

Care Lives Here

Patient Guide

For members enrolled in a Blue Cross and Blue Shield of Kansas City health plan with exclusive access to Spira Care Centers.



Kansas City



SPIRA CARE™

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

To make an appointment
please call **913-29-SPIRA (77472)**
or visit **MySpiraCare.com**.

What is Spira Care?

Primary Care for the whole family:

Your Spira Care primary care provider (PCP) and your Care Team are here to make healthcare more personal.

This **doctor-led team** includes:

- Advanced practitioners like nurse practitioners and physician assistants
- Nurses and medical assistants
- Diabetes Care Specialists
- Behavioral Health Consultants
- Ambulatory Care Pharmacist
- Care Guides
- And more!

This team's focus is on helping you feel your best. Not just treating your symptoms, but providing patient-centered, whole-person healthcare for you and your whole family.

There are nine Spira Care Centers across the Kansas City metro area.

To make an appointment please call **913-29-SPIRA (77472)** or visit **MySpiraCare.com**.

Each Spira Care Center has a variety of services under one roof, including multidisciplinary Care Teams **working together to take exceptional care of you.**

What is Primary Care?

Also known as family medicine or general practice.

Your Primary Care Provider (PCP)

By gathering family history, lifestyle, and information about your health goals, your PCP can partner with you to help you feel your best through every phase of life.

Your PCP is your first call when you don't feel well or have a concern that isn't an emergency. They can help you determine if you need to see a specialist, recommend specialists when necessary, and help you decide where to go for care when you aren't sure.



Treatment of **common medical conditions** and **minor injuries**



Wellness appointments, also known as annual physicals or checkups, for infants, children, teens, and adults:

- Health forms for school or sports
- Routine vaccinations
- Well-child visits, and more!



Health screenings to help identify potential health problems early or prevent them all together.

If you are experiencing a medical emergency, call 911 immediately. For mental health support, call or text 988.

At Spira Care Centers, how much will appointments and services cost?

If you are enrolled in a Blue KC plan without a health savings account:

If you are enrolled in a plan without a Health Savings Account with exclusive access to Spira Care Centers you will have no additional cost* for any appointment or service provided at Spira Care Centers.

Preventive services are covered at no additional cost*.



OR

If you are enrolled in a Blue KC plan with health savings account:

If you are enrolled in a plan with a Health Savings Account or HSA eligible with exclusive access to Spira Care Centers you will incur a \$60 charge for appointments or services at Spira Care Centers. Once you meet your deductible, any future primary care needs at a Spira Care Center are at no additional cost*.

You will receive a bill from Spira Care after receiving service. To make a payment, visit your patient portal at **MySpiraCare.com** or submit via mail.

Preventive services are covered at no additional cost*.

Care Guides are here to help take the confusion out of healthcare.

To make an appointment please call **913-29-SPIRA (77472)** or visit **MySpiraCare.com**.

An Advocate for You

Care Guides

Care Guides leverage their nursing and benefit experience to answer your questions regarding cost and care management. They assist you with any care needs in your plan's network and will be your biggest advocate. After your appointment you can ask to meet with a Care Guide.



Coordinate Care



Answer Questions



Explain Benefits

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

Understanding Your Online Tools

Your patient portal:

MySpiraCare.com:

- Register for the Spira Care patient portal
- Access your medical records and test results
- Message your Care Team
- Schedule an appointment
- Check in for your appointment online
- And more!

Spira Care's mobile app makes connecting with Spira Care even easier! Spira Care uses athenahealth to make your patient portal accessible on the go.



Download the **athenaPatient app** to connect with Spira Care right from your smartphone. Use the app to:

- Quickly and conveniently log in: Facial recognition and touch ID make logging in easy
- Access your health information: View lab or test results from a Spira Care appointment
- Connect with your Care Team: Send a secure message to your provider
- Join telehealth visits
- View your upcoming appointments

Your insurance portal:

MyBlueKC.com:

- Find an in-network provider or pharmacy
- Order a replacement member ID card
- View claim history or coverage details
- And more!

- Go mobile with the **MyBlueKC app!**
- Take your digital ID card with you to your doctor's visits
- Find in-network doctors, hospitals and urgent care facilities
- Check your claims status
- Track your deductible and out-of-pocket spending



Your Spira Care Care Team is here to make healthcare more personal.

To make an appointment please call **913-29-SPIRA (77472)** or visit **MySpiraCare.com**.

Looking for Support?

We're here to help!

If you have a questions about Spira Care call **913-29-SPIRA (77472)** and ask to speak with a **Care Guide**. Or, if you have questions about your Blue KC health plan, call the customer service number on your member ID card.

Patient Portal

Visit **MySpiraCare.com** or download the **athenaPatient** mobile app



Insurance Portal

Go to **MyBlueKC.com** or download the **MyBlueKC** mobile app

The Spira Care Difference

Our goal is to eliminate stress, confusion, and feeling rushed in and out of your doctor's office. It's healthcare as it should be – simple, convenient, and affordable*.

Key differences include:

- Same-day, next-day, Saturday, and evening appointments are available at most Care Centers.
- Longer appointments and spacious exam rooms. We're not in a hurry, and want you to feel comfortable asking all your health questions. We're here for you.
- Schedule appointments online through the patient portal or call to speak with one of our dedicated schedulers, who can work with you to find the best possible option for your schedule. We can even schedule your whole family with one phone call!
- **Care Guides**, healthcare professionals with nursing and benefits experience, are available to help you navigate your healthcare in and out of Spira Care Centers, answer questions about cost and coverage, and help you find in-network options that meet your needs.
- **Triage nurses** and an on-call provider are available to help when you have health questions or concerns that aren't an emergency.
- **Coaching** on healthy habits that work for your schedule, lifestyle, and goals.
- Minimizing the need for specialty care by offering more services in one location, such as lab draws and X-ray**.
- **Behavioral health support** for children, teens, and adults that's integrated with your primary care.
- **Care management** to help navigate a new diagnosis, symptom management, or if you need additional support controlling chronic health conditions like diabetes or hypertension.
- **Comprehensive medication management** offered by an Ambulatory Care Pharmacist partnering with your Care Team to help ensure your all your prescription and over-the-counter-medications work for you, are safe, effective, and as affordable as possible. We can also help you transition your care from the hospital to your PCP if you experience a hospital stay.

Spira Care was designed with you and your family at the heart of everything we do.

To make an appointment please call **913-29-SPIRA (77472)** or visit **MySpiraCare.com**.

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

** 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.

Ready for an Appointment at Spira Care?

Our Care Centers offer appointments Monday through Friday and a limited number of evening and weekend appointments. To learn more, visit [SpiraCare.com](https://www.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, vaccination records if you are a new patient, or state-issued ID card or passport.

Carry a sheet of paper with you the week before your appointment or take some time to write down questions you have for your provider. We offer extended appointments compared to many family practices, and our goal is to ensure you get all your questions answered.

Making an appointment at a Spira Care Center is easy.

To make an appointment please call **913-29-SPIRA (77472)** or visit **MySpiraCare.com**.

Spira Care was designed with you and your family at the heart of everything we do:

- Same-day, next-day, Saturday, and evening appointments are available at most Care Centers
- Schedule your whole family with one phone call or using the patient portal
- Triage nurses and an on-call provider are available to help when you have health questions or concerns that aren't an emergency

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.

What to Expect at Your Appointment

Step 1

Arrive at your Spira Care Center 15 minutes before your appointment and check in at the front desk.

Step 3

When you see your provider, our extended appointments are designed to give you ample time to get all your questions answers and concerns addressed.

Step 5

A Care Guide would love to connect with you before you leave to make sure you know what's next and how we can support you after your appointment.

1

2

3

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5

Step 2

A member of the Care Team will lead you to an exam room, where a nurse will ask you a few additional questions, take your vitals and make sure your medical record is up-to-date.

Step 4

If your provider recommends lab work, a visit with a Behavioral Health Consultant, or any other Spira Care service, we'll take care of as much of that as we can during your time with us that day.

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Our goal is to offer you a
convenient and affordable* personal
primary care experience.

To make an appointment
please call **913-29-SPIRA (77472)**
or visit **MySpiraCare.com**.

SPIRA  CARE

Spira Care Tiffany Springs
8765 N Ambassador Drive, Kansas City, MO 64154

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Robbin, Care Guide Advocate
 Spira Care Independence
 3717 S Whitney Avenue, Independence, MO 64055

Spira Care Centers

Nine locations across the KC 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



Learn More

For hours or to take a virtual tour and meet the Care Teams visit SpiraCare.com.

Answers to Some Commonly Asked Questions

Is Spira Care an option for urgent care?

Spira Care is not an urgent care center. The difference between primary care and urgent care is primarily timing. Urgent care is usually walk-in, first-come-first-serve. Primary care practices like Spira Care usually recommend an appointment. If you experience a medical emergency, call 911 or go to the nearest Emergency Department. If you have a concern that isn't an emergency, we're here to help! Call us at 913-29-SPIRA (77472) to speak with a triage nurse or on-call provider. We can help schedule a same-day, next-day, Saturday, or virtual appointment with a Spira Care provider, or help you find another in-network option that best meets your needs, like an urgent care office, if appropriate. Our goal is to keep your care as affordable and convenient as possible, both inside and outside our Care Centers.

Can I walk-in at Spira Care or do I need an appointment?

Please schedule an appointment. Looking to book online but don't see an opening? Call us! We can work with you and your Care Team to find something that works for your schedule.

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

Outside of Spira Care Centers you will have access to your plan's network for things like a visit to a specialist or an emergency room where costs are subject to your plan's deductible or applicable copay. It is important for you to understand what hospitals and specialists are in-network based on your plan and costs associated with those services. Please refer to your Summary of Coverage and Benefits available at [MyBlueKC.com](https://www.mybluekc.com). You can also talk with a Care Guide at Spira Care for help with benefit questions.

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

There are nine Spira Care Centers located across the Kansas City metro area. We continue to evaluate adding locations. To learn more about Spira Care Centers and locations visit [SpiraCare.com](https://www.SpiraCare.com).

I already have a primary care or pediatric physician I love. Can I continue to see my current provider?

While the plan is ideal for members who utilize the Care Centers, members still have access to all providers in their plan's network (depending on your plan costs may be subject to your deductible or applicable copay). Many patients enjoy the convenient benefits and advanced primary care services offered at Spira Care including care for newborns, infants, children, adolescents, and adults. 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](https://www.SpiraCare.com).

Can I get my prescriptions filled at Spira Care?

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.

How long is the wait to get an appointment at Spira Care?

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, and immunizations. 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 (depending on your plan costs may be subject to your deductible or applicable copay). 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](https://www.SpiraCare.com) to learn more.

If you are experiencing a medical emergency, call 911 immediately. For mental health support, call or text 988.

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CARE

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