



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 Spira Care and 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.



Virtual Care

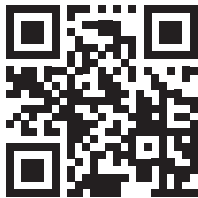
Fast, convenient care anytime with your phone, tablet, or computer.

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 **kchealth**.



¹ You will incur no additional cost for appointments or services at Spira Care Centers. For needs outside of a Spira Care Center, 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. 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, call your benefits office at the customer service number listed on your member ID card.

² 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.

³ 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. Digital X-rays are available at all Spira Care locations, except Lee's Summit and Liberty. We do not accept or facilitate orders from outside providers.

⁴ Appointment availability varies based on demand and capacity at each Care Center location on any given day.



Call 913-29-SPIRA (77472) to make an appointment.

Your Blue KC health plan gives you exclusive access to Spira Care Centers, where you'll find simple, convenient, and affordable primary care for patients of all ages. Primary care—often called family medicine or general practice—helps you manage your long-term health and supports your everyday, routine care needs.

No Member Cost Share¹ for primary care services at Spira Care Centers:

- Sick care
- Minor injuries²
- Wellness visits
- Immunizations³
- Routine labs³
- Behavioral health support
- Diabetes care management
- Medication management
- Digital X-rays³
- In person & virtual visits

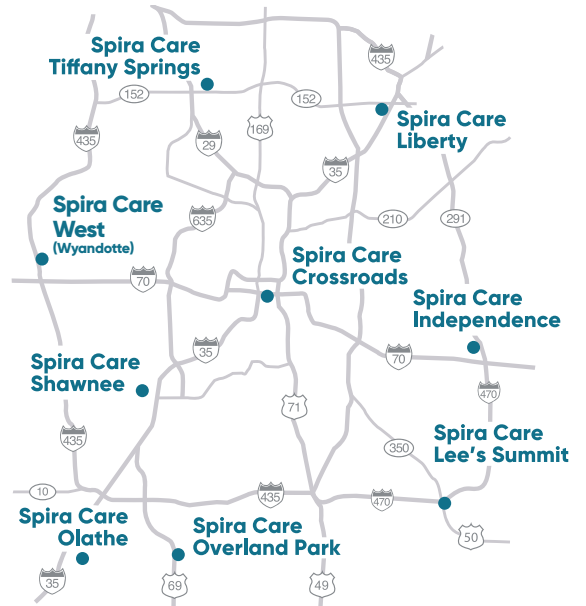


Not sure where to go for a non-emergency care need?

Call Spira Care first at 913-29-SPIRA (77472). An on-call provider is available after hours to help guide you to the right level of care. Same day, next day, evening, and Saturday appointments at most locations⁴.

If you are experiencing a medical emergency, call 911 or go to the nearest Emergency Room. In case of a mental health emergency, call or text 988.

Nine convenient locations across the Kansas City metro. Meet the Care Teams at **SpiraCare.com**.



Appointments are required at all Spira Care Centers.

Know Where to Go for Care

No Cost¹ Primary Care

No cost¹ at Spira Care Centers; \$ in Preferred Care Blue Network

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.

No Cost¹ for 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.

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.

*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



Don't Forget



Your Blue KC health plan includes exclusive access to **Spira Care Centers** for your primary care needs all at no member cost share¹.

Call 913-29-SPIRA (77472) to make an appointment. An on-call provider is available after hours to help guide you to the right level of care.

Appointments are required.

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 at Spira Care Centers to help prevent or manage a diabetes diagnosis. To get connected, talk to your Spira Care provider.

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 back of this postcard.

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.

