



Kansas City



Blue Cross and Blue Shield of Kansas City – Blue KC – is committed to providing excellent service so you can make the most of your healthcare plan. Let's get started.

## Access Your Account

Visit **MyBlueKC.com** or download the **MyBlueKC mobile app** and register using the information on your enclosed Blue KC member ID card. Then, access:

## Policy Information

View your summary of benefits and coverage, recent claims, and plan usage.

## Member Guide

Your Member Guide explains plan benefits, tools, and how-to tips for navigating your healthcare experience. It's available on **MyBlueKC.com** or at **BlueKC.com/memborguide**.

## Find Care

Go to Find Care to search for a doctor, hospital or procedure, estimate out-of-pocket costs, compare options, and read reviews.

## Virtual Care

See a board-certified doctor 24/7 through the **MyBlueKC app** or at **MyBlueKC.com**.

## Digital ID Cards

View, download, or email a digital version of your member ID card.

## Sign Up for Services

Select these convenient services to cut the paper clutter and consolidate important messages.

### AutoPay

Have your premium automatically charged to your credit card or deducted from your bank account each month.

1. Go to **MyBlueKC.com**
2. Go to Pay My Bill
3. Click Manage Payments

### Paperless Documents

Receive your Explanation of Benefits (EOB) and premium bills via email or text.

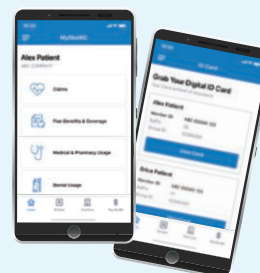
1. Go to **MyBlueKC.com**
2. Click your name in upper right of page
3. Select Communication Preferences

### Text Alerts

Receive messages about health and wellness, cost savings, and policy news. Text **LINKBLUEKC** to **62086**.

## DOWNLOAD THE MyBlueKC Mobile App

Access your health insurance information anytime, wherever you go.



Scan the QR code to download the app.

## Give Us a Call

Contact a Spira Care Guide at the number on your ID card, Monday through Friday, 8 a.m. to 5 p.m. Central Time.

## Prefer to Meet In Person?

Make an appointment to speak to a Care Guide at any of the Spira Care Center locations.



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## Get to Know Your Blue KC Member ID Card

The enclosed member ID card is your key to unlocking all the coverage and benefits your plan offers. Have your card available anytime you call or visit your doctor.

1

2

3

4



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5

*Your Plan  
Network will  
be listed here*

MEMBER NAME

ID#: YBG13K123456

SUFFIX: 00

GROUP#: 12345678

PLAN: EPO

FULLY INSURED

This member has no Out-of-Area benefits  
except for Emergency and Urgent Care Services.

ACA Individual Market Member

Deductibles In Network Ind/Fam

XXXX

Out of Pocket Max In Network Ind

XXXX


Out of Pocket Max In Network Fam

XXXX

6



RXBIN: XXXXXX PCN: XXX IRX GRP: XXXXX



- 1. Member ID Number** – Number used to identify you and your policy. Contains a three-letter prefix, followed by your ID number.
- 2. Suffix** – This number is unique for each member covered on your policy.
- 3. Group Number** – Number used to classify our ACA Individual and Family Plans.
- 4. Plan Type** – Identifies your plan type.
- 5. Network Name** – This is the network of hospitals, doctors and other healthcare professionals that accepts your Blue KC policy. It's important that you see providers in this network to maximize the benefits of your policy.
- 6. QR Code** – Scan the QR code on your member ID card to view your benefit summary. If your benefits are not yet effective or you have issues with the QR code, call a Spira Care Guide at the number on your ID card.

Visit the [Privacy & Security link on BlueKC.com](#) to read our Notice of Privacy Practices. You can also call the number on your member ID card to request a copy.

By accepting this card and any benefits to which the card entitles the holder, the holder acknowledges that the agreement pursuant to which the card was issued constitutes a contract solely between the contract holder and Blue KC, and that Blue KC is an independent licensee of the Blue Cross Blue Shield Association permitted to use the Blue Cross and Blue Shield service marks in a portion of the States of Missouri and Kansas.

ACA1018

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# Advanced Primary Care at No Additional Cost\* to You

For Blue KC members enrolled in an ACA Individual or Family health plan with exclusive access to Spira Care Centers

Thank you for selecting a Blue Cross and Blue Shield of Kansas City (Blue KC) plan with exclusive access to Spira Care Centers.

## We put you at the center of everything we do.

We Look Forward to Seeing You.

**MAKE AN APPOINTMENT**

913-29-SPIRA (77472)

**TAKE A VIRTUAL TOUR**

[SpiraCare.com/TOUR](https://SpiraCare.com/TOUR)



At Spira Care, 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.**

We foster a partnership between you and your Care Team of doctors, physician assistants, nurse practitioners, 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 is about supporting your health with a full array of primary care services under one roof – at no cost\* and without the stress and complexity. It's called advanced primary care. And it's a better healthcare experience.

## We Don't Just See Patients. We Look at the Whole Person.



Meet the Spira Care Teams at [SpiraCare.com](https://SpiraCare.com) or call Spira Care at **913-29-SPIRA (77472)** to make an appointment.

### **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**

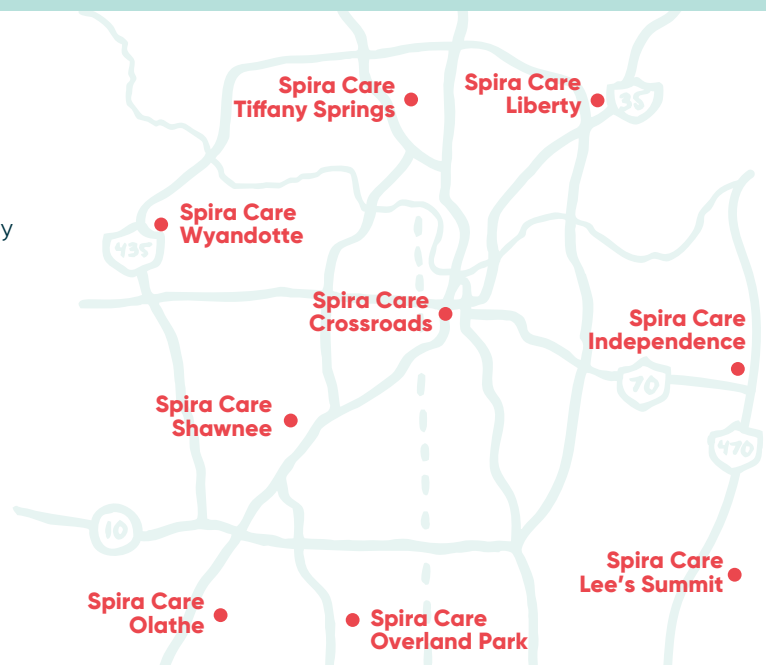
10824 Shawnee Mission Parkway  
Shawnee, KS 66203

### **Spira Care Tiffany Springs**

8765 N Ambassador Drive  
Kansas City, MO 64154

### **Spira Care Wyandotte**

9800 Troup Avenue  
Kansas City, KS 66111



Learn more about our Care Teams, locations and hours at [SpiraCare.com](https://SpiraCare.com).



Access your Spira Care Patient Portal at [MySpiraCare.com](https://MySpiraCare.com).

# You're at the Center of a Doctor-Led Care Team

Advanced primary care is about working together to help you reach your health goals. And a big part of that is your Care Team.

- **Physicians, Physician Assistants, Nurse Practitioners** offering everything from routine care to preventive visits to treatment of illness.
- **Behavioral Health Consultants** to provide support and consultation sessions for things like stress, depression and anxiety. They also help patients manage underlying behavioral health challenges that accompany chronic medical conditions like diabetes, lung disease, hypertension, and chronic pain, among others.
- **Diabetes Educators** to help you manage diabetes.
- **Health Coaches** to help you make lasting, positive lifestyle changes like eating healthier and exercising more.
- **Care Guides** leverage their nursing and benefit experience to resolve care dilemmas and answer questions regarding benefits, cost and care management.

# Appointment Types, Services and Benefits

Whether you need preventive care, treatment for an illness or help making lifestyle changes, count on Spira Care – all at no additional cost\* to you.

- **Primary Care** for newborns, infants, children, adolescents, adults and seniors
- **Routine Preventive Care** including wellness visits, screenings, and immunizations
- **Sick Care** for things like pink eye, the flu and urinary tract infections
- **Chronic Medical Condition Management** for things like diabetes and heart disease
- **Injury** treatment for lacerations and musculoskeletal injuries\*\*
- **Immunizations** covering a wide range of CDC-recommended immunizations\*\* for newborns, infants, children, adolescents, adults and seniors
- **Digital X-Rays** and **Routine Lab Draws**\*\*\*

## No Cost for Appointments

Blue KC members enrolled in ACA Individual and Family Plans with exclusive access to Spira Care Centers will have no additional costs for any appointment or service provided at a Spira Care Center.

**You have appointment options.** Our Care Teams have a variety of ways to see you – including in person, through a video visit, or by phone. Give us a call at **913-29-SPIRA (77472)** to discuss your care need and what type of appointment will work best.

## SPIRA CARE PATIENT PORTAL

The Spira Care Patient Portal is a secure and convenient way to communicate with your Care Team, access care summaries, request prescription refills and see your Spira Care provider virtually.

- Register for the Spira Care Patient Portal at **MySpiraCare.com**.
- If you need help or have questions, call a Care Guide at **913-29-SPIRA (77472)**.
- If you've already registered for your Spira Care Patient Portal, log in at **MySpiraCare.com**.

## SPIRA CARE PATIENT GUIDE

As a patient, you have access to an abundance of services, benefits, and resources. We've put together a patient guide to cover everything you need to know and help you maximize your Spira Care experience.

**Download it at [SpiraCare.com/ACAPatientGuide](https://www.myspiracare.com/ACAPatientGuide)**

\* Blue KC members enrolled in ACA Individual and Family Plans with exclusive access to Spira Care Centers will have no additional costs for any appointment or service provided at a Spira Care Center.

\*\* Your health coverage through any of the Blue KC plans cannot be used for an on-the-job or work-related injury or illness.

\*\*\* 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.

Important update: Any prescription(s) ordered by your Spira Care provider and for primary care needs will be set up through convenient mail order or at your preferred pharmacy at your regular copay.