

Spira Care Patient Guide

CARE LIVES HERE



Kansas City



SPIRA CARE™

Your Health & Welfare Fund has contracted with Blue KC to provide exclusive access to Spira Care Centers.

Welcome

We believe getting healthcare should be an experience that removes stress from your life. We believe the experience should be simple and centered around you. And we believe you should have someone in your corner to help you understand your health plan.

Your Health & Welfare Fund has contracted with Blue KC to provide exclusive access to Spira Care Centers, giving you access to simple, more personal, advanced primary care for newborns, infants, children, adolescents, adults and seniors.

You have access to Spira Care Centers, the expertise of Care Guides, and the benefit's of your plan's network for care outside the Care Center.

We look forward to seeing you.

For Care Center hours and locations, visit [SpiraCare.com](https://www.SpiraCare.com).

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You have questions. We have answers.

Q: What will I pay for an appointment or service at a Spira Care Center?

A: You will not be billed for any appointment or service at Spira Care Centers. Your Health & Welfare fund contracts directly with Blue KC to offer participants exclusive access to Spira Care Centers, ensuring you do not have to pay out-of-pocket for appointments and services at Spira Care Centers.

Q: My Health and Welfare Fund contracts with Blue KC to offer exclusive access to Spira Care Centers. What services and benefits are available to me at Spira Care Centers?

A: At Spira Care Centers, patients of all ages have access to advanced primary care services, including routine preventive care, sick care, treatment of injuries, chronic medical condition management, behavioral health consultations, routine labs, digital x-rays* and more. You'll have the support of a Care Team and assistance with any services needed outside the Care Center that are in your plan's network.

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 the Preferred-Care Blue Network. Please refer to your Summary of Coverage and Benefits for more information.

Q: Are prescription services offered at Spira Care?

A: 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.

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

A: Spira Care Centers are located across the Kansas City metro area. We continue to evaluate adding locations. To take a virtual tour and learn more about the different Care Centers, visit [SpiraCare.com](https://www.spiracare.com).

**Q: I already have a primary care or pediatric physician I love. Can I continue to receive care from my current provider?**

A: Many patients enjoy the convenient benefits and advanced primary care services offered at Spira Care Centers. If you prefer to visit a physician outside of a Spira Care Center, please refer to your Summary of Coverage and Benefits for more information.

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 checkups, physicals, sick care, chronic medical condition management, immunizations and refills. Spira Care Centers across the metro offer extended hours and multiple appointment options including in-person and virtual care. Visit [SpiraCare.com](https://www.spiracare.com) to learn more.

*Digital x-rays are available at all Care Centers except Lee's Summit and Liberty. If you're visiting either of those locations and need a digital x-ray, we'll help you schedule an appointment at another Care Center.

Care Needs

APPOINTMENT TYPES, SERVICES AND BENEFITS

At Spira Care Centers, you have access to an entire Care Team and a variety of advanced primary care services for newborns, infants, children, adolescents, adults and seniors – all at no additional cost* to you.

Access to Care Guides

Care Guides leverage their nursing and benefit experience to resolve care dilemmas and answer questions regarding benefits, cost and care management.

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, treatment of injuries, and diagnosis and treatment of acute and chronic illness.

Behavioral Health Consultations

On-site Behavioral Health Consultants provide support for things like stress, depression and anxiety. They also help patients manage underlying behavioral health challenges that accompany chronic medical conditions like diabetes, hypertension and chronic pain, among others.

Have a behavioral healthcare need most appropriate for Specialty Behavioral Health? A Spira Care Behavioral Health Consultant will help patients identify in-network behavioral health services. Costs for these in-network services are subject to your plan's benefits.

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.

* Health and Welfare Funds who contract with Blue KC to offer exclusive access to Spira Care Centers provide their non-medicare eligible participants access to appointments and services at Spira Care Centers at no out-of-pocket cost.

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 and Routine Lab Draws

Digital x-rays* and routine lab draws** are offered at Care Centers based on a primary care need and ordered by your Spira Care provider. We do not accept or facilitate orders from providers outside of a Spira Care Center.

Injuries

Treatment of lacerations and musculoskeletal injuries.***

Immunizations

Spira Care Teams administer a wide range of CDC-recommended immunizations** for newborns, infants, children, adolescents, adults and seniors.

Routine Preventive Care

Includes wellness visits, screenings, behavioral health consultations and immunizations for preventing or avoiding illness and other health issues.

Sick Care

Available for needs like the flu, sore throat, urinary tract infection, ear pain, and pink eye. Call **913-29-SPIRA (77472)** to inquire about a same-day or next-day appointment. After business hours, one of our providers is always on call and available by phone for care needs that can't wait until the next business day. Call **913-29-SPIRA (77472)** and follow the prompts to be connected to the answering service.

* Digital x-rays are available at all Care Centers except Lee's Summit and Liberty. If you're visiting either of those locations and need a digital X-ray, we'll help you schedule an appointment at another Care Center.

** 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 your plan cannot be used for an on-the-job or work-related injury or illness.

An Advocate for You

CARE GUIDES

At Spira Care, you have access to Care Guides to help coordinate care and answer questions.

These professionals leverage their nursing and benefit experience to resolve care dilemmas and answer questions regarding benefits, cost and care management.

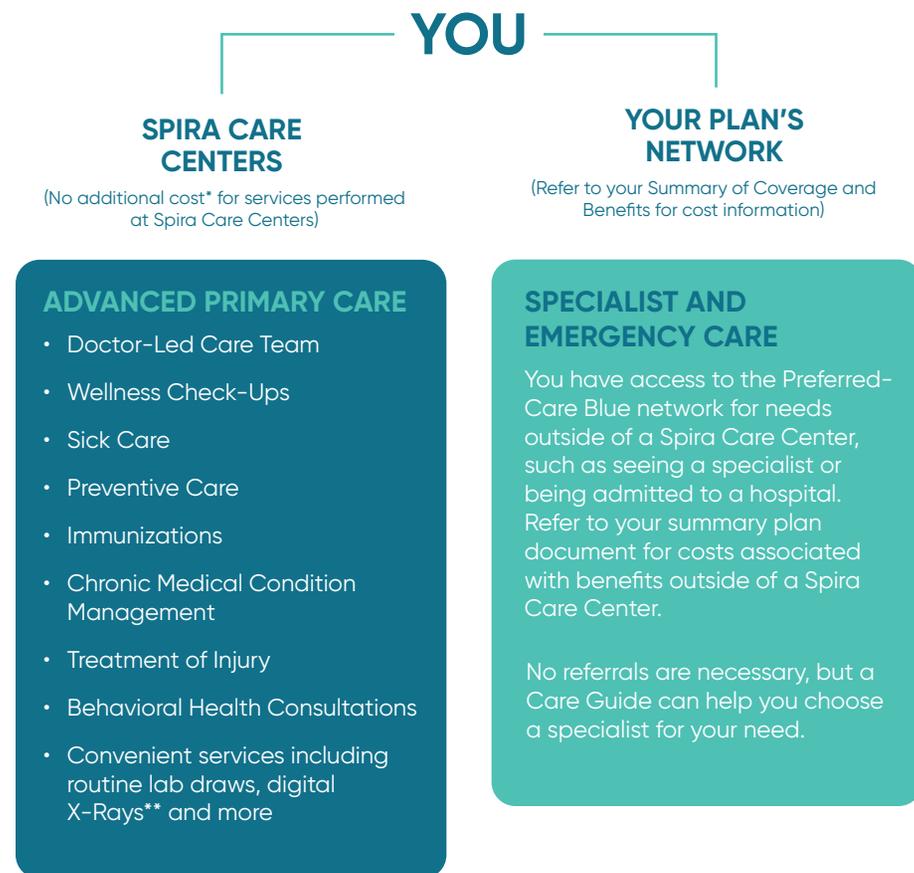
Call **913-29-SPIRA (77472)** to speak to a Care Guide.



Spira Care and Preferred-Care Blue Network

RECEIVING CARE

You have two options for receiving care: visit a Spira Care Center or see a provider in your plan's network.



To set up an appointment at your Care Center, call 913-29-SPIRA (77472).

* Health and Welfare Funds who contract with Blue KC to offer exclusive access to Spira Care Centers provide their non-medicare eligible participants access to appointments and services at Spira Care Centers at no out-of-pocket cost.

** Digital x-rays are available at all Care Centers except Lee's Summit and Liberty. If you're visiting either of those locations and need a digital x-ray, we'll help you schedule an appointment at another Care Center.

Spira Care and Preferred-Care Blue Network

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



Take a virtual tour at SpiraCare.com/TOUR



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

KANSAS CITY METRO LOCATIONS

Spira Care Centers are open Monday through Thursday from 7:30 a.m. to 6:30 p.m. and Friday from 7:30 a.m. to 5 p.m. Select Care Centers are also open on Saturday from 8:00 a.m. to 12:00 p.m.*

Spira Care Crossroads

1916 Grand Boulevard
Kansas City, MO 64108

Spira Care Overland Park

7341 W 133rd Street
Overland Park, KS 66213

Spira Care Independence

3717 S Whitney Avenue
Independence, MO 64055

Spira Care Shawnee

10824 Shawnee Mission Parkway
Shawnee, KS 66203

Spira Care Lee's Summit

760 NW Blue Parkway
Lee's Summit, MO 64086

Spira Care Tiffany Springs

8765 N Ambassador Drive
Kansas City, MO 64154

Spira Care Liberty

8350 N Church Road
Kansas City, MO 64158

Spira Care Wyandotte

9800 Troup Avenue
Kansas City, KS 66111

Spira Care Olathe

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

Preferred-Care Blue Network

You have access to the Preferred-Care Blue network for needs outside of a Spira Care Center, such as seeing a specialist or being admitted to a hospital.

Refer to your summary plan document for costs associated with benefits outside of a Spira Care Center, and a list of in-network hospitals.

*Subject to change

Appointments

MAKING AN APPOINTMENT AT SPIRA CARE

Making an appointment at a Spira Care Center is easy – call **913-29-SPIRA (77472)** or visit **MySpiraCare.com**. Our Care Centers offer appointments Monday through Friday and a limited number of evening and weekend appointments. To learn more, visit **SpiraCare.com**.

All you need to bring to your appointment is your insurance card and government-issued photo ID like a driver's license or state-issued ID card or passport.



Want to do the paperwork before your first appointment? If you've registered for the patient portal, visit **MySpiraCare.com** or call your Care Guide for instructions at **913-29-SPIRA (77472)**.

What to Expect at Your Spira Care Appointment

STEP 1

Arrive at the Spira Care Center 15 minutes in advance of your appointment.

STEP 2

If there's a short wait, you can relax in our comfortable waiting area and enjoy a refreshment and snack.

STEP 3

A member of the Care Team will lead you to a designated room to meet your provider. If any routine labs are required, we'll take care of that down the hall.

STEP 4

After you meet with your provider, a Care Guide will answer any questions and make sure you understand your next steps.

STEP 5

You're all done!

We understand life happens and things come up.

If you're unable to make your appointment, please call at least 24 hours in advance to cancel or reschedule.

Preparing for a Specialist Appointment

Visiting a provider or specialist in your plan's network is easy.

1 While referrals aren't necessary for visiting a provider outside of a Spira Care Center, we do recommend working with a Care Guide to choose a specialist in your plan's network.

Care Guides have deep knowledge of in-network specialty care and will match you to a specialist that best meets your needs. In addition, Care Guides have the ability to estimate out-of-pocket costs attached to those services, helping you make the best decision for yourself and your wallet.

2 Once a specialist is selected, your Care Guide will help make the arrangements, including working with the provider to schedule an appointment.

You may be charged for care received outside of a Care Center.

Remember to bring your insurance card to every appointment.

It has all the information your doctors need to file a claim on your behalf.



Prefer to do the research yourself?

Log in at [MyBlueKC.com](https://www.mybluekc.com) to find a provider in the Preferred-Care Blue network.

Understanding Your Online Tools

You have access to a range of tools that can make healthcare more convenient than ever. Whether you're looking for Care Center lab results or want to know how much you've applied toward your deductible, everything you need to know is available at your fingertips at [MySpiraCare.com](https://www.myspiracare.com) or [MyBlueKC.com](https://www.mybluekc.com).

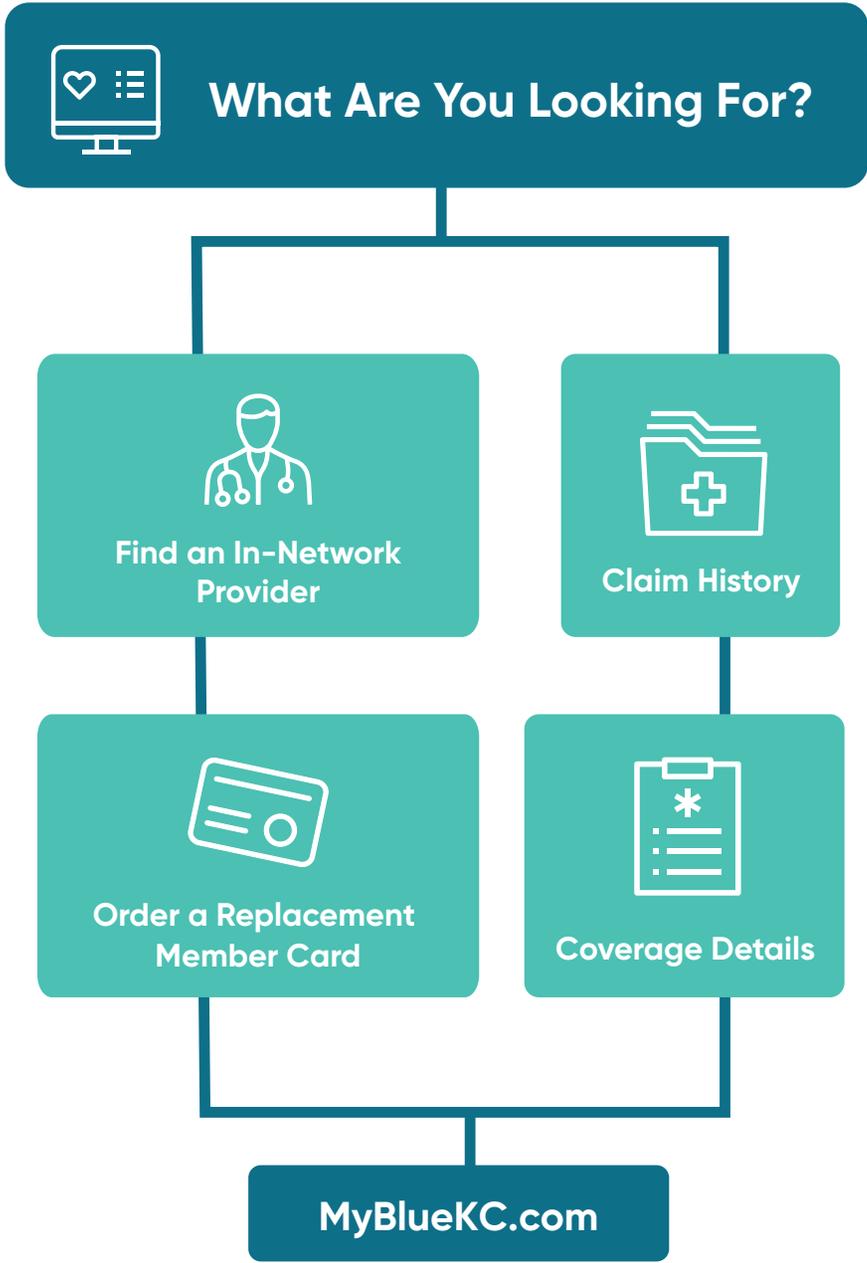
Use the chart on the next page to determine which tool will help you manage different aspects of your care.



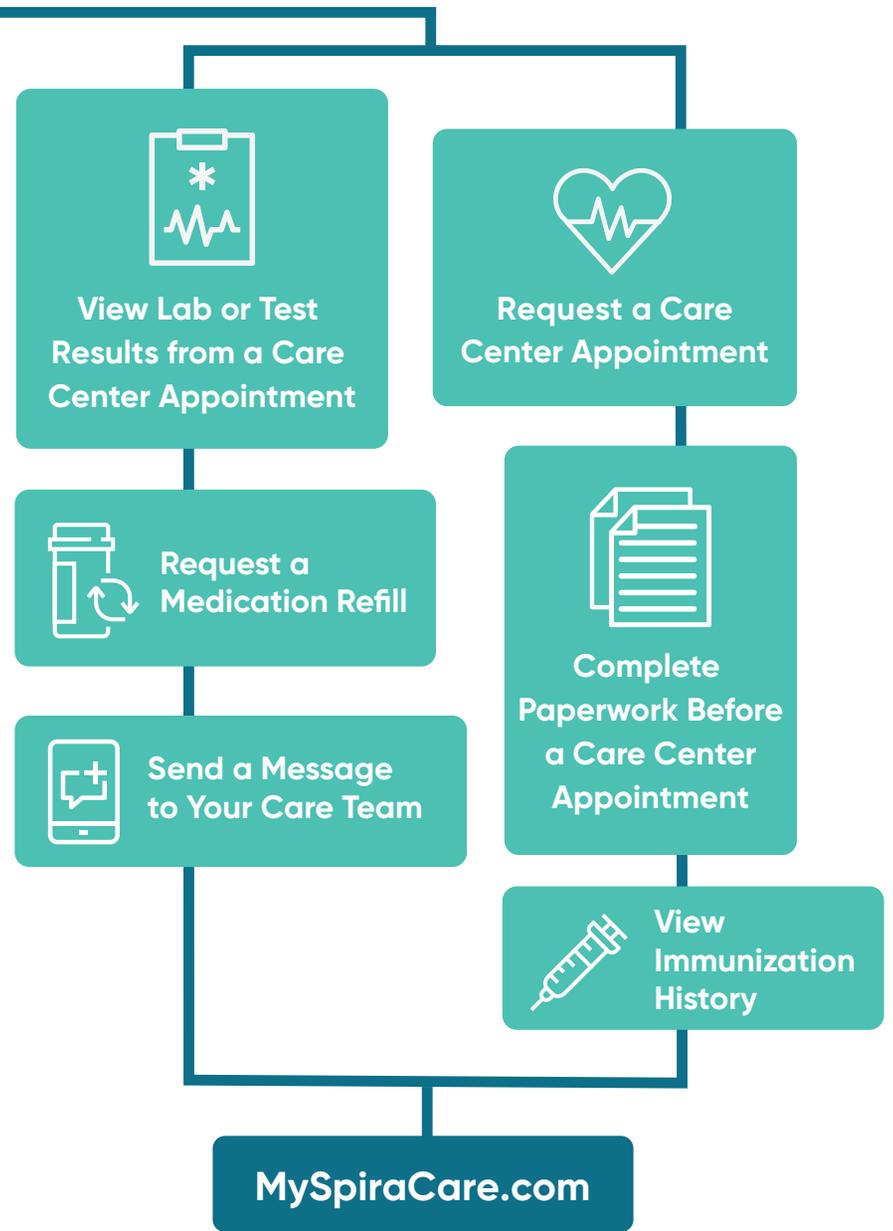
Would you like help setting up or using these tools?

Our Care Guides can help. Just call **913-29-SPIRA (77472)**.

How to Use Our Online Tools



To register, visit MyBlueKC.com to enroll with your insurance card.



To register, visit MySpiraCare.com or call 913-29-SPIRA (77472).

MAXIMIZE YOUR SPIRA CARE EXPERIENCE

Spira Care combines primary care and health insurance into a single offering where you have access to Spira Care Centers designed to deliver advanced primary care. Here are helpful tips on how to best use your Spira Care services and benefits. We look forward to seeing you.

A FEW REMINDERS

- Arrive 15 minutes before your scheduled appointment to check in.
- Bring any medical history or immunization records with you.
- We understand life happens and things come up. If you're unable to make your appointment, please let us know at least 24 hours in advance so we can reschedule.
- Get to know your Care Guides. When you have questions, they have answers and can help take the confusion out of healthcare. They are there to assist you with any care needs in your plan's network and will be your biggest advocate. Care Guides are available at the Care Center or by calling **913-29-SPIRA (77472)**.



Kansas City



[SpiraCare.com](https://www.SpiraCare.com)

913-29-SPIRA (77472)