



CARE LIVES HERE

SPIRA  CARE™

# lower cost quality care simplified experience

## Bringing care back to healthcare

Spira Care, developed by Blue KC, 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 BlueSelect Plus network.

[SPIRACARE.COM](https://spiracare.com)

## 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



Access to *A Healthier  
You* Platform



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 long-term care. Learn more about what's offered at our Care Centers below.

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

### Primary Care

Includes disease prevention, health maintenance, behavioral health consultations, member education, diagnosis and treatment of acute and chronic illnesses. 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.

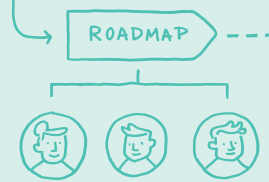
### Chronic Condition Management

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 and Shawnee) 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 two distinct and simple Spira Care options, Spira Care and Spira Care (HSA Eligible), to support you and your family's unique primary care needs. Visit [SpiraCare.com](https://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 Centers 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

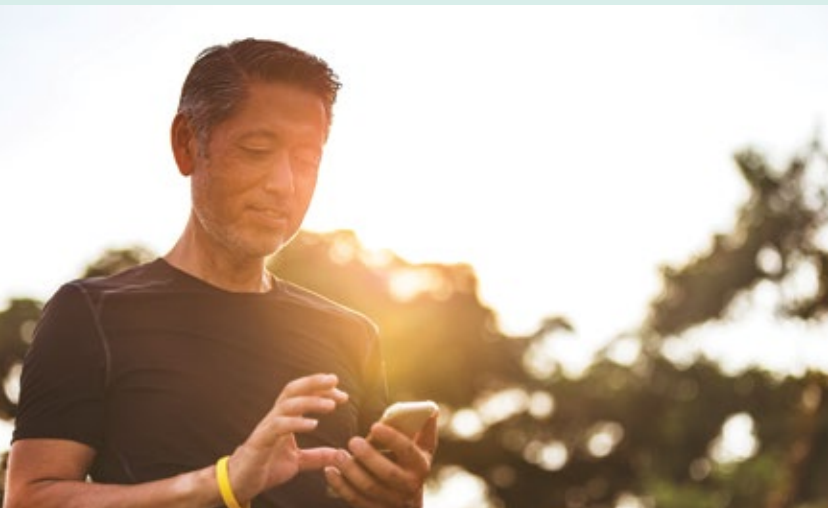
Recently diagnosed with heart disease  
Little experience with insurance

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



### Jake's Care



At the Care Center: Adult Primary Care, Behavioral Health Consultations, Routine Lab Draws

## JAKE

Enrolled in Spira Care (HSA Eligible)

Age 45  
Recently promoted

Since taking on greater responsibilities at work, Jake loves the fact that he doesn't have to worry about budgeting for his primary care services with his Spira Care (HSA Eligible) plan. Jake deposits tax-free earnings into his Health Savings Account (HSA) and uses those funds to pay for qualified medical expenses, including an affordable charge for any doctor visit at a Spira Care Center. Jake'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 cost to Jake.

Jake has enough on his plate, so he prefers scheduling his check-ups online and loves the flexibility of the Care Centers' extended appointment hours.

## TINA

Enrolled in Spira Care (HSA Eligible)

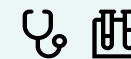
Age 29  
Avid Rock Climber  
Mom to three children

Financial planning is important to Tina and her family. With the Spira Care (HSA Eligible) plan, Tina knew her employer would make a one-time contribution into her Health Savings Account, and she could designate a monthly pre-tax contribution to help pay for expected and unexpected healthcare needs. With her HSA, Tina has peace of mind knowing she has money saved in an account that will follow her family wherever they go.

In addition to her family's preventive visits which are covered at 100 percent, Tina's husband manages his diabetes by meeting with his Spira Care Team several times a year, with an affordable charge per visit. Any routine lab draws or tests ordered from those visits are included and can be done at the Care Center.

Tina finds Spira Care convenient, simple to use and supportive of her family's healthcare needs.

### Tina's Care



At the Care Center:  
Adult & Pediatric  
Primary Care,  
Routine Lab Draws



# FAQ

**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 within the Kansas City metro area and the national BlueCard network when traveling outside the 32-county service area. For emergency situations, you are covered both in and out of your plan's network. Services beyond Spira Care (for example, a visit to a specialist or an emergency room) are subject to a person's plan deductible.

**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. Many families enjoy the convenient benefits and integrated services offered at Spira Care including adult and pediatric primary care. Families also have access to a team of Care Guides for care and coverage questions.

**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](http://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.

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



"With Spira Care, our employees are paying less for healthcare premiums – and taking home more of their hard-earned dollars. We have confidence that they are getting great primary care at a center that keeps costs in check."

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- Employer group offering Spira Care

"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."

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- Spira Care Member

"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."

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- Spira Care Member

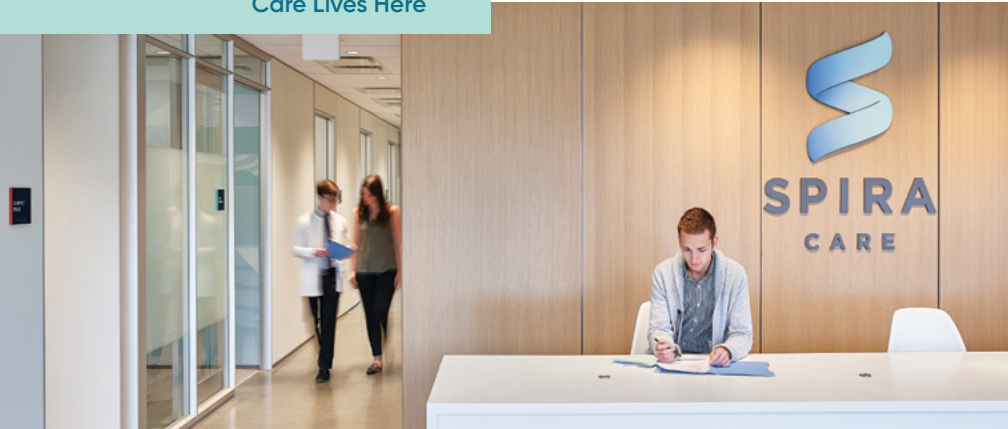


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# Spira Care Centers

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

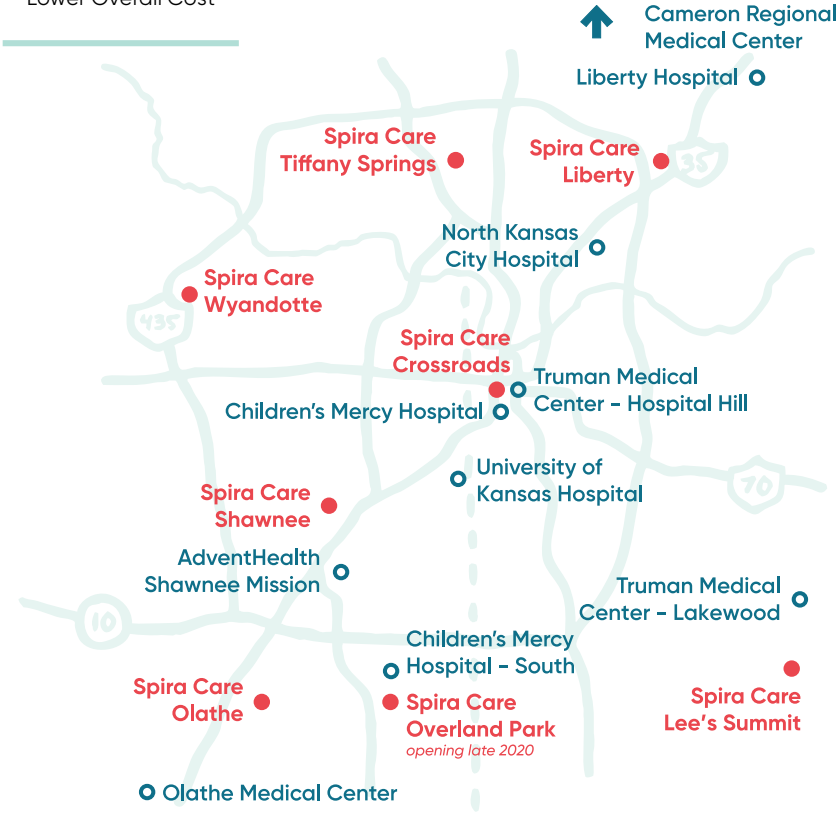
9800 Troup Avenue  
Kansas City, KS 66111



# Spira Care & BlueSelect Plus Network

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

- 3,600+ Physicians & Specialists
- 11,000 Access Points
- Lower Overall Cost
- In- & Out-of-Network Emergency Room Coverage
- Higher-Quality Care



To learn about the Care Teams at the Care Centers and for hours, visit [SpiraCare.com](https://SpiraCare.com).

Members must receive all care from in-network providers (BlueSelect Plus network in the Kansas City area or BlueCard network outside the 32-county Blue KC service area, when traveling or on vacation, for example). If a member is on a Preferred Provider Organization (PPO) insurance plan, they do have out-of-network coverage, meaning higher out-of-pocket costs will apply.\*

Out-of-network benefits are subject to the plan's allowable charge.  
Out-of-network providers may bill the member for the remaining balance.

# Spira Care

Personal, primary care with no deductibles and no copays\* at the Care Centers

**SPIRA CARE**, developed by Blue KC, 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 BlueSelect Plus network.

## Fast Facts

- No copays\*, no deductibles and no additional costs for procedures at Spira Care Centers.
- Routine labs and X-rays\*\* at Spira Care Centers included.
- Access to Care Teams, including Care Guides, and all Spira Care Centers conveniently located throughout the Kansas City metro area.
- In addition to Spira Care Centers, members have access to their plan's network for things like specialty care and hospitalization.

## Lower Cost, Quality Care, Simplified Experience

Steady, personal, integrated primary care improves member health and lowers short- and long-term healthcare costs to employers and members. Every member has a complete Care Team – including Care Guides – to help you in your health journey.



## SPIRA CARE CENTERS OFFER:

### INTEGRATED PRIMARY CARE



Routine Preventive Care



Adult & Pediatric  
Primary Care



Chronic Condition  
Management



Behavioral Health  
Consultations



Digital X-Rays\*\*



Routine Lab Draws



Patient Wellness  
Follow-Ups



Health Coaches  
On-Site

### CONVENIENT BENEFITS



Select Number of Generic  
Prescriptions Filled On-Site\*



Referrals & Scheduling for  
In-Network Specialists



Support in Understanding  
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Extended Hours  
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Access to *A Healthier  
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Online Appointment  
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Virtual Care and Online  
Communication with Your  
Care Team

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 completed or fulfilled at Spira Care.

\*For Spira Care members, there are no additional costs for any procedure provided at Spira Care Centers, but a select number of generic prescriptions can be filled on-site at your copay or deductible level.

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

# Spira Care (HSA Eligible)

Integrated primary care with an affordable charge per office visit

Spira Care, developed by Blue KC, 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 BlueSelect Plus network.

**Spira Care (HSA Eligible)** is a novel, simple, predictable option that provides affordable, convenient Care Center visits paired with a Health Savings Account. A member will incur an affordable charge for an office visit at a Spira Care Center. Once a member has met their deductible, any future primary care needs at a Spira Care Center are at no additional cost.

## FAST FACTS

- A member will incur an affordable charge for their visit to a Spira Care Center, which includes follow-up services like routine lab draws and digital X-rays\*\* as ordered by a Spira Care physician.
- All preventive services are 100 percent covered.
- Members have access to Care Teams, including Care Guides, and all Spira Care Centers conveniently located throughout the Kansas City metro area.
- In addition to Spira Care Centers, members have access to their plan's network for things like specialty care and hospitalization.

## Lower Cost, Quality Care, Simplified Experience

Steady, personal, integrated primary care improves member health and lowers short- and long-term healthcare costs to employers and members. Every member has a complete Care Team – to help you in your health journey.



## SPIRA CARE CENTERS OFFER:

### INTEGRATED PRIMARY CARE



Routine Preventive Care



Adult & Pediatric  
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Chronic Condition  
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Behavioral Health  
Consultations



Digital X-Rays\*\*



Routine Lab Draws



Patient Wellness  
Follow-Ups



Health Coaches  
On-Site

### CONVENIENT BENEFITS



Select Number of Generic  
Prescriptions Filled On-Site\*



Referrals & Scheduling for  
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Support in Understanding  
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Extended Hours  
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Access to *A Healthier  
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Online Appointment  
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Virtual Care and Online  
Communication with Your  
Care Team

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 completed or fulfilled at Spira Care.

\*Spira Care (HSA Eligible), non-preventive services have an affordable charge. Select prescriptions will be offered on-site at your regular copay level.

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

# Understanding Your Plan's Network

Check with your HR department to determine if your company is offering an EPO and/or PPO Spira Care plan.



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, long-term behavioral health support or being admitted to a hospital.

For needs outside of a Care Center, you will have access to your plan's network within the Kansas City metro area and the nationwide BlueCard network for care when traveling outside your service area (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.

## EPO

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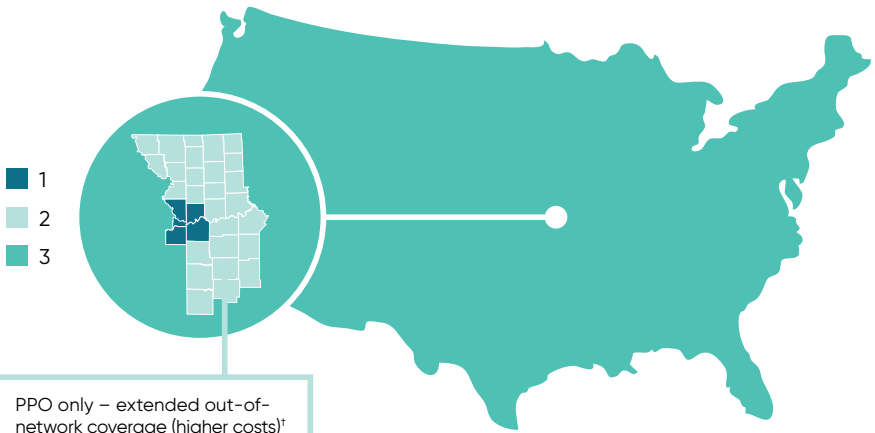
In an Exclusive Provider Organization (EPO) insurance model, members must receive all care from in-network providers (BlueSelect Plus network in the Kansas City area or BlueCard network outside the 32-county service area) except for emergency services. Non-emergency services received out-of-network will not be covered.

## PPO

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In a Preferred Provider Organization (PPO) insurance model, 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.

# BlueSelect Plus Network: EPO & PPO Differences



PPO only – extended out-of-network coverage (higher costs)<sup>†</sup>

EPO only – no coverage except for emergencies<sup>†</sup>

1. When receiving care in the BlueSelect Plus network (Clay, Clinton, Jackson and Platte counties in Missouri, and Johnson and Wyandotte counties in Kansas).

EPO Plan Type	PPO Plan Type
<p>You have in-network coverage when using any of the 3,600+ providers in the six area counties and ten hospitals in the network.</p> <p>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. With the EPO plan type, you will be responsible for 100% of costs associated with any care received out of network. With the PPO plan type, your out-of-network benefits provide some coverage, but higher out-of-pocket costs will apply.<sup>†</sup> Emergency services are always covered at the in-network cost share.</p>	

## †KEY DIFFERENCE

2. When receiving care outside the BlueSelect Plus network within the 32-county Blue KC service area.

No coverage except for emergency services. You will be responsible for 100% of costs.

Out-of-network coverage, meaning higher out-of-pocket costs will apply.<sup>†</sup>

3. When receiving care outside the 32-county Blue KC service area (when traveling or on vacation, for example).

You have access to the BlueCard network which provides you in-network access to medical care. If you use a non-BlueCard provider, you do not have out-of-network coverage except for emergency services.<sup>†</sup>

You have access to the BlueCard network which provides you in-network access to medical care.

<sup>†</sup>Out-of-network benefits are subject to the plan's allowable charge. Out-of-network providers may bill the member for the remaining balance.

**Questions?** Please call Spira Care at 1-877-33-SPIRA.