

Spira Care Patient Guide

CARE LIVES HERE



Kansas City



SPIRA CARE™

For Blue KC members enrolled in an employer-sponsored health plan with exclusive access to Spira Care Centers

Updated October 2023

Welcome

We believe getting healthcare should be an experience that removes stress from your life. We believe that 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.

By choosing a Blue Cross and Blue Shield of Kansas City (Blue KC) plan with exclusive access to Spira Care Centers, you've chosen accessible, more personal, advanced primary care for newborns, infants, children, adolescents, adults and seniors. You have access to our Care Centers, the expertise of our care guides, and the benefits 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**.

**Call 1-877-774-7265 to schedule
an appointment.**

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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: If you are enrolled in a Blue KC health plan (without a Health Savings Account) with exclusive access to Spira Care Centers, you will incur no additional cost for appointments or services at Spira Care Centers.

If you are enrolled in a Blue KC health plan (with a Health Savings Account or HSA eligible) with exclusive access to Spira Care Centers, you will incur low additional cost for appointments and services at Spira Care Centers.

Q: I've enrolled in a Blue KC health plan with Spira Care. What services and benefits are available to me at Spira Care Centers?

A: Thanks for choosing a plan with Spira Care. You now have access to a simple and personalized healthcare experience. 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 can enjoy the peace of mind that comes with choosing Spira Care. 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 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, urgent care clinic or an emergency room) are subject to your plan's deductible.

*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.



Q: Can I get my prescriptions filled at Spira Care?

A: Spira Care Centers do not have on-site retail pharmacy or prescription filling services. If part of your treatment plan includes a prescription medication, your care team will help coordinate using convenient mail order or pickup 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**.

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

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 (subject to your plan's deductible). Many patients enjoy the convenient benefits and advanced primary care services offered at Spira Care including care for newborns, infants, children, adolescents, adults and seniors. Patients also have access to a team of care guides for care and coverage questions. To find out more about the providers at Spira Care Centers, visit **SpiraCare.com**.

Q: Do I need to schedule an appointment or can I walk in? When are the Care Centers open?

A: To ensure the best experience possible, please schedule an appointment for all your care needs. This includes wellness checkups, physicals, sick care, chronic medical condition management, immunizations and refills. In the event a specific Care Center is at capacity, we will work with you to find an alternative solution such as availability at another Care Center or finding an option in your plan's network (subject to your deductible). Spira Care Centers across the metro offer extended hours and multiple appointment options including in-person and virtual care. Most Spira Care Centers have same-day and next-day appointments available. Visit **SpiraCare.com** to learn more.

An Advocate for You

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 answer your questions regarding benefits, cost and care management.

Call 913-29-SPIRA (77472) to speak to a care guide.



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 to low additional cost* to you.

Access to Care Guides

Care guides leverage their nursing and benefit experience to answer your 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 preventive care, health maintenance, behavioral health consultations, patient 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.

Comprehensive Medication Management

Comprehensive Medication Management (CMM) is an innovative patient-centered approach assessing a patient's medications to help ensure they are appropriate, effective, safe given other health conditions and medications being taken, and accessible. CMM also includes integrated healthcare

[Continued on Page 8](#)

* Blue KC members enrolled in plans (without a Health Savings Account) with exclusive access to Spira Care Centers will have no costs for any procedure provided at a Spira Care Center. Blue KC members enrolled in plans (with a Health Savings Account or HSA Eligible) with exclusive access to Spira Care Centers will have an affordable charge for services. Preventive services are covered at 100 percent.

APPOINTMENT TYPES, SERVICES AND BENEFITS (CONTINUED)

services by pharmacists developing long-term relationships with patients and practicing in the context of family and community.

Diabetes Care Management and Health Coaching

Diabetes care specialists 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 minimizing 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 any of the Blue KC plans cannot be used for an on-the-job or work-related injury or illness.

Is there a cost associated with appointments or services at Spira Care Centers?

If you are enrolled in a Blue KC health plan with exclusive access to Spira Care Centers ...

...without a Health Savings Account	... you will incur no additional cost for appointments or services at Spira Care Centers.	No additional cost means you will not be billed for any appointments or services at Spira Care Centers.
...with a Health Savings Account	...you will incur low additional cost for appointments and services at Spira Care Centers.	<p>You will be billed for services at Spira Care Centers until your Out-of-Pocket Max is met. Once you reach your Out-of-Pocket Max, you will incur no additional cost for appointments and services at Spira Care Centers.</p> <p>Preventive services are covered at 100%.</p> <p>Please note: You will receive a bill after each appointment until your Out-of-Pocket Max is met. You can submit payment online or by mail.</p>

Spira Care Centers and Your Plan's Network

RECEIVING CARE

You have two options for receiving care: visit a Spira Care Center or see a provider in your plan's network. See pages 12-13 for more information on plan types and network.

YOU

SPIRA CARE CENTERS

(Low or no additional cost* for services performed at Spira Care Centers)

YOUR PLAN'S NETWORK

(Cost applies toward your annual deductible)

ADVANCED PRIMARY CARE

- Doctor-Led Care Team
- Wellness Check-Ups
- Sick Care
- Preventive Care
- Immunizations
- Chronic Medical Condition Management
- Treatment of Injury
- Behavioral Health Consultations
- Convenient services including routine lab draws, digital X-Rays** and more

SPECIALIST CARE

- 4,100+ Physicians & Specialists
- 11,000 Access Points
- Area Hospitals (see page 15)

EMERGENCY CARE

- You will be covered both in- and out-of-network for emergency and life-threatening situations.

No referrals are necessary, but a care guide can help you choose a specialist for your need.

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

*Blue KC members enrolled in plans (without a Health Savings Account) with exclusive access to Spira Care Centers will have no costs for any procedure provided at a Spira Care Center. Blue KC members enrolled in plans (with a Health Savings Account or HSA Eligible) with exclusive access to Spira Care Centers will have an affordable charge for services. Preventive services are covered at 100 percent.

** 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.

EXCLUSIVE ACCESS

As a Blue KC member enrolled in a healthcare plan with exclusive access to Spira Care Centers, you'll enjoy access to advanced primary care at convenient Spira Care Centers located throughout the Kansas City metro area.

You also have access to the doctors and specialists in the BlueSelect Plus network in the Kansas City area or BlueCard network outside the 32-county service area.

To take full advantage of your benefits, it's important to understand your network and plan type. These can be found on your member card. If you have any questions or need help understanding your plan, please call **913-29-SPIRA (77472)** to speak to a care guide. See pages 12-13 for more information on plan types and network.

YOUR ID CARD

If this area is blank, you have the Spira Care (without HSA) plan. If it says, "HSA Eligible," you are on the Spira Care – HSA Eligible plan.

Plan

If this areas says, "Plan: EPO," you are on the EPO network. "Plan: PPO" means you are on the PPO network.



National Coverage

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. The suitcase with "PPO" means you have access to the BlueCard national network! Learn more about the BlueCard network on page 20.

Understanding Your Plan and Network

1. Blue KC Health Plan PPO with Spira Care without a Health Savings Account

A combined primary care and insurance offering that provides advanced primary care with no deductibles, no copays and no additional cost for procedures you receive at Spira Care Centers.

For needs outside of the Care Centers, you may incur a cost applied toward your deductible. Members have access to the BlueSelect Plus network within the Kansas City metro area and access to the national BlueCard network for care outside the 32-county service area. We encourage you to receive care from in-network providers, but you have the option to receive care from out-of-network providers at a higher cost.

AT A GLANCE

- \$0** Spira Care Centers
No cost
- \$** BlueSelect Plus Network
Costs apply to your deductible
- \$** BlueCard Network
Costs apply to your deductible
- \$\$\$\$** Out-of-Network
Option to receive care at a higher cost

2. Blue KC Health Plan EPO with Spira Care without a Health Savings Account

A combined primary care and insurance offering that provides advanced primary care with no deductibles, no copays and no additional cost for procedures you receive at Spira Care Centers.

For needs outside of the Care Centers, you may incur a cost applied toward your deductible. Members have access to the BlueSelect Plus network within the Kansas City metro area and access to the national BlueCard network for care outside the 32-county service area. You must receive all care from in-network providers except for emergency services. Nonemergency services received out-of-network will not be covered.

AT A GLANCE

- \$0** Spira Care Centers
No cost
- \$** BlueSelect Plus Network
Costs apply to your deductible
- \$** BlueCard Network
Costs apply to your deductible
- X** Out-of-Network
No out-of-network coverage except emergency services

Exclusive Provider Organization (EPO): 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. Nonemergency services received out-of-network will not be covered.

3. Blue KC Health Plan PPO with Spira Care with a Health Savings Account

A novel, simple, predictable option that provides affordable, convenient Spira Care Center visits paired with a Health Savings Account. You will incur an affordable charge (receive a bill) for an office visit at a Spira Care Center outside of preventive care visits. Once you have met your deductible, any future primary care needs at a Spira Care Center are at no additional cost.

For needs outside of the Care Centers, you may incur a cost applied toward your deductible. Members have access to the BlueSelect Plus network within the Kansas City metro area and access to the national BlueCard network for care outside the 32-county service area. We encourage you to receive care from in-network providers, but you have the option to receive care from out-of-network providers at a higher cost.

4. Blue KC Health Plan EPO with Spira Care with a Health Savings Account

A novel, simple, predictable option that provides affordable, convenient Spira Care Center visits paired with a Health Savings Account. You will incur an affordable charge (receive a bill) for an office visit at a Spira Care Center outside of preventive care visits. Once you have met your deductible, any future primary care needs at a Spira Care Center are at no additional cost.

For needs outside of the Care Centers, you may incur a cost applied toward your deductible. Members have access to the BlueSelect Plus network within the Kansas City metro area and access to the national BlueCard network for care outside the 32-county service area. You must receive all care from in-network providers except for emergency services. Nonemergency services received out-of-network will not be covered.

Preferred Provider Organization (PPO): 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.

AT A GLANCE

- \$** **Spira Care Centers**
Affordable charge for non-preventive services until out-of-pocket deductible is met
- \$\$** **BlueSelect Plus Network**
Costs apply to your deductible
- \$\$** **BlueCard Network**
Costs apply to your deductible
- \$\$\$\$** **Out-of-Network**
Option to receive care at a higher cost

AT A GLANCE

- \$** **Spira Care Centers**
Affordable charge for non-preventive services until out-of-pocket deductible is met
- \$\$** **BlueSelect Plus Network**
Costs apply to your deductible
- \$\$** **BlueCard Network**
Costs apply to your deductible
- X** **Out-of-Network**
No out-of-network coverage except emergency services

Spira Care Centers and In-Network Hospitals

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.



BlueSelect Plus Network

- 4,100+ Physicians & Specialists
- 11,000 Access Points
- Lower Overall Cost
- In- and Out-of-Network Emergency Room Coverage



Take a virtual tour at
SpiraCare.com/TOUR



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

CONVENIENT CARE CENTERS ACROSS THE METRO

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

IN-NETWORK HOSPITALS

These hospitals are included in the **BlueSelect Plus Network**:

AdventHealth College Boulevard
AdventHealth Lenexa
AdventHealth Shawnee Mission
AdventHealth South Overland Park
Cameron Regional Medical Center
Children’s Mercy Hospital
Children’s Mercy Hospital – South
Liberty Hospital
North Kansas City Hospital

Olathe Medical Center
Providence Medical Center
St. Joseph Medical Center
St. Mary’s Medical Center
University Health Truman
Medical Center
University Health Lakewood
Medical Center
University of Kansas Health System
Western Missouri Medical Center

All other hospitals in Blue KC’s service area are considered out-of-network.

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 Blue KC member ID 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! If you're on our HSA Eligible plan and have not met your deductible, we'll send a bill for your affordable charge. Once you've satisfied your deductible, there's no additional cost.

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

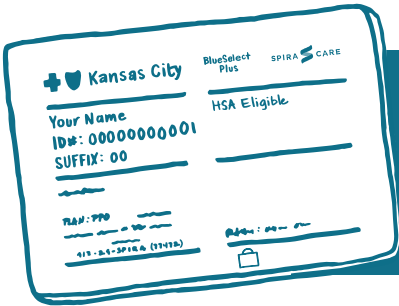
While referrals aren't necessary for visiting a provider outside of a Spira Care Center, we do recommend working with a care guide to choose a specialist in your plan's network.

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. Any charges will be applied toward your annual deductible.



Remember to bring your Blue KC member ID 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** to find a provider in the BlueSelect Plus network.

BlueSelect Plus Network and BlueCard Network

EPO & PPO Differences

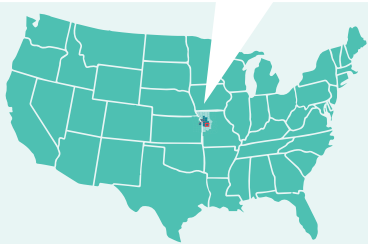
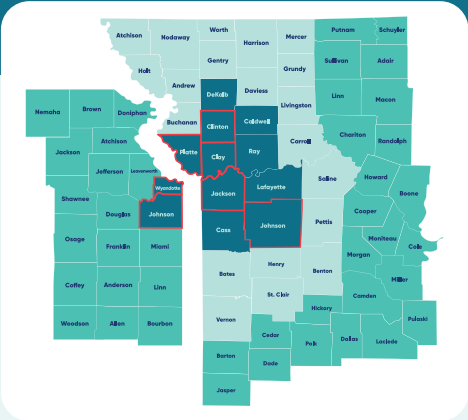
BlueSelect Plus Network: Provides in-network coverage in the dark blue areas of the map. Costs apply toward your annual deductible.

Hospitals located in the BlueSelect Plus network are located in the seven counties outlined in red (excludes HCA and St. Luke's). Costs apply toward your annual deductible.

BlueCard: Offers coverage nationwide, including counties in dark green on the map. Costs apply toward your annual deductible.

Visit MyBlueKC.com to see in-network providers for our medical plans. Simply click Find Care. You will then be prompted to enter information found on your member ID card.

Out-of-Network: The areas in light green are out-of-network.



Questions? Call Spira Care at **913-29-SPIRA (77472)**. We can help you find the in-network providers that are right for you.

BlueSelect Plus Network: When receiving care in the BlueSelect Plus network. See your member ID card to determine if you are on an EPO or PPO plan type.	You have in-network coverage when using any of the 4,100+ providers and 16 hospitals in the network. 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. ‡ Emergency services are always covered at the in-network cost share. Cost applies toward your annual deductible.
BlueCard: When receiving care in the BlueCard network.	You have access to the BlueCard network which offers coverage nationwide, including counties in dark green on the map. Cost applies toward your annual deductible.

Key Difference:	EPO Plan Type	PPO Plan Type
Out-of-Network: When receiving care outside the BlueSelect Plus network within the 32-county Blue KC service area.	EPO: No coverage out-of-network except for emergency services. You will be responsible for 100% of costs associated with any care received out of network.	PPO: Your extended out-of-network benefits provide some coverage, but 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 if they are enrolled in a PPO plan. Members with EPO plans receive no out-of-network coverage except for emergency services and will be billed in full.

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**, the **athenaPatient mobile app** or **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)**.

Online Tools



What Are You Looking For?



Find an
In-Network
Provider



Claim History



Order a
Replacement
Member Card



Coverage Details



Find a Pharmacy

MyBlueKC.com

To register, visit MyBlueKC.com to enroll with your Blue KC member ID card.



**View Lab or Test
Results from a Care
Center Appointment**



**Request a Care
Center Appointment**



**Request a
Medication Refill**



**Complete
Paperwork Before
a Care Center
Appointment**



**Send a Message
to Your Care Team**



**View
Immunization
History**

**MySpiraCare.com
or
athenaPatient mobile app**

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

DISCRIMINATION IS AGAINST THE LAW

Blue KC complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Blue KC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Blue KC provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Blue KC provides free language services to people whose primary language is not English:

- Qualified interpreters:
- Information written in other languages

- If you need these services, contact Customer Service at 844-395-7126 (Toll-Free) or at languagehelp@bluekc.com.

If you believe that Blue KC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Appeals Department, PO Box 419169, Kansas City, MO 64141-6169, 816-395-3537, TTY: 816-842-5607, APPEALS@bluekc.com. You can file a grievance in-person, by mail or by email.

If you need help filing a grievance, the Appeals Department is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

If you, or someone you're helping, has questions about Blue KC, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-844-395-7126.

Spanish: Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de Blue KC, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-844-395-7126.

Chinese: 如果您，或是您正在協助的對象，有關於BlueKC方面的問題，您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員，請撥電話 1-844-395-7126。

Vietnamese: Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Blue KC, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-844-395-7126.

German: Falls Sie oder jemand, dem Sie helfen, Fragen zum Blue KC haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-844-395-7126 an.

MEMBER RIGHTS AND RESPONSIBILITIES

As a Blue KC member, you have certain Rights and Responsibilities, as outlined below:

You have the right to:

- Receive considerate and courteous care with respect for personal privacy, dignity and confidentiality.
- Have a candid discussion of medically necessary and appropriate treatment options or services for your condition from any participating physician, regardless of cost or benefit.
- Receive medically necessary and appropriate care or services from any participating physician or other participating healthcare provider from those available as listed in your managed care plan directory or from any nonparticipating physician or other healthcare provider.
- Receive information and diagnosis in clear and understandable terms, and ask questions to ensure you understand what you are told by your physician and other medical personnel.
- Participate with providers and practitioners in making decisions about your healthcare, including accepting and refusing medical or surgical treatments.
- Give informed consent to treatment and make advanced treatment directives, including the right to name a surrogate decision maker in the event you cannot participate in decision making.
- Discuss your medical records with your physician and have health records kept confidential, except when disclosure is required by law or to further your treatment.
- Be provided with information about your managed healthcare plan, its services and the practitioners and providers providing care, as well as have the

opportunity to make recommendations about your rights and responsibilities.

- Communicate any concerns with your managed healthcare plan regarding care or services you received, receive an answer to those concerns within a reasonable time, and initiate the complaint and grievance procedure if you are not satisfied.

You have the responsibility to:

- Respect the dignity of other members and those who provide care and services through your managed healthcare plan.
- Ask questions of your treatment physician or treatment provider until you fully understand the care you are receiving and participate in developing mutually agreed upon treatment goals to the degree possible.
- Follow the mutually agreed upon plans and instructions for care that you have discussed with your healthcare practitioner, including those regarding medications. Comply with all treatment follow-up plans, and be aware of the medical consequences of not following instructions.
- Communicate openly and honestly with your treatment provider regarding your medical history, health conditions and the care you receive.
- Keep all scheduled healthcare appointments and provide advance notification to the appropriate provider if it is necessary to cancel an appointment.
- Know how to use the services of your managed healthcare plan properly.
- Supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.

DISCLOSURE NOTICE

Blue KC subcontracts with other organizations [or vendors, or entities] to perform certain [health] services such as utilization management [(e.g., hospital concurrent review, prior authorizations, peer medical necessity review, denials, approvals, appeals), member complaints], provider credentialing, and case management for members with complex and catastrophic conditions.

PRIVACY PRACTICES NOTICE

This notice describes how personal and medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully. The privacy of your personal and medical information is important to us.

Summary of our privacy practices:

We may use and disclose your personal and medical information without your permission for treatment, payment and healthcare operations activities. Medical information includes data submitted by providers, lab results and other healthcare or wellness programs you elect to participate in. We may use and disclose your personal and medical information without your permission in support of efficient operation of a health insurance marketplace (e.g., qualified health plan application assistance), when required or authorized by law for public health activities, law enforcement, judicial and administrative proceedings, research and certain other public benefit functions.

We may disclose your personal and medical information to your family members, friends or any others you involve in your enrollment, healthcare or payment for your healthcare. We may disclose your medical information to appropriate public and private agencies in disaster relief situations.

We may disclose to your employer whether you are enrolled or disenrolled in the health plan it sponsors. We may disclose summary health information to your employer for certain limited purposes. If you are enrolled in an employer-sponsored group health plan, we may disclose your medical information to your employer to administer your group health plan if your employer explains the limitations on its use and disclosure of your medical information in the plan document for your group health plan. We will not otherwise use or disclose your medical information without your written authorization. You have the right to examine and receive a copy of your personal and medical information.

You have the right to receive an accounting of certain disclosures we may make of your personal and medical information. You have the right to request that we amend, further restrict use and disclosure of, or communicate in confidence with you about your personal and medical information. Please review this entire notice for details about the uses and disclosures we may make regarding your personal and medical information, about your rights and how to exercise them, and about complaints regarding or additional information about our privacy practices.

The complete Notice of Privacy Practices is available on our website – www.BlueKC.com.

Privacy Office

Blue Cross and Blue Shield of
Kansas City (Blue KC)
P.O. Box 417012, Kansas City, MO 64141
Phone Numbers: 816-395-3784
Toll Free: 1-800-932-1114
Fax: 816-395-2862
Email: Privacy@BlueKC.com

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



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