

# CARE LIVES HERE



BLUE MEDICARE  
**ADVANTAGE**



**SPIRA CARE™**

## OUR COMMITMENT TO YOU

We believe getting healthcare should be an experience that removes stress from your life instead of adding to it. 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 The Blue Medicare Advantage Spira Care (HMO) plan, you've chosen simpler, more personal primary care. 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.

Welcome. We look forward to seeing you.

**FROM YOUR SPIRA CARE TEAM**

For Care Center Hours and Locations visit,  
[SpiraCare.com](https://SpiraCare.com)

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**Welcome to  
Spira Care**

# A Healthcare Experience Designed for Your Life

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We cared enough to ask what people need — and to listen to the answers. Our unique research took us into people's homes. We heard their stories, saw their paperwork and medications, watched them draw pictures of how they wished healthcare would work for them.

We saw the hardship and the hope of healthcare.

## The Problems

- You told us healthcare was hard to navigate.
- You showed us confusing bills for expensive services.
- You wanted healthcare simplified.

## The Solutions

- Dedicated Care Teams to manage services; resources to support your primary care needs.
- Cut costs, confusion and copays\* at our Care Centers.
- Care Centers for primary care: from doctor visits, on-site lab draws, behavioral health consults and more.

**Welcome to Spira Care — healthcare as unique as you.**

*\*For Spira Care (HMO) members, there are few additional costs incurred at Spira Care Centers. DME may incur 20% coinsurance.*

# As simple as Spira Care is, it's still healthcare. Questions come up. Here are some answers.

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**Q: How do I know if Spira Care is right for me?**

**A:** This offering is crafted for members looking to simplify and personalize their healthcare experience with our whole health approach to care. This means that on top of your primary care needs such as routine labs, digital X-rays\*\* and behavioral health consultations our members have access to even more with offerings like social programs, transportation, and diabetic counseling. Above all you can enjoy the peace of mind that comes with choosing Spira Care, where you'll have the support of a Care Team and assistance with any services needed outside the Care Center and in your plan's network.

**Q: How are prescriptions handled through Spira Care?**

**A:** Prescriptions can be filled at any in-network pharmacy. Your Care Team can help you identify a pharmacy that is in network should you have any questions.

**Q: Where can I learn more about all of my benefits?**

**A:** Please reference your Evidence of Coverage and Blue Medicare Advantage Member Handbook for all information including how to access transportation, over-the-counter (OTC) medication, your chronic care meal program, social programs, nutritional shakes, nutritional counseling and more!

**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. For emergency situations, you are covered both in and out of your plan's network. Services beyond Spira Care (for example, a visit to an in-network specialist or an emergency room) are covered, but co-pays will apply.

**Q: Will I have to change primary care doctors?**

**A:** Yes, for primary care services only, a member is limited to Spira Care providers. Be assured, that many members enjoy the convenient benefits and integrated services offered at Spira Care and members also have access to a team of Care Guides for care and coverage questions.

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

**A:** To ensure the best member experience, you need to schedule an appointment for all care needs. This includes wellness check-ups, physicals, sick care, chronic condition management, immunizations, medical management and refills. We also offer all members \$0 telehealth visits with a Spira Care physician. To learn more about locations and hours visit [SpiraCare.com](https://www.SpiraCare.com) or call 1-877-774-7265 (TTY: 711).

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

**A:** Yes, there are plans to expand Spira Care as our membership grows, adding more convenient Care Centers throughout the metro area in both Kansas and Missouri.

*\*\*X-rays are available at select locations only, must be ordered by a Spira Care provider and are at no additional cost to members.*



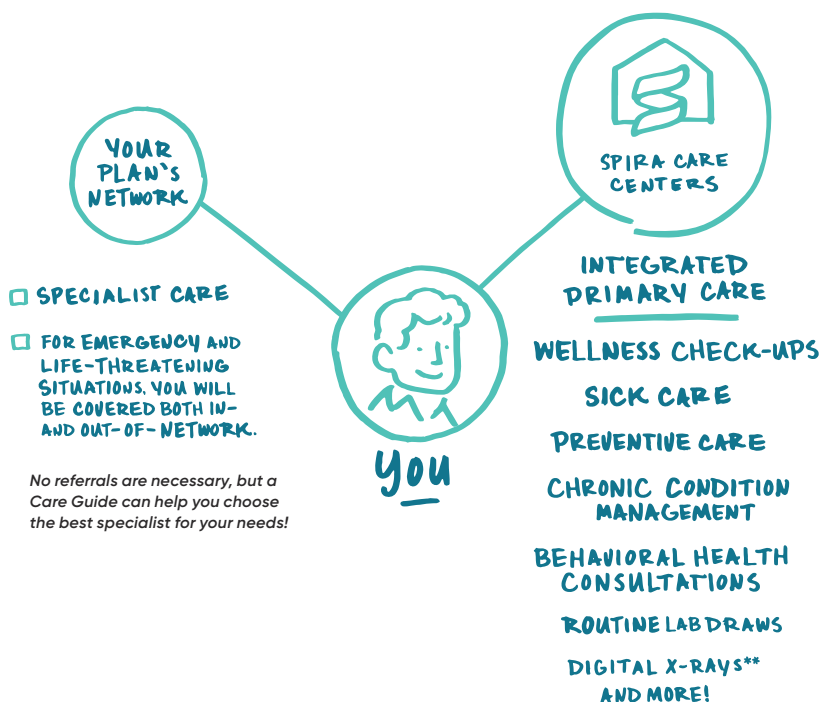
# What is a Care Guide?

To support you throughout your health journey, you will have a team of first-class doctors, nurse practitioners and physician assistants known for their exceptional level of care and member-centric dedication to your wellness and peace of mind. In addition, you'll enjoy access to Care Guides – real people, with nursing and benefit backgrounds, to help you navigate specialty care outside your Care Center, answer questions and explain benefits. With this team at your side, it truly is care with you at the center.



# How to Use Spira Care Centers and Your Plan's Network

As a Spira Care member, you have two options for receiving care: visit your Care Center or see a doctor in your plan's network.



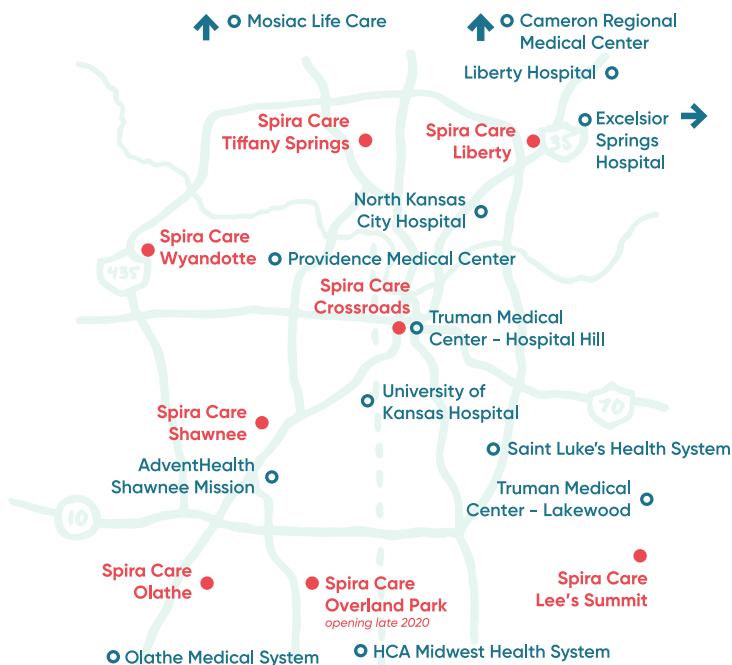
To set up an appointment at your Care Center, call 1-877-774-7265 (TTY: 711).

*\*\*X-rays are available at select locations only, must be ordered by a Spira Care provider and are at no additional cost to members.*

# Blue Medicare Advantage Spira Care (HMO) Network

Spira Care Centers serve your primary care needs while access to the Blue Medicare Advantage Spira Care (HMO) Network offers coverage for any specialty needs outside the Care Centers.

- In- & Out-of-Network Emergency Room and Urgent Care Coverage
- Broad Network of Hospitals and Specialists
- Higher-Quality Care



To learn about the Care Teams at the Care Centers and for hours, visit [SpiraCare.com](https://www.SpiraCare.com).

Members must receive all care from in-network providers (Blue Medicare Advantage Spira Care (HMO)) in the Kansas City area.

# There's a Spira Care Center Near You

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## Crossroads

1916 Grand Boulevard  
Kansas City, MO 64108

## Lee's Summit

760 NW Blue Parkway  
Lee's Summit, MO 64086

## Liberty

8350 N Church Road  
Kansas City, MO 64158

## Olathe

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

## Overland Park

*opening late 2020*

77341 W 133rd Street  
Overland Park, KS 66213

## Shawnee

10824 Shawnee Mission Parkway  
Shawnee, KS 66203

## Tiffany Springs

8765 N Ambassador Drive  
Kansas City, Missouri 64154

## Wyandotte

9800 Troup Avenue  
Kansas City, KS 66111



*To learn more about Spira Care  
including Care Teams and Care Center  
hours visit [SpiraCare.com](https://www.SpiraCare.com).*

## Care Center Appointments Can Be Made for the Following Types of Care Needs:

### Primary Care

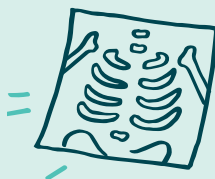
Our Care Teams practice family medicine managing common and long-term illnesses, focusing on overall health and well-being. This includes disease prevention, health maintenance, behavioral health consultations, member education, diagnosis and treatment of acute and chronic illnesses.

### Routine Preventive Care

Includes routine well exams, screenings, behavioral health consultations and immunizations intended to prevent or avoid illness or other health problems.

### Sick Care

Available for needs like the flu, sore throat, urinary tract infection, ear pain and pink eye. If you have a sick care need, please call to speak to a Triage Nurse about your symptoms and to inquire about a same- or next-day appointment.



## Convenient Services and Benefits Offered at Care Centers:

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### Chronic Condition Management

Our Care Teams practice family medicine managing common and long-term illnesses, focusing on overall well-being. This includes disease prevention, health maintenance, behavioral health consultations, and the diagnosis/treatment of acute and chronic illnesses.

### Access to Care Guides

Care Guides are personal guides, with nursing and benefit backgrounds, to support you on your health journey. They can help you schedule specialty care needs outside your Care Center and explain benefits. Now you have a single point of contact for both care and coverage questions to help you find the right place, right time and right people to help you on your health journey. It truly is care with you at the center.

### Routine Lab Draws

We offer routine lab services for primary care needs at all Care Center locations as ordered by a Spira Care provider.

### Behavioral Health Consultations

Designed to help you understand your medical conditions, we provide brief and focused interventions for members as well as consultation sessions where both a medical provider and behavioral health clinician work together. If you have an ongoing or long-term behavioral health need (such as therapy), we can work with you to identify a provider in your plan's network.

**Digital X-Rays**

Select Spira Care Centers (Crossroads, Olathe, Overland Park, Shawnee, Tiffany Springs, and Wyandotte) offer digital X-ray services. If your Spira Care provider orders X-rays for you and your Care Center does not offer this service, your Care Team will schedule a time at a Care Center that does.

**Health Coaches**

Health Coaches facilitate the process of behavior change and help members move closer to their wellness vision by co-creating a personalized and strategic action plan. Through coaching, members are empowered to initiate change and set personally motivating session goals to address a variety of concerns such as stress, exercise, nutrition, or sleep.

# Preparing for a Spira Care Center Appointment

Making your Care Center appointment is easy — call 1-877-774-7265 (TTY: 711) or visit [MySpiraCare.com](https://MySpiraCare.com). Our Care Centers offer appointments Monday through Friday and a limited number of evening and weekend appointments.

All you need to bring to your appointment is your Blue KC member ID card and Valid Government issued photo ID.



## DID YOU KNOW?

Once you are registered at [MySpiraCare.com](https://MySpiraCare.com), you can also schedule an appointment online.

*Once you have an appointment scheduled you can do your paperwork in advance. Register for the patient portal 10 days before your effective eligibility at [MySpiraCare.com](https://MySpiraCare.com) or call your Care Guide for instructions at 1-877-774-7265 (TTY: 711)*



# What to Expect at Your Spira Care Appointment

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## 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.

## 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. X-rays are also available at many of our Care Centers.

## STEP 4

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

## STEP 5

All done!

**We understand life happens and things come up.** If you're unable to make your appointment, please call at least 24 hours in advance to cancel or reschedule your appointment.

Now more than ever, we want you to feel confident about getting the care you need in a safe environment. At Spira Care, we've implemented enhanced safety protocols to protect our members and staff. Because your health is everything.



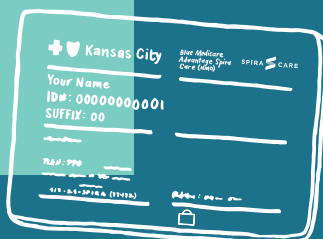
# Preparing for a Specialist Appointment

With Spira Care, visiting a specialist or provider in your plan's network is easy.

- 1 While referrals aren't necessary for visiting a provider outside a Spira Care Center, we do recommend working with your Care Guide to determine which specialist in the Blue Medicare Advantage Spira Care (HMO) network best fits your needs. Why? Because Spira Care Guides can match you with an in-network provider to ensure you're able to make the best decision for you and your wallet.
- 2 Once a specialist is selected, your Care Guide will connect you with the right person to help you make arrangements, including working with the provider to schedule an appointment.

*You may be charged for care received outside of a Care Center based on your plan benefits.*

Remember to bring your Blue KC member ID card to every appointment and pharmacy. 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](https://MyBlueKCMA.com) to find a provider in the Blue Medicare Advantage Spira Care (HMO) network.



# Accessing Care Information

# Understanding Your Online Tools

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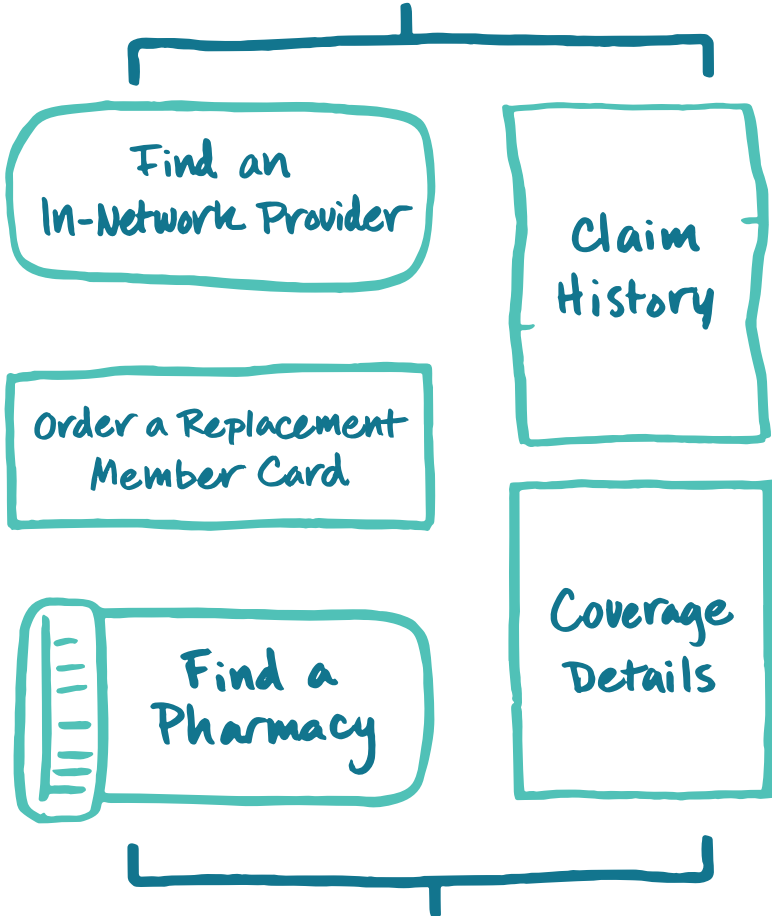
As a Spira Care member, you have access to a range of tools that can make healthcare more convenient than ever. Whether you're looking for Care Center lab results or how much you've already applied toward your max out-of-pocket, everything you need to know is available at your fingertips at MyBlueKCMA.com.

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



*Not sure how to use these tools? Our Care Guides can help with all these activities and questions. Just call 1-877-774-7265 (TTY: 711).*

## Using our online tools, WHAT ARE YOU LOOKING FOR?



**MyBlueKCMA.com**

*To register, visit [MyBlueKCMA.com](https://MyBlueKCMA.com) to enroll with your Blue KC member ID card.*



[MySpiraCare.com](https://www.myspiracare.com)

To register, visit [SpiraCare.com/Register](https://www.myspiracare.com/register)  
or call 1-877-774-7265 (TTY: 711).





## MAXIMIZE YOUR SPIRA CARE MEMBERSHIP

Spira Care combines primary care and health insurance into a single offering where you have access to Care Centers designed to deliver personal 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 phone.



**SPIRA CARE™**