

# Individual & Family Plans with Spira Care

Questions  
about Spira Care?

LEARN MORE AT  
[SpiraCare.com](https://SpiraCare.com)



Kansas City



SPIRA CARE™

[SpiraCare.com](https://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.**

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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 & 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, teens, and adults, 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**



Spira Care Centers offer a variety of services under one roof, including multidisciplinary Care Teams working together to take exceptional care of you.



SPIRA CARE™



# Primary Care for the Whole Family



## Kansas City Metro Locations

Learn more about these locations, including extended hours and meet the Care Teams, at [SpiraCare.com](https://www.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



Take a virtual tour at [SpiraCare.com/TOUR](https://www.SpiraCare.com/TOUR)



Learn more about our Care Teams and specific location hours at [SpiraCare.com](https://www.SpiraCare.com).



## The Spira Care Difference



## It's Healthcare as it Should be—Simple, Convenient, and Affordable\*.

### Our goal is to eliminate stress, confusion, and feeling rushed in and out of your doctor's office.

- Same-day, next-day, Saturday, and evening appointments are available at most Care Centers.
- Longer appointments and spacious exam rooms. We're not in a hurry, and want you to feel comfortable asking all your health questions. We're here for you.
- Schedule appointments online through the patient portal or call to speak with one of our dedicated schedulers, who can work with you to find the best possible option for your schedule. We can even schedule your whole family with one phone call!

### At Spira Care, we put you at the center of everything we do.

- Care Guides, healthcare professionals with nursing and benefits experience, are available to help you navigate your healthcare within and outside Spira Care Centers, answer questions about cost\* and coverage, and help you find in-network options that meet your needs.
- Triage nurses and an on-call provider are available to help when you have health questions or concerns that aren't an emergency.
- Coaching on healthy habits that work for your schedule, lifestyle, and goals.
- Minimizing the need for specialty care by offering more services in one location, such as lab draws and x-rays (see page 8 for more information).
- Behavioral health support for children, teens, and adults that's integrated with your primary care.
- Care management to help navigate a new diagnosis, symptom management, or if you need additional support controlling chronic health conditions like diabetes or hypertension.
- Comprehensive medication management offered by an Ambulatory Care Pharmacist partnering with your Care Team to help ensure your all your prescription and over-the-counter-medications work for you, are safe, effective, and as affordable\* as possible. We can also help you transition your care from the hospital to your PCP if you experience a hospital stay.
- And more!

\*For costs and further details of the coverage, including exclusions, any reductions or limitations and the terms under which the policy may be continued in force, see your insurance producer or write Blue KC.

<p><b>What is Primary Care?</b></p>	<p>Primary care is also known as family medicine or general practice. This type of care consists of treatment of common medical conditions and minor injuries, wellness appointments including annual physicals and checkup for infants, children, teens, and adults, health screenings, preventive care and sick care.</p>
<p><b>Who's eligible?</b></p>	<p>When you are enrolled in a <b>Blue KC Individual &amp; Family</b> plan that includes Spira Care, you will have exclusive access to Spira Care Centers for your advanced primary care needs.</p>
<p><b>What if I have care needs outside of Spira Care?</b></p>	<p>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).</p>
<p><b>Are there additional costs* associated with Spira Care?</b></p>	<p>The short answer is no. There is no additional cost* for appointments or services at Spira Care Centers.</p>
<p><b>How do I know if Spira Care is right for me?</b></p>	<p>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 support, digital x-rays, labs, immunizations and more.</p>
<p><b>Are prescription services offered at Spira Care?</b></p>	<p>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.</p>
<p><b>What are Care Guides?</b></p>	<p>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 help resolve care dilemmas and answer questions regarding benefits, cost* and care management.</p>
<p><b>Where do I get more information?</b></p>	<p>Call <b>913-29-SPIRA (77472)</b> 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.</p>

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# We Don't Just See Patients. We Look At The Whole Person.



**Spira Care offers primary care services for patients of all ages including newborns, infants, children, teens, and adults.**

<b>Advanced Primary Care</b>	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 support, member education, and diagnosis and treatment of acute and chronic illness.
<b>Behavioral Health Support</b>	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.
<b>Chronic Medical Condition Management</b>	Care and support for a condition like diabetes or heart disease - providing the medical and behavioral support, knowledge, skills and resources to help you better manage your disease and improve your quality of life.
<b>Diabetes Care Management</b>	Partnering with you to create a diabetes management plan that works for you, so you can feel your best and enjoy every phase of life.
<b>Digital X-Rays</b>	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.
<b>Injuries**</b>	Treatment of lacerations and musculoskeletal injuries.***
<b>Immunizations</b>	Spira Care Teams administer a wide range of CDC-recommended immunizations* for newborns, infants, children, teens, and adults.
<b>Routine Lab Draws</b>	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.
<b>Routine Preventive Care</b>	Includes routine wellness exams, screenings, behavioral health support and immunizations intended to prevent or avoid illness or other health problems.
<b>Sick Care</b>	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.

\*\*\*Your health coverage through any of the Blue KC plans cannot be used for an on-the-job or work-related injury or illness.





## 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
<p><b>Physicians, Physician Assistants, Nurse Practitioners</b> for routine preventive care, wellness visits and treatment of illness.</p>	<ul style="list-style-type: none"> <li>• Treatment of common medical conditions and minor injuries</li> <li>• Annual physicals and checkups</li> <li>• Health screenings</li> <li>• Sick care</li> </ul>
<p><b>Behavioral Health Consultants</b> work alongside your primary care provider to support your long-term health and well-being. If you need treatment outside of Spira Care, they can connect you with an in-network behavioral health specialist (cost* subject to your plan deductible or applicable copay).</p> <p>Costs* for these in-network services apply to your cost share.</p>	<ul style="list-style-type: none"> <li>• Healthy lifestyle changes that can help you manage chronic conditions like diabetes and hypertension</li> <li>• Substance use conditions</li> <li>• Making the most of your healthcare options to support your mental and physical health</li> <li>• Stress- and anxiety-related symptoms</li> </ul>
<p><b>Diabetes Educators</b> to inform, support and advocate for you, while helping you reach treatment goals and self-manage or prevent diabetes.</p>	<ul style="list-style-type: none"> <li>• Help understanding your diagnosis and proactively managing your health</li> <li>• Partnering with you and your primary care provider to develop a care plan to address your unique needs</li> </ul>
<p><b>Care Guides</b> leveraging their nursing and benefit experience to help answer questions regarding benefits, cost* and care management.</p>	<ul style="list-style-type: none"> <li>• Coordinate care</li> <li>• Answer questions</li> <li>• Explain benefits</li> <li>• Help you find in-network options that meet your needs, schedule and preferences</li> </ul>

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



## Victoria

Age 29

**Blue KC Plan:** Enrolled in a Blue KC Individual & 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 support.
- 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.



## Scott

Age 52

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**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.

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



## Joseph

Age 45

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**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.



## Kim

Age 34

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**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 at home.
- Kim's children also use Spira Care Centers and have been seen for strep throat and for x-rays following her daughter's soccer injury.
- The convenience of "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 any care and benefit questions that come up throughout the year.
- Kim loves the peace of mind that her Spira Care Center provides.

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