



Kansas City

ACHIEVE YOUR BEST HEALTH *TOTAL CARE*



When you select a *Total Care* provider you receive quality, comprehensive care when and how you need it.



HEALTHCARE FOCUSED ON YOU

There is a nationwide shift in how healthcare is being delivered and received, connecting members and their families to the right care at the right time and place. *Total Care* is a national program driven by Blue Cross and Blue Shield plans across the country.

The ultimate goal is to help our members get healthy faster, stay healthy longer, and lower healthcare costs over time.

Total Care programs also reward doctors for helping their patients manage and improve their health by meeting certain criteria set forth by Blue Cross and Blue Shield.

There are over 390 local programs across 35 states that are considered a *Total Care* program, such as Patient-Centered Medical Homes (Blue KC Medical Home for KC Metro area), Accountable Care Organizations and others.

Blue Cross and Blue Shield of Kansas City (Blue KC) is leading the way for our members to experience this new model of healthcare delivery.



THE RIGHT CARE AT THE RIGHT TIME AND PLACE

Your primary care doctor will work with you to understand your health issues and lifestyle habits to develop and coordinate a plan of care that leads to your best health. Your doctor will advise you and work directly with other healthcare specialists in your network regarding your health needs so they can assist you in managing your health.

Proactive Approach

Your primary care doctor helps you understand when it's time for preventive medical tests, appointments, and follow-up exams.

Convenient Access

Receive healthcare advice and enjoy extended office hours as well as convenient scheduling of appointments.

Cost-effective Care

Your primary care doctor ensures tests and procedures you receive are necessary and cost-effective.

BENEFITS OF VALUE-BASED CARE



LOWER
total
costs



FEWER
emergency
room visits



FEWER
inpatient
admissions



HIGHER RATES
of prevention
screenings



BETTER
management of
chronic conditions

FIND A *TOTAL CARE* PROVIDER



Continue to the next page for steps to begin your search.



YOUR ROLE TO ACHIEVE BETTER CARE

If you suffer from one or more chronic conditions, *Total Care* is focused on the coordination of your care to help you improve your health.

If you are in good health, continue to rely on your primary care doctor as your partner in staying healthy.

Talk with your doctor. Share your medical history, health successes and challenges. Don't be afraid to ask questions.

Take care of your health. If you suffer from a chronic condition, your doctor can help you create a care plan with steps you need to take to achieve your best health. Share it with your other healthcare providers for an optimal experience.

Be an active team player. Tell your doctor if you are having trouble sticking to your plan regardless of the reason. Keep your appointments so your doctor can stay up to date with your current health status.



FIND A TOTAL CARE PROVIDER

You can find a *Total Care* provider in four easy steps:

1.

Log into the Blue KC Doctor and Hospital Finder on [MyBlueKC.com](https://www.mybluekc.com) to find the most up-to-date search results for doctors, hospitals or other healthcare providers in your network. If this is your first time logging in, you will need your Blue KC member ID card to reference.

2.

After logging in – Click **Find Care** on the left and then click **Find a Doctor** to access the Blue KC Doctor and Hospital Finder. Complete the search fields.

3.

Use filters to narrow your search results, such as by provider gender, distance, specialty and/or languages spoken.

4.

Use the **BDTC** filter to find a Blue Distinction Total Care provider.

The screenshot shows the Blue KC Doctor and Hospital Finder interface. At the top, there are search filters for 'Preferred Care Blue (PCB)', '64116', and 'Primary Care Physician'. Below the filters, there is a map showing the location of North Kansas City Hospital. The search results show two provider profiles: a Pediatrician and a Family Practice doctor, both located at 1234 W Long Road, Kansas City, MO 64108. A green callout box highlights the 'BDTC (857)' filter in the 'Quality Recognitions' section of the search results.

Use the "BDTC" filter to search for a Blue Distinction Total Care doctor.