

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.

Updated October 2023

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.**

**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: 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: 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](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 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.

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 preventive care, 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. 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 conditions 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 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 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 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 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.

YOU

SPIRA CARE CENTERS

(No additional cost* for services performed at Spira Care Centers)

YOUR PLAN'S NETWORK

(Refer to your Summary of Coverage and Benefits for cost information)

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 AND EMERGENCY CARE

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.

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).**

* 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.



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

CONVENIENT CARE CENTERS ACROSS THE METRO

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.

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 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** 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**, 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

MyBlueKC.com

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



This image shows a full page of white paper with horizontal blue ruling lines. The word "Notes" is printed at the top left in a bold, dark blue font. The rest of the page is filled with evenly spaced horizontal lines, typical of notebook paper.

DISCRIMINATION IS AGAINST THE LAW

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

Spira Care 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)

Spira Care 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 Spira Care at the number listed on your insurance identification card (toll free) or send an email to languagehelp@spiracare.com.

If you believe that Spira Care 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 Spira Care, PO Box 419169, Kansas City, MO 64141-6169, 816-395-3537, TTY: 816-842-5607, nondiscrimination@spiracare.com. You can file a grievance in-person, by mail or by email.

If you need help filing a grievance, Spira Care 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 Spira Care, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-877-337-7472.

Spanish: Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de Spira Care, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-877-337-7472.

Chinese: 如果您，或是您正在協助的對象，有關於 **Spira Care** 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 1-877-337-7472。

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 1-877-337-7472.

German: Falls Sie oder jemand, dem Sie helfen, Fragen zum Spira Care 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 1-877-337-7472 an.

Korean: 만약 귀하 또는 귀하가 돕고 있는 어떤 사람이[Spira Care]에 관해서 질문이 있다면 귀하는 그러한 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 그렇게 통역사와 얘기하기 위해서는 1-877-337-7472 로 전화하십시오.

Serbo-Croatian: Ukoliko Vi ili neko kome Vi pomažete ima pitanje o Spira Care, imate pravo da besplatno dobijete pomoć i informacije na Vašem jeziku. Da biste razgovarali sa prevodiocem, nazovite 1-877-337-7472.

Arabic: لوصولحالي ف قحل الكيدلف ، Spira Care صوصصخب ءلئسأ ادءعاسء صخخش ىدل وأ كيدل ناك |
بـ لصاء مءرءم عم اءءءلل .فءلكء ءيأ نوء نم اكءغلب بربوررضالامولعلمءالو ادءعاسلمالىل
1-877-337-7472.

Russian: Если у вас или лица, которому вы помогаете, имеются вопросы по поводу Spira Care, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по телефону 1-877-337-7472.

French: Si vous, ou quelqu'un que vous aidez, avez des questions à propos de Spira Care, vous avez le droit d'obtenir gratuitement de l'aide et des informations dans votre langue. Pour parler à un interprète, appelez 1-877-337-7472.

Tagalog: Kung ikaw, o ang iyong tinutulangan, ay may mga katanungan tungkol sa Spira Care, may karapatan ka na makakuha ng tulong at impormasyon sa iyong wika ng walang gastos. Upang makausap ang isang tagasalin, tumawag sa 1-877-337-7472.

Laotian: ຖ້າ ຈຳ ານ, ຫຼື ຄົນ 'ທ່າ ານກໍ າລັງຊ່ ວຍເຫຼື ອ, ມ ັ ຄາຖາມກໍ ຽວກັບ Spira Care, ທ່າ ານມ ັ ສດ 'ທ່າຈະໄດ້ຮັບການຊ່ ວຍເຫຼື ອແລະ ັ ຂ ມ ູ ນຂ່ າວສາ ັ ທເປັ ນພາສາຂອງທ່າ ານ 'ບນ ຄ່ າໃຊ້ ຈ່ າຍ. ການໂອ້ລົມກັບນາຍພາສາ, ໃຫ້ ໂທຫາ 1-877-337-7472.

Pennsylvanian Dutch: Wann du hoscht en Froog, odder ebber, wu du helfscht, hot en Froog baut Spira Care, 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, kannst du 1-877-337-7472 uffrufe.

Persian: Blue دروم رد ل اوس ، دین کیم کمک و ا مب امش مک یسک ای ، امش رگا KC ، روط مب ار دوخ نابز مب تا علاطا و کمک مک دیراد ار نی قح دیشاب متشاد ، دیرامن ل صا ح سامت 1-877-337-7472. دیرامن تفایرد ناگیار

Cushite: Isin yookan namni biraa isin deeggartan Spira Care 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 1-877-337-7472 tiin bilbilaa.

Portuguese: Se você, ou alguém a quem você está ajudando, tem perguntas sobre o Spira Care, você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para falar com um intérprete, ligue para 1-877-337-7472.

For TTY services, please call 1-877-337-7472.

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.spiracare.com.

Privacy Office

Spira Care Privacy Office

P.O. Box 417012

Kansas City, MO 64141

Telephone: 816-395-3784 or toll free at 1-800-932-1114

Fax: 816-395-2862

E-mail: privacy@spiracare.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



SPIRA CARE™

SpiraCare.com

913-29-SPIRA (77472)