



Kansas City

QUICK REFERENCE GUIDE

Care, Coverage & Support

Thank you for the opportunity to support your health and well-being. We're proud to serve you and are committed to helping you and your family get the most from your Blue KC coverage.

This quick reference guide is designed to help you make informed choices about where to go for care and to better understand the other programs and services available to you. Our goal is to make your healthcare experience easier, more convenient, and more empowering.

Thank you for letting Blue KC be a partner in your healthcare journey.

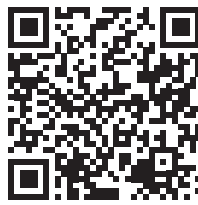


Behavioral Health

Life throws plenty at us. When it gets overwhelming, we've got your back with real behavioral health support and tools for your mental well-being.

Asking for help is hard. We can make it easier.

To learn more about the behavioral health services included in your health plan visit BlueKC.com/BH or scan the QR code.



Crisis and emergency care hotlines:

988 Suicide & Crisis Lifeline

Call or text **988** to speak or connect with a trained crisis counselor for any behavioral health need including thoughts of suicide, substance use, or emotional distress. Chat is also available at 988lifeline.org/chat.

Emergency Assistance

Call **911** for an emergency situation that requires immediate assistance from the police, fire department or ambulance.

Domestic Violence

Call **1-800-799-SAFE (7233)** or text **"START"** to **88788** for crisis intervention and information for victims of domestic violence and those calling on their behalf.

Need someone to talk to?

Reach one of our Mindful Advocates **24/7 at 833-302-MIND (6463)** and say "Mindful" when asked for your reason for calling. Or, call the behavioral health number on your member ID card.

If you are experiencing a crisis, call or text the Suicide & Crisis Lifeline: 988.



*38 million Americans: gis.cdc.gov/grasp/diabetes/diabetesatlas-statsreport.html; Ways to lower risk: www.cdc.gov/diabetes/prevention-type-2/index.html; Common signs: www.cdc.gov/diabetes/signs-symptoms/index.html

Diabetes Support

According to the CDC, diabetes affects more than 38 million Americans*, and one in five don't know they have it; one in three adults have prediabetes.

You have access to Diabetes Care Specialists to help prevent or manage a diabetes diagnosis.

Ways to lower risk*

Balanced meals, weight management, activity, good sleep, and stress reduction.

Common signs*

Fatigue and thirst, blurry vision, frequent urination, and slow healing cuts.



For additional support from the Blue KC Care Team download the Blue KC Care Management app. See details on the inside of this postcard.



Know Where to Go for Care

Primary Care \$

When to use: Mild asthma, minor injuries, headaches, sprains/strains, cuts/scrapes, nausea/vomiting/diarrhea, burning with urination, cough/sore throat, ear/sinus pain, eye swelling, allergic reactions, fever/cold, minor burns, vaccinations, back pain, X-rays, animal bites, stitches, and rashes.

Blue KC Virtual Care \$

24/7 video visits for medical or behavioral health needs via smartphone, tablet, or computer. Start by downloading the **MyBlueKC app** or visiting **BlueKCVirtualCare.com**.

When to use: For mild or minor illness, injury or infection like upper respiratory infections, sinus pain, pink eye, mild asthma, rash, headaches, back pain, and more.

Retail Health Clinic \$\$

Located in retail stores and staffed by nurse practitioners or physician assistants. Best for minor, non-urgent issues.

When to use: Minor conditions like fevers, scrapes, sinus pain, colds, upper respiratory infections, rash, headaches, and more.

Urgent Care \$\$

For immediate but not life threatening needs, extended hours with shorter wait times than an emergency room.

When to use: For minor conditions like stitches, sinus pain, diarrhea, upper respiratory infections, nausea, eye pain and irritation, urinary track infections, and more.

Emergency Room \$\$\$

For life threatening emergencies. Call 911 if your health is in danger.

When to use: Uncontrolled bleeding, difficulty breathing, loss of consciousness, chest pain, stroke symptoms, severe fever with stiff neck, confusion, vomiting/coughing blood, major injuries, possible broken bones, and more.

Community hospitals often charge emergency room rates for all visits.

Virtual Care

Fast, convenient care anytime with your phone, tablet, or computer.

Treats common conditions: Colds, flu, COVID-19, rashes, minor burns, pink eye, headaches, nausea, mild fevers, and minor injuries.

Behavioral health: Therapy and counseling for anxiety, depression, stress, grief, PTSD, OCD, and bipolar disorder.

Short wait times, secure/HIPAA compliant, board certified providers, and often lower cost than the ER.

Scan the QR code to access virtual care via the **MyBlueKC mobile app** or log into **MyBlueKC.com** from your browser and click "Find Care".



Care Management App

Connect directly with your local Blue KC Care Team.

Your team consists of registered nurses, social workers, and community health workers to help you manage diabetes, asthma, cancer, chronic pain, maternal health needs, lifestyle changes, or general health goals.

App features:

- Progress tracking (meds, weight, cessation goals)
- Personalized daily health checklists
- Secure messaging
- Clinical articles and videos

Scan the QR code to download the Care Management app and use access code **khealth**.



¹ Your health coverage through any of the Blue KC health plans cannot be used for an on-the-job or work-related injury or illness.

² Appointment availability varies based on demand and capacity at each Care Center location on any given day.