

Blue KC is Proud to Offer Union Clients a Health Plan with Exclusive Access to Spira Care Centers



Kansas City



SPIRA CARE™

SpiraCare.com



A Spira Care Center is Just Around the Corner



Advanced Primary Care is Right Around the Corner

Experience the difference advanced primary care can make.

Blue Cross and Blue Shield of Kansas City (Blue KC) is the local healthcare leader putting members first, while transforming how healthcare is designed, delivered and experienced.

We're proud to offer Union clients a health plan with exclusive access to Spira Care Centers, where we bring healthcare and coverage together to put you at the center of everything. It's advanced primary care for newborns, infants, children, adolescents, adults and seniors that gives you easy, convenient access to the advanced primary care services you need—and the time you need with your physician and your Care Team.

Will I still have access to the Preferred Care Blue Network?	Yes! While your primary care needs can be handled at a Spira Care Center, we recognize that certain circumstances call for outside care — like seeing a specialist, specialty behavioral health support or being admitted to a hospital. In addition to Spira Care Centers, you will continue to have access to the Preferred Care Blue Network. Refer to your summary plan document for costs associated for benefits outside a Spira Care Center.
Who's eligible?	To be eligible your Health & Welfare Fund must contract with Blue KC to offer exclusive access to Spira Care Centers.
Are there additional costs associated with Spira Care?	The short answer is no. If your Health and Welfare Fund contracts with Blue KC to offer exclusive access to Spira Care Centers, 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.
Where do I get more information?	Contact your Fund Administrator or call the customer service number on your member ID card for benefit information and questions. Once your plan is effective call Spira Care at 913-29-SPIRA (77472) to schedule an appointment.

Kansas City Metro Locations*

Learn more about these locations, including extended hours and meet the Care Teams, at [SpiraCare.com](https://www.spiracare.com).



Spira Care Crossroads

1916 Grand Boulevard
Kansas City, MO 64108

Spira Care Independence

(Opening December 2022)
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

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

A: Spira Care Centers were designed for members looking to simplify and personalize their healthcare experience. Patients will have a dedicated Care Team to support them with their advanced primary care needs including routine preventive care, sick care, chronic medical condition management, behavioral health consultations, digital x-rays, labs, immunizations and more.

Q: Are prescription services offered at Spira Care?

A: We do not have an on-site pharmacy or on-site prescription drug services. If part of your treatment plan includes a prescription medication we will facilitate prescription services through convenient mail order or at your preferred pharmacy.

Q: What are Care Guides?

A: 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 resolve care dilemmas and answer questions regarding benefits, cost and care management.

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

A: You will continue to have access to the Preferred Care Blue Network. Please refer to your Summary of Coverage and Benefits for more information.

* For needs outside of a Spira Care Center, you will continue to have access to the Preferred Care Blue Network. Refer to you summary plan document for costs associated for benefits outside a Spira Care Center.

We Don't Just See Patients. We Look At The Whole Person.



At Spira Care, we put you at the center of everything we do.

We foster a partnership between you and your Care Team of doctors, physician assistants, nurse practitioners, behavioral health consultants and more. We treat you as an individual, not a set of symptoms. We take the time to listen, not rushing you in and out. And we talk with you, not at you.

It's about supporting your health with an array of advanced primary care services under one roof—without the stress and complexity.

It's called advanced primary care. And it's a better healthcare experience.

We have a wide range of advanced primary care services for newborns, infants, children, adolescents, adults and seniors including:

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, member education, diagnosis and treatment of acute and chronic illness.

Behavioral Health Consultations: On-site behavioral health clinicians provide support for things like stress, depression and anxiety. Clinicians also help patients manage underlying behavioral health challenges that accompany chronic medical conditions like diabetes, hypertension and chronic pain, among others.

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 Education and Health Coaching: Diabetes educators and health coaches will support and advocate for you, help you achieve individualized goals and optimize your health outcomes.

Digital X-Rays: Spira Care Centers offer digital x-ray services* to all patients for their primary care needs and as ordered by your Spira Care provider. This service is offered at all Spira Care Center locations except Lee's Summit and Liberty.

If your Care Center does not offer x-ray service on-site, your Care Team will schedule an appointment at a Spira Care Center that does. We do not accept or facilitate orders from providers outside of Spira Care Centers.

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 Lab Draws: Spira Care Centers offer laboratory services* at each location. On-site laboratory services are available to all patients for their primary care needs and as ordered by your Spira Care provider.

Routine Preventive Care: Includes routine wellness 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, you can call to speak to the Triage Nurse about your symptoms and to inquire about a same- or next-day appointment.

A medical answering service is available to patients after hours and can connect you to the on-call provider as needed.

*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.

You're Part of a Team



Spira Care is team-based care.

Along with doctors, physician assistants and nurse practitioners, you have a Care Team to help you with condition management, healthy eating, sleep, self-care and more. It's all about treating the whole person and working together to help you reach your health goals.

Spira Care Centers have a variety of ways to care for patients including **in-person**, **virtual**, and **telephonic** appointments with Spira Care providers.

Appointments are required for all care needs at Spira Care Centers.

A Care Team on Your Side	The Results Can Be Life-Changing
Physicians, Physician Assistants, Nurse Practitioners for routine preventive care, wellness visits and treatment of illness.	<ul style="list-style-type: none">• Routine preventive care• Chronic medical condition management• Treatment of illness
Behavioral Health Consultants help you address stress, depression and anxiety. Clinicians also help patients manage underlying behavioral health challenges that accompany chronic medical conditions like diabetes, hypertension and chronic pain, among others. If you have a behavioral healthcare need most appropriate for Specialty Behavioral Health we will help patients identify in-network behavioral health services. Costs for these in-network services apply to your cost share.	<ul style="list-style-type: none">• Stress/resilience• Depression• Anxiety• Substance use• Psychosocial, motivational and medical concerns• Life transitions• Tobacco cessation• Sleep• Relationships• Adjusting to medical conditions• Referrals as needed
Health Coaches partnering with you to help enhance your overall health and well-being.	<ul style="list-style-type: none">• Overall health and well-being• Physical activity and exercise goals• Self-care• Healthy eating
Diabetes Educators to inform, support and advocate for you, while helping you reach treatment goals and self-manage or prevent diabetes.	<ul style="list-style-type: none">• Reach individualized treatment goals• Build the skills and confidence to self-manage diabetes
Care Guides leveraging their nursing and benefit experience to resolve care dilemmas and answer questions regarding benefits, cost and care management.	<ul style="list-style-type: none">• Coordinate care• Answer questions• Explain benefits



Meet the Spira Care Teams at [SpiraCare.com](https://www.spiracare.com) or call Spira Care at **913-29-SPIRA (77472)** for more information.



Quinn

Age 35

Blue KC Plan: Enrolled in a Blue KC plan with exclusive access to Spira Care Centers.

Spira Care Centers: No cost for primary care services at Spira Care Centers.

Her plan's network: Preferred Care Blue Network. Refer to you summary plan document for costs associated for benefits outside a Spira Care Center.

- Quinn receives all her primary care services at a Spira Care Center. That means ongoing well-woman care and nutrition recommendations as well as brief check-ins with a behavioral health consultant to talk about how to manage stress while juggling a full calendar at work and at home.
- Quinn's children also use Spira Care Centers and have been seen for strep throat, for x-rays following her daughter's soccer injury and for immunizations.
- The convenience of the "no cost" services at Spira Care Centers make this the right fit for Quinn and her family.
- If anyone needs to see a specialist, they have the support of the Preferred Care Blue Network. Refer to you summary plan document for costs associated for benefits outside a Spira Care Center.
- Quinn often talks with a Care Guide about any care and benefit questions that come up throughout the year.
- Quinn loves the peace of mind that her Spira Care Center provides.



Dave

Age 58

Blue KC Plan: Enrolled in a Blue KC plan with exclusive access to Spira Care Centers.

Spira Care Centers: No cost for primary care services at Spira Care Centers.

His plan's network: Preferred Care Blue Network. Refer to you summary plan document for costs associated for benefits outside a Spira Care Center.

- Dave was recently diagnosed with heart disease. With Spira Care, he has access to a Care Guide to answer his questions about primary care and his chronic medical condition care needs.
- Dave meets with his primary care doctor and the behavioral health consultant at his Spira Care Center for brief check-ins to better manage his heart disease and help handling the stress that comes with his diagnosis.
- These services are at no cost and any specialty appointments scheduled throughout the year with an in-network specialist are done in the Preferred Care Blue Network. Refer to you summary plan document for costs associated for benefits outside a Spira Care Center.

For needs outside a Spira Care Center, you will continue to have access to the Preferred Care Blue Network. Refer to you summary plan document for costs associated for benefits outside a Spira Care Center.

Depictions of members on this page are representative of actual member experiences but are fictional members for descriptive purposes only.



Jason

Age 45

Blue KC Plan: Enrolled in a Blue KC plan with exclusive access to Spira Care Centers.

Spira Care Centers: No cost for primary care services at Spira Care Centers.

His plan's network: Preferred Care Blue Network. Refer to you summary plan document for costs associated for benefits outside a Spira Care Center.

- Jason recently took on greater responsibilities at work and loves the fact that he doesn't have to worry about budgeting for his primary care services with Spira Care.
- Jason and his family love that their Spira Care Center is just down the street and offers care for patients of all ages at no additional cost - including x-rays and labs for any primary care needs.
- Jason's schedule is busy with work, so he appreciates the flexibility of the Care Centers' extended hours for appointments.



Tina

Age 29

Blue KC Plan: Enrolled in a Blue KC plan with exclusive access to Spira Care Centers.

Spira Care Centers: No cost for primary care services at Spira Care Centers.

Her plan's network: Preferred Care Blue Network. Refer to you summary plan document for costs associated for benefits outside a Spira Care Center.

- Tina loves that her Spira Care Center can see the whole family and includes things like health coaching, diabetes education and behavioral health consultations. It really is care for her whole family.
- Tina's husband manages his diabetes by meeting with the Spira Care Team several times a year. Any routine labs or tests ordered from those visits are included and can be done at the Spira Care Center.
- Tina finds Spira Care Centers convenient and simple to use. The Care Team takes time to get to know them and really understand and focus on their health goals.

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Exclusive Access to Spira Care Centers

We're proud to offer Union clients a health plan where we bring healthcare and coverage together to put you at the center of everything.

Preferred Care Blue Network

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To make an appointment at a
Spira Care Center call **913-29-SPIRA (77472)**.

For more information about your
plan benefits contact your fund administrator.