

Individual and Family Plans with Spira Care

Questions
about Spira Care?

LEARN MORE AT

SpiraCare.com



Kansas City



SPIRA CARE™

SpiraCare.com



Advanced
primary care
is right around
the corner.



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 Individual and Family 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



Exclusive
access to Spira
Care Centers
located across
the Kansas City
metro area.



A Spira Care Center is just around the corner.



Kansas City Metro Locations

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

(Opening December 2022)
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



Take a virtual tour at
SpiraCare.com/TOUR



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



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

We don't just see patients. We look at the whole person.

At 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, sand more. We treat you as an individual, not a set of symptoms. We take the time to listen, not rushing you in and out. And we talk with you, not at you.

It's about supporting your health with an array of advanced primary care services under one roof -- without the stress and complexity.

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

Who's eligible?	When you are enrolled in a Blue KC Individual and Family plan that includes Spira Care, you will have exclusive access to Spira Care Centers for your advanced primary care needs.
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 other providers in your plan's network for things like specialty or urgent care (subject to your plan's deductible).
Are there additional costs associated with Spira Care?	There is no additional cost for appointments or services at Spira Care Centers.
How do I know if Spira Care is right for me?	Spira Care Centers were designed for members looking to simplify and personalize their healthcare experience. Patients will have a dedicated Care Team to support them with their advanced primary care needs including routine preventive care, sick care, chronic medical condition management, behavioral health consultations, digital x-rays, labs, immunizations and more.
Are prescription services offered at Spira Care?	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.
What are Care Guides?	At Spira Care, you have access to Care Guides to help coordinate care, answer questions and explain benefits. These professionals leverage their nursing and benefit experience to resolve care dilemmas and answer questions regarding benefits, cost and care management.
Where do I get more information?	For Blue KC health plan information call 816-395-2672 or the customer service number on your member ID card. You can also refer to your summary plan document for more information including costs for services outside a Spira Care Center. For more information on Spira Care visit SpiraCare.com .

We don't just see patients. We look at the whole person.



We have a wide range of advanced primary care services for patients of all ages including 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.
Diabetes Education and Health Coaching	Diabetes educators and health coaches will support and advocate for you, help you achieve individualized goals and optimize your health outcomes.
Digital X-Rays	Spira Care Centers offer 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. 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.
Injuries	Treatment of lacerations and musculoskeletal injuries.
Immunizations	Spira Care Teams administer a wide range of CDC-recommended immunizations* for patients of all ages, including 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.

*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.

You're part of a team.



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.	<ul style="list-style-type: none">• 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 you identify in-network behavioral health services. Costs for these in-network services apply to your cost share.	<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
Health Coaches partnering with you to help enhance your overall health and well-being.	<ul style="list-style-type: none">• Overall health and well-being• Physical activity and exercise goals• Self-care• Healthy eating
Diabetes Educators to inform, support and advocate for you, while helping you reach treatment goals and self-manage or prevent diabetes.	<ul style="list-style-type: none">• Reach individualized treatment goals• Build the skills and confidence to self-manage diabetes
Care Guides leveraging their nursing and benefit experience to resolve care dilemmas and answer questions regarding benefits, cost and care management.	<ul style="list-style-type: none">• Coordinate care• Answer questions• Explain benefits



Meet the Spira Care Teams at [SpiraCare.com](https://www.SpiraCare.com)



Victoria

Age 29

Blue KC Plan: Enrolled in a Blue KC Individual and Family plan 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 plan's deductible.

- Victoria and her family (husband and two children) use Spira Care for all their primary care needs including well child visits, preventive care appointments, sick care, and behavioral health consultations.
- Victoria's husband manages his diabetes by meeting with the Spira Care Team several times a year. Any routine labs or tests ordered from those visits are included and can be done at the Spira Care Center.
- Victoria finds Spira Care Centers convenient, simple to use and supportive of her family's healthcare needs.



Joseph

Age 45

Blue KC Plan: Enrolled in a Blue KC Individual and Family plan 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 plan's deductible.

- Joseph recently took on greater responsibilities at work and loves the fact that he does not have to worry about budgeting for his primary care services with Spira Care.
- Joseph's care needs fall within primary care, so he uses Spira Care for all his preventive care services and sick care needs where he has no additional out-of-pocket costs for services or appointments at Spira Care Centers.
- Joseph's schedule is busy with work, so he appreciates the flexibility of the Care Centers' extended hours for appointments.



Scott

Age 52

Blue KC Plan: Enrolled in a Blue KC Individual and Family plan 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 plan's deductible.

- Scott 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.
- Scott 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 his plan's deductible.



Kim

Age 34

Blue KC Plan: Enrolled in a Blue KC Individual and Family plan 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 plan's deductible.

- Kim 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 home.
- Kim's children also use Spira Care Centers and have been seen for strep throat and x-rays following her daughter's soccer injury.
- The convenience of the no additional cost services at Spira Care Centers make this the right fit for Kim 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.
- Kim often talks with a Care Guide about care and benefit questions that come up throughout the year.
- Kim loves the peace of mind that her Spira Care Center provides.



Kansas City



SPIRA CARE™

**For more information about Blue KC health plans
call 815-395-2672.**

**To learn more about Spira Care
visit [SpiraCare.com](https://www.SpiraCare.com).**