covered.



To learn about the Care Teams at the Care Centers and for hours, visit SpiraCare.com.