

Spira Care Patient Guide

CARE LIVES HERE



BLUE MEDICARE
ADVANTAGE



SPIRA CARE™

For Blue KC members enrolled in a
Blue Medicare Advantage Plan

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 Medicare Advantage plan with exclusive access to Spira Care Centers, you've chosen accessible, more personal, advanced primary care for patients of all ages, including seniors. You have access to our Care Centers and the expertise of our care guides to help you on your health journey.

We look forward to seeing you.

For Care Center hours and locations, visit **SpiraCare.com.**

**Call 913-29-SPIRA (77472) to
schedule an appointment.**

SPIRA CARE OVERVIEW

Frequently Asked Questions	4-5
Care Guides	6
Receiving Care	7
Appointment Types, Services and Benefits at Spira Care	8-9

APPOINTMENT INFORMATION

Making an Appointment at Spira Care	10
What to Expect at Your Spira Care Appointment	11
Preparing for a Specialist Appointment	13

LOCATIONS

Spira Care Center Locations	14-15
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ADDITIONAL INFORMATION

Understanding Your Online Tools	17-19
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You have questions. We have answers.

Q: What is advanced primary care?

A: When Spira Care is part of your health journey, you can say goodbye to going here and there for primary care services. At Spira Care Centers, you get convenient access to your doctor-led Care Team—from behavioral health consultants to certified diabetes care specialists—taking a whole-person approach to your health.

Q: Are there additional costs associated with Spira Care?

A: Your costs with exclusive access to Spira Care Centers are at the same benefit level as other advanced primary care providers. For more information about costs for services please reference your Blue Medicare Advantage Evidence of Coverage.

Q: I've enrolled in a Blue Medicare Advantage health plan. What services are available to me at Spira Care Centers?

A: At Spira Care Centers, patients have access to advanced primary care services, including routine preventive care, sick care, chronic medical condition management, behavioral health consultations, routine labs, treatment of injuries, digital X-rays* and more.

Q: Where can I go for needs beyond what is offered at Spira Care, like specialty care or emergency situations?

A: 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. For more information about costs for services, please reference your Blue Medicare Advantage Evidence of Coverage.

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 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 primary care physician outside of a Spira Care Center, please refer to your Blue Medicare Advantage Evidence of Coverage, or call the customer service number on your member ID card.

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. Spira Care Centers across the metro offer extended hours and multiple appointment options, including in-person and virtual care. Most Care Centers have availability for same-day or next-day appointments. Visit **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.

An Advocate for You

CARE GUIDES

At Spira Care, you have access to care guides to help coordinate care, answer questions and explain benefits.

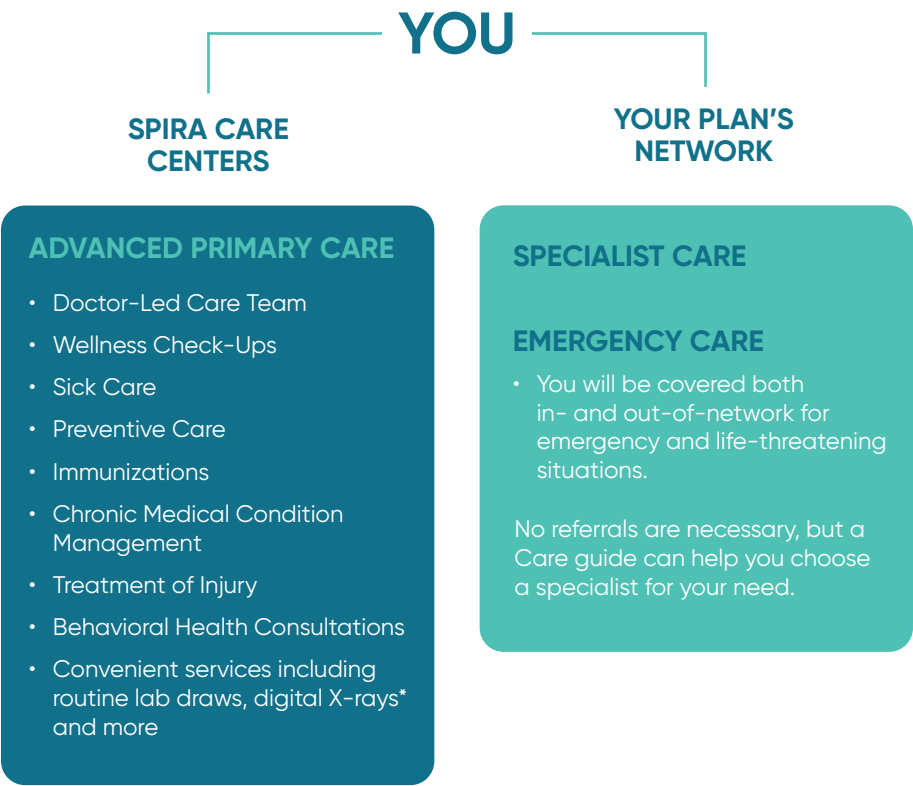
These professionals leverage their nursing and benefit experience to and answer questions regarding benefits, cost and care management.

Care guides are available at all Care Centers to assist patients.



RECEIVING CARE

You have options for receiving care: visit a Spira Care Center or see a provider in your plan's network. For more information about costs for services, please reference your Blue Medicare Advantage Evidence of Coverage, or call the customer service number listed on your member ID card.



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

* 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 patients of all ages, including seniors.

Access to Care Guides

Care guides leverage their nursing and benefit experience to 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, patient education, treatment of injuries, and diagnosis and treatment of acute and chronic illnesses.

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. Please refer to your plan's benefits in your Evidence of Coverage and Blue Medicare Advantage Handbook, or call the customer service number on your member ID card for questions about costs associated with in-network behavioral healthcare.

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.

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 offer a wide range of CDC-recommended immunizations.**

Routine Preventive Care

Includes wellness visits, annual physical exam, 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 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.

* 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 Spira Care provider. 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 Blue Medicare Advantage plan cannot be used for an on-the-job or work-related injury or illness.

Preparing for an Appointment

MAKING AN APPOINTMENT

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 Medicare Advantage 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.

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

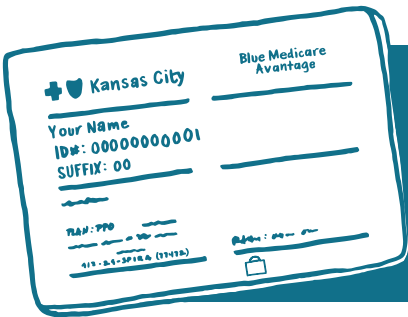
While referrals aren't necessary for visiting a provider outside of a Spira Care Center, we do recommend working with a care guide to choose a specialist in your plan's network.

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.

For more information about costs for services, please reference your Blue Medicare Advantage Evidence of Coverage, or call the customer service number listed on your member ID card.



Remember to bring your Blue Medicare Advantage 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 MyBlueKCMA.com or visit MedicareBlueKC.com/find-care to find a provider in your plan's network.

Spira Care and Your Plan's Network

Spira Care Centers serve your primary care needs while access to your plan's network offers coverage for any specialty needs outside the Care Centers.

Services needed outside of Spira Care Centers are subject to your plan's benefits. Please refer to your Blue Medicare Advantage Evidence of Coverage, or call the customer service number on your member ID card.



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



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).



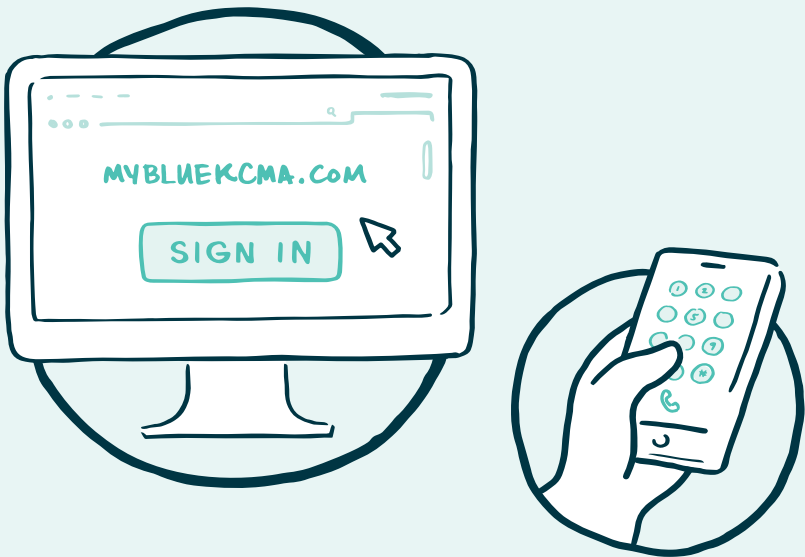
Understanding Your Online Tools

You have access to a range of tools that can make healthcare more convenient than ever. Whether you are looking for Care Center lab results, want to communicate with your Spira Care provider or want to see what providers are in your plan's network, everything you need to know is available at your fingertips at **MySpiraCare.com**, the **athenaPatient mobile app** or **MyBlueKCMA.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



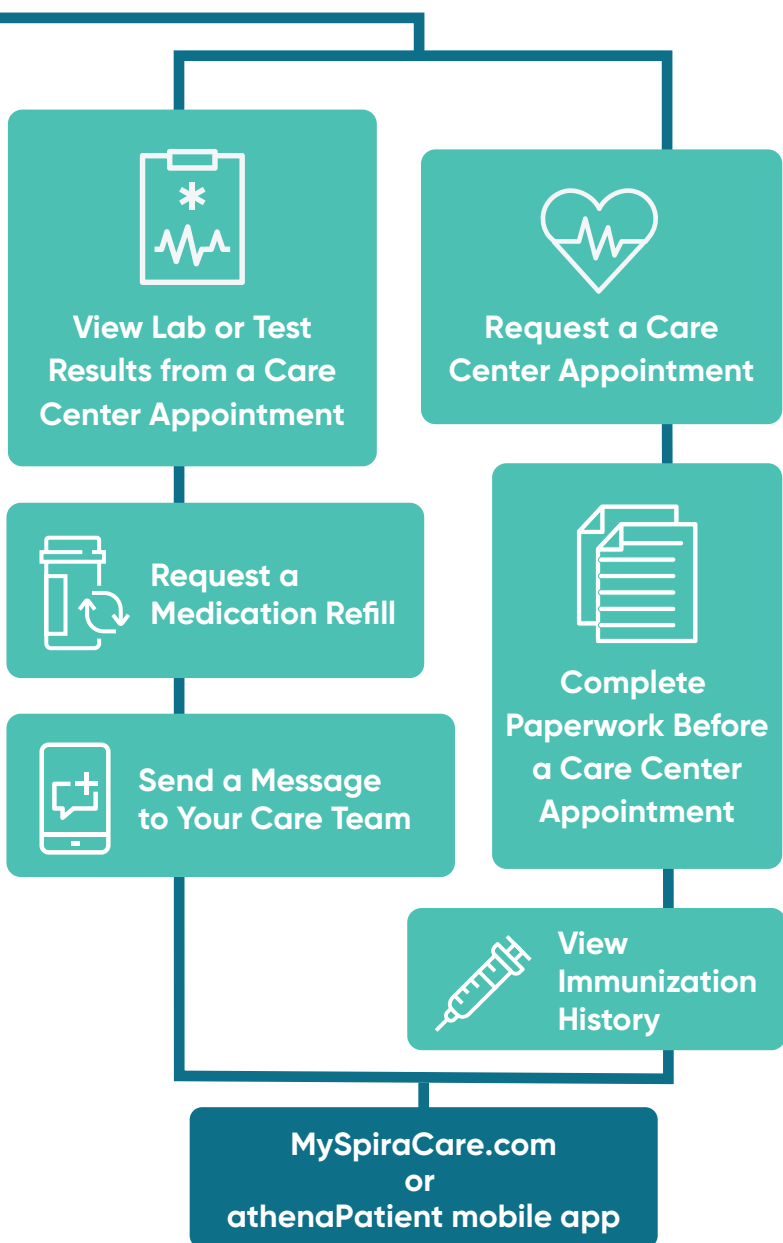
Coverage Details



Find a Pharmacy

MyBlueKCMA.com

To register, visit MyBlueKCMA.com to enroll with your Blue Medicare Advantage member ID card.



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.

Korean: 만약 귀하 또는 귀하가 돕고 있는 어떤 사람이 [Blue KC]에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-844-395-7126 로 전화하십시오.

Serbo-Croatian: Ukoliko Vi ili neko kome Vi pomažete ima pitanje o Blue KC, imate pravo da besplatno dobijete pomoć i informacije na Vašem jeziku. Da biste razgovarali sa prevodiocem, nazovite 1-844-395-7126.

Arabic: لو صحت الحالى فى قحلا كى دلف ، Blue KC موصوص بة لى سأسأ ددعاست صخش ىدل وأ كى دل ذاك إن ا ب ل صت ا م ج ر ت م عم د ح د ث ل ل . دة ل ك ت ة ي ا ن و د م ن ك ت غ ل ب ة ي ر و ر و ض ل ا ت ا م و ل ع م ل ا ل و د د ع ا س م ل ا ل ى ل ع .
1-844-395-7126.

Russian: Если у вас или лица, которому вы помогаете, имеются вопросы по поводу Blue KC, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по телефону 1-844-395-7126.

French: Si vous, ou quelqu'un que vous aidez, avez des questions à propos de Blue KC, vous avez le droit d'obtenir gratuitement de l'aide et des informations dans votre langue. Pour parler à un interprète, appelez 1-844-395-7126.

Tagalog: Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Blue KC, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1-844-395-7126.

Laotian: ຖ້າ ທ່ານ, ຫຼື ຄົນ ທ່ານ ກຳ ນົດ ລ້ຽງ ອຸ ດ ເຫຼື ອ, ມີ ຄຳ ຖາມ ກ່ຽວ ກັບ Blue KC, ທ່ານ ມີ ສິດ ທີ່ ຈະ ໄດ້ ຮັບ ການ ຊ່ ວ ເຫຼື ອ ແລະ ຂໍ້ ນຸ ນ ຂໍ້ າ ວ ສາ ນ ທີ່ ໄດ້ ນ ພາ ສາ ຂອງ ທ່ານ ບໍ່ ມີ ຄ່ ຳ ໃຊ້ ຈ່ າ ອ. ການ ໄວ້ ລົມ ກັບ ນາ ຍ ພາ ສາ, ໃຫ້ ໂທ ຫາ 1-844-395-7126.

Pennsylvanian Dutch: Wann du hoscht en Froog, odder ebber, wu du helfscht, hot en Froog baut Blue KC, hoscht du es Recht fer Hilf un Information in deinre eegne Schprooch griege, un die Hilf koschtet nix. Wann du mit me Interpreter schwetze witt, kannscht du 1-844-395-7126 uffrufe.

Persian: Blue دروم رد لاوس ، دین کیم کمک و ا هب امش مک ى س ک ا ي ، امش رگا روط هب ار دوخ نا بنز هب تا علطا و کمک مک دیراد از ني ا ق ح ديش اب متشاد ، KC . دى ي ا م ن لصاح س ا م ت 1-844-395-7126 . دى ي ا م ن ت غ ا ي ر د نا گ ي ا ر .

Cushite: Isin yookan namni biraa isin deeggartan Blue KC irratti gaaffii yo qabaattan, kaffaltii irraa bilisa haala ta'een afaan keessaniin odeeffannoo argachuu fi deeggarsa argachuuf mirga ni qabdu. Nama isiniif ibsu argachuuf, lakkoofsa bilbilaa 1-844-395-7126 tiin bilbilaa.

Portuguese: Se você, ou alguém a quem você está ajudando, tem perguntas sobre o Blue KC, você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para falar com um intérprete, ligue para 1-844-395-7126.

For TTY services, please call 1-816-842-5607.

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 MEMBERSHIP

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 all Care Centers.



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ADVANTAGE



SpiraCare.com

913-29-SPIRA (77472)