

Spira Care Patient Guide



Kansas City



SPIRA CARE™

FOR BLUE KC MEMBERS ENROLLED IN AN ACA INDIVIDUAL OR FAMILY PLAN
WITH EXCLUSIVE ACCESS TO SPIRA CARE CENTERS

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 a Blue Cross and Blue Shield of Kansas City (Blue KC) plan with exclusive access to Spira Care Centers, 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://www.SpiraCare.com)

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Welcome to Spira Care

A Healthcare Experience Designed for Your Life

We cared enough to ask what people need – and to listen to their answers. Our unique research took us into people's homes. We heard their stories, saw their paperwork and medications, and 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.
- Reduce costs, confusion, copays* and deductibles at our Care Centers.
- Care Centers for primary care: from doctor visits to on-site behavioral health consultations and more.

Welcome to Spira Care – healthcare as unique as you are.

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

DESIGNED
BY PATIENTS

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

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. If you and your family's health needs in the next year will largely fall within primary care, including routine labs, digital X-rays* and routine behavioral health consultations, you can enjoy the peace of mind that comes with choosing Spira Care. You'll have the support of a Care Team and assistance with any services needed outside the Care Center that are in your plan's network.

Q: What prescriptions are filled at Spira Care?

A: Spira Care offers the convenience of on-site prescription services for a limited number of select generic prescriptions. This service is intended to get you started on your medication as soon as possible based on a primary care need discussed at your visit. These prescriptions are offered at your regular copay or deductible level and can be paid for using a credit card and picked up during your appointment. Any refills and prescriptions not available at your Care Center will be set up through convenient mail order or at your preferred pharmacy. Spira Care Centers do not have on-site pharmacies.

Q: What about prescriptions that can't be filled at Spira Care?

A: If you are written a prescription by a Spira Care physician that cannot be filled at a Spira Care Center, the Care Team will facilitate prescription services through convenient mail order or at your preferred pharmacy at your regular cost-sharing level. We only fill prescriptions ordered by Spira Care physicians.

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 a specialist or an emergency room) are subject to a person's plan deductible.

Q: I already have a primary care or pediatric physician I love. Can I still go there?

A: While the plan is ideal for members who utilize the Care Centers, members still have access to all providers in their plan's network. Many families enjoy the convenient benefits and advanced primary care services offered at Spira Care including care for adults, children and adolescents. Families also have access to a team of Care Guides for care and coverage questions. To find out more about the providers at Spira Care Centers, visit SpiraCare.com.

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 checkups, physicals, sick care, chronic condition management, immunizations, medical management, and refills.

In the event a Care Center is at capacity, we will work with you to find an alternative solution such as availability at another Care Center or finding an option in your plan's network (subject to your deductible). Spira Care Centers across the metro offer extended hours and multiple appointment options including in-person and virtual care. Visit SpiraCare.com to learn more.

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

A: Spira Care Centers are located across the Kansas City metro area. We continue to evaluate adding additional locations. To take a virtual tour and learn more about the different Care Centers visit SpiraCare.com.

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



An Advocate for You

To support you throughout your health journey, you have a team of doctors, physician assistants, nurse practitioners, behavioral health consultants and health coaches. 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.

What is a Care Guide?





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

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

YOU

SPIRA CARE CENTERS

*(Low or no cost for services performed at Spira Care Centers)**

ADVANCED PRIMARY CARE

- Doctor-Led Care Team
- Wellness Check-ups
- Sick Care
- Preventive Care
- Chronic Medical Condition Management
- Behavioral Health Consultations
- Convenient services including routine lab draws, digital X-Rays** and more

YOUR PLAN'S NETWORK

○ SPECIALIST CARE

Access to physicians, specialists and hospitals in your plan's network.

○ EMERGENCY CARE

For emergency and life-threatening situations. You will be covered both in- and out-of-network.

No referrals are necessary, but a Care Guide can help you choose a specialist for your need.

See next page for more information on plan types.



To set up an appointment at your Care Center, call 913-29-SPIRA (77472).

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

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

How to Use Spira Care and Your Plan's Network

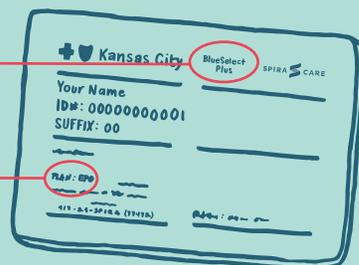
As a Blue KC member enrolled in a healthcare plan with exclusive access to Spira Care Centers, you'll enjoy access to advanced primary care at convenient Spira Care Centers located throughout the Kansas City metro area. For needs outside the Care Centers, such as specialty or emergency care, members have access to their plan's network.

To take full advantage of your benefits, it's important to understand your network and plan type. These can be found on your member card. If you have any questions or need help understanding your plan, please call 913-29-SPIRA (77472) to speak to a Care Guide.

Within the Kansas City metro area, there are two plan network options. Your card will indicate either the BlueSelect or BlueSelect Plus (BSP) network. The differences between the two are included on pg. 16.

Plan

As a Spira Care member, you are on an EPO network. More information on what this means is below!



HOW TO USE YOUR PLAN'S EPO NETWORK

As a Spira Care member, you have access to all Spira Care Centers as well as the doctors and specialists in your plan's network. All Blue KC Individual and Family Plans with Spira Care are built on an "Exclusive Provider Organization" insurance model, or EPO. In an EPO, members must receive all care from in-network providers except for emergency services. Non-emergency services received out-of-network will not be covered.

Blue KC offers four plan types. Which plan are you enrolled in?

1. Blue KC Choice Silver 5000 (with Spira Care)
2. Blue KC Choice Silver 6000 (with Spira Care)
3. Blue KC Choice Bronze 7000 (with Spira Care)
4. Blue KC Choice Bronze 8700 (with Spira Care)

1. BLUE KC CHOICE SILVER 5000 (WITH SPIRA CARE)

Blue KC Choice Silver 5000 (with Spira Care) is a combined primary care and insurance offering that provides advanced primary care with no deductibles, no copays, and no additional cost for procedures you receive at Spira Care Centers. For needs outside of the Care Centers, you will incur a cost applied toward your deductible. Members have access to the BlueSelect and BlueSelect Plus (BSP) network within the Kansas City metro area. You must receive all care from in-network providers except for emergency services. Non-emergency services received out-of-network will not be covered.

AT A GLANCE BLUE KC CHOICE SILVER 5000 (WITH SPIRA CARE)

ADVANCED PRIMARY CARE SERVICES AT SPIRA CARE CENTERS:

\$0 No cost

BLUESELECT AND BSP NETWORK FOR SPECIALTY CARE/HOSPITALIZATION:

\$\$ Costs apply to your deductible

OUT-OF-NETWORK:

X No out-of-network coverage except emergency services

2. BLUE KC CHOICE SILVER 6000 (WITH SPIRA CARE)

Blue KC Choice Silver 6000 (with Spira Care) is a combined primary care and insurance offering that provides advanced primary care with no deductibles, no copays, and no additional cost for procedures you receive at Spira Care Centers. For needs outside of the Care Centers, you will incur a cost applied toward your deductible. Members have access to the BlueSelect network within the Kansas City metro area. You must receive all care from in-network providers except for emergency services. Non-emergency services received out-of-network will not be covered.

AT A GLANCE BLUE KC CHOICE SILVER 6000 (WITH SPIRA CARE)

- **ADVANCED PRIMARY CARE SERVICES AT SPIRA CARE CENTERS:**
\$0 No cost
- **OUT-OF-NETWORK:**
No out-of-network coverage except emergency services
- **BLUESELECT NETWORK FOR SPECIALTY CARE/HOSPITALIZATION:**
Costs apply to your deductible

3. BLUE KC CHOICE BRONZE 7000 (WITH SPIRA CARE)

Blue KC Choice Bronze 7000 (with Spira Care) is a combined primary care and insurance offering that provides advanced primary care with no deductibles, no copays, and no additional cost for procedures you receive at Spira Care Centers. For needs outside of the Care Centers, you will incur a cost applied toward your deductible. Members have access to the BlueSelect and BlueSelect Plus (BSP) network within the Kansas City metro area. You must receive all care from in-network providers except for emergency services. Non-emergency services received out-of-network will not be covered.

AT A GLANCE BLUE KC CHOICE BRONZE 7000 (WITH SPIRA CARE)

- **ADVANCED PRIMARY CARE SERVICES AT SPIRA CARE CENTERS:**
\$0 No cost
- **OUT-OF-NETWORK:**
No out-of-network coverage except emergency services
- **BLUESELECT AND BSP NETWORK FOR SPECIALTY CARE/HOSPITALIZATION:**
Costs apply to your deductible

4. BLUE KC CHOICE BRONZE 8700 (WITH SPIRA CARE)

Blue KC Choice Bronze 8700 (with Spira Care) is a combined primary care and insurance offering that provides advanced primary care with no deductibles, no copays, and no additional cost for procedures you receive at Spira Care Centers. For needs outside of the Care Centers, you will incur a cost applied toward your deductible. Members have access to the BlueSelect network within the Kansas City metro area. You must receive all care from in-network providers except for emergency services. Non-emergency services received out-of-network will not be covered.

AT A GLANCE BLUE KC CHOICE BRONZE 8700 (WITH SPIRA CARE)

- **ADVANCED PRIMARY CARE SERVICES AT SPIRA CARE CENTERS:**
\$0 No cost
- **OUT-OF-NETWORK:**
No out-of-network coverage except emergency services
- **BLUESELECT NETWORK FOR SPECIALTY CARE/HOSPITALIZATION:**
Costs apply to your deductible

Understanding Your Plan Benefits

Have questions? Contact a Care Guide at 913-29-SPIRA (77472).

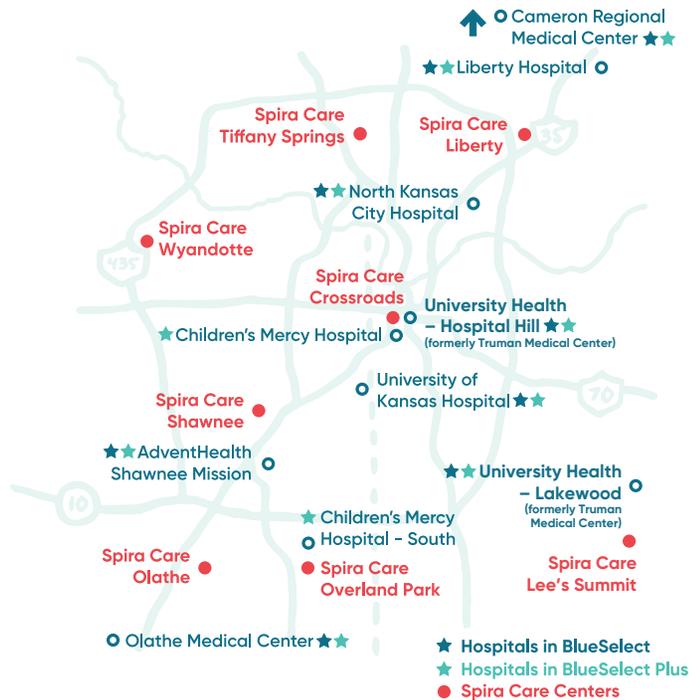
Depending on your plan type and metallic level, your deductible, max out-of-pocket and prescription copay levels may differ. Use the chart below to easily understand your plan's benefits!

Product Name	Network	Coinsurance	Deductible (Single)	Out-of-Pocket (OOP) Max (Single)	Spira Care Center Copay	Telehealth Visits	Network Visits	Urgent Care	Specialist Visit	Hospital Visit	Emergency Room	Prescription Drug Tier 1 (Generic)/Tier 2 /Tier 3/Tier 4 /Tier 5
Blue KC Choice Silver 5000 <small>(with Spira Care)</small>	BlueSelect EPO or BlueSelect Plus EPO	40%	\$5,000	\$7,000	\$0	\$0 <small>with BlueKC Virtual Care App or Spira Care Providers</small>	\$50	\$75	\$100	Deductible /coinsurance	Deductible /coinsurance	\$15/\$60 /\$250/\$350 /Deductible & 50%
Blue KC Choice Silver 6000 <small>(with Spira Care)</small>	BlueSelect EPO	50%	\$6,000	\$8,700	\$0	\$0 <small>with BlueKC Virtual Care App or Spira Care Providers</small>	\$75	\$75	\$100	Deductible /coinsurance	Deductible /coinsurance	\$20/\$75 /\$250/\$350 /Deductible & 50%
Blue KC Choice Bronze 7000 <small>(with Spira Care)</small>	BlueSelect EPO or BlueSelect Plus EPO	50%	\$7,000	\$8,700	\$0	\$0 <small>with BlueKC Virtual Care App or Spira Care Providers</small>	\$75	\$100	\$125	Deductible /coinsurance	Deductible /coinsurance	\$25/\$100 /\$250/\$400 /Deductible & 50%
Blue KC Choice Bronze 8700 <small>(with Spira Care)</small>	BlueSelect EPO	\$0	\$8,700	\$8,700	\$0	\$0 <small>with BlueKC Virtual Care App or Spira Care Providers</small>	Deductible	Deductible	Deductible	Deductible	Deductible	\$50/\$100 /\$250/\$400 /Deductible

Spira Care & Your Plan's Network

Spira Care Centers serve members' primary care needs while access to the BlueSelect and/or BlueSelect Plus networks offers coverage for any specialty needs outside the Care Centers (see pages 11 to 13 to find your plan to determine what network you have access to).

- 4,100+ Physicians & Specialists
- 11,000 Access Points
- Lower Overall Cost
- In- & Out-of-Network Emergency Room Coverage



There's a Spira Care Center Near You

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

7341 W 133rd Street
Overland Park, KS 66213

Shawnee

10824 Shawnee Mission Parkway
Shawnee, KS 66203

Tiffany Springs

8765 N Ambassador Drive
Kansas City, MO 64154

Wyandotte

9800 Troup Avenue
Kansas City, KS 66111



To learn more about Care Center hours or take a virtual tour, visit [SpiraCare.com](https://www.spiracare.com).



Visit [SpiraCare.com](https://www.spiracare.com) to learn more about the Care Centers and Care Team members.

Members enrolled in a Blue KC ACA individual or family plan must receive all care from in-network providers except for emergency services. Non-emergency services received out-of-network will not be covered.

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

Primary Care

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

Routine Preventive Care

Includes wellness visits, screenings, behavioral health consultations and immunizations for preventing or avoiding illness and other health issues.

Chronic Medical Condition Management

Care Teams offer treatments for chronic conditions such as diabetes or heart disease. Care Teams provide the medical and behavioral healthcare, knowledge, skills, and resources to help you better manage your disease and improve your quality of life.

Sick Care

Available for needs like the flu, sore throat, urinary tract infection, ear pain, and pink eye. Call to inquire about a same-day or next-day appointment. One of our providers is always on call and available by phone for urgent concerns after office hours. Call 913-29-SPIRA (77472) and follow the prompts to be connected to the answering service.

Convenient Services and Benefits Offered at Spira Care Centers:

Behavioral Health Consultations

Spira Care's behavioral health consultants work collaboratively with primary care providers to identify underlying behavioral health needs that may be negatively impacting one's health. They offer expert intervention in Spira Care's unique multi-disciplinary setting, often on same-day if a need is identified. This approach addresses the obstacles typically encountered when seeking behavioral healthcare – Cost, Access, and Stigma.

Select Generic Prescriptions Filled On-Site

Spira Care offers the convenience of on-site service for a limited number of generic prescriptions. This service is intended to start you on your medication as soon as possible based on a primary care need discussed in your visit. They're offered at your regular copay or deductible level, payable with credit card and ready for pick-up at your appointment. Refills and prescriptions not available at your Care Center are set up through mail order or at your pharmacy. Spira Care Centers do not have pharmacies on-site.

Digital X-Rays and Routine Lab Draws

Digital x-rays and routine lab draws are offered at Spira Care Centers* based on a primary care need and ordered by your Spira Care provider. We do not accept or facilitate orders from providers outside of a Spira Care Center.

Access to Care Guides

Care Guides are personal guides with nursing and benefit backgrounds that are here to support you on your health journey. They are a single point of contact for both care and coverage questions. They can coordinate care, answer questions, and explain benefits.

Diabetic Educators and Health Coaches

Diabetic educators and health coaches are here to support and advocate for you, help you achieve individualized goals, and optimize your health outcomes.

**Digital x-rays are available at all Care Centers except Lee's Summit and Liberty. If you're visiting either of those locations and need a digital X-ray, we'll help you schedule an appointment at another Care Center.*

Preparing for a Spira Care Center Appointment

Making your Care Center appointment is easy – call 913-29-SPIRA (77472) or visit [MySpiraCare.com](https://www.myspiracare.com). Our Care Centers offer appointments Monday through Friday and a limited number of evening and weekend appointments. To learn more, visit [SpiraCare.com](https://www.myspiracare.com).

All you need to bring to your appointment is your Blue KC member ID card and Government issued photo ID like a driver's license or state issued ID card or passport.



DID YOU KNOW?

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

Want to do the paperwork before your first appointment? If you've registered for the patient portal, visit [MySpiraCare.com](https://www.myspiracare.com) or call your Care Guide for instructions at 913-29-SPIRA (77472).



What to Expect at Your Spira Care Appointment

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 provider, a Care Guide will answer any questions and make sure you understand your next steps.

STEP 5

You're 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.

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 your plan's network best fits your needs. Why? Because Spira Care Guides can quickly access estimated procedure costs per 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 help make the arrangements, including working with the provider to schedule an appointment.

All services provided outside the Care Center will be subject to the member deductible and contract terms.

Remember to bring your Blue KC member ID card to every appointment. It has all the information your doctors need to file a claim on your behalf.

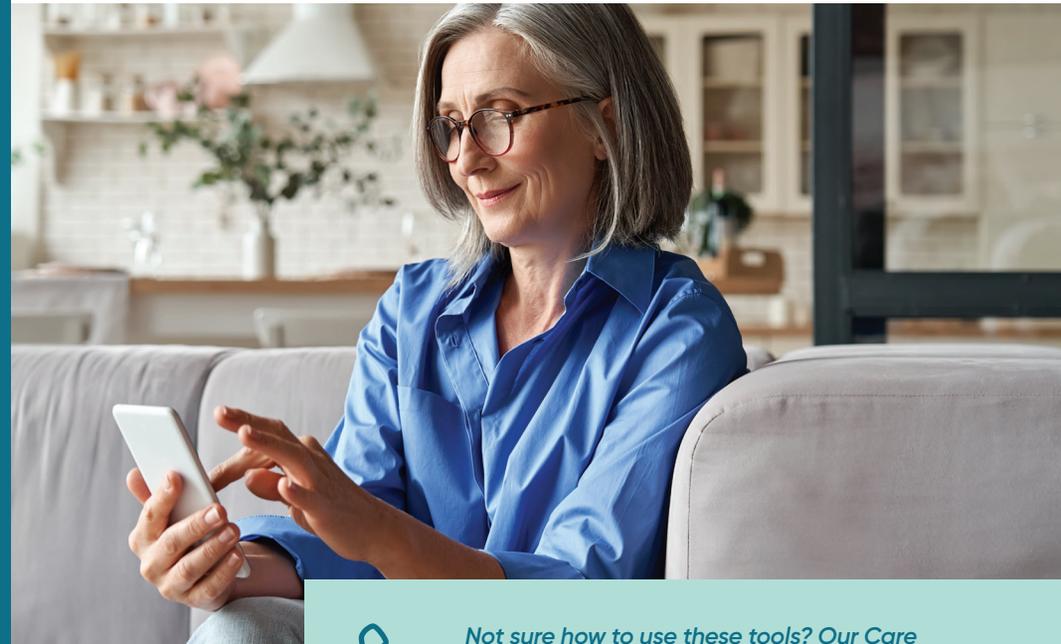


Prefer to do the research yourself? Log in at MyBlueKC.com to find a provider in your plan's network.

Understanding Your Online Tools

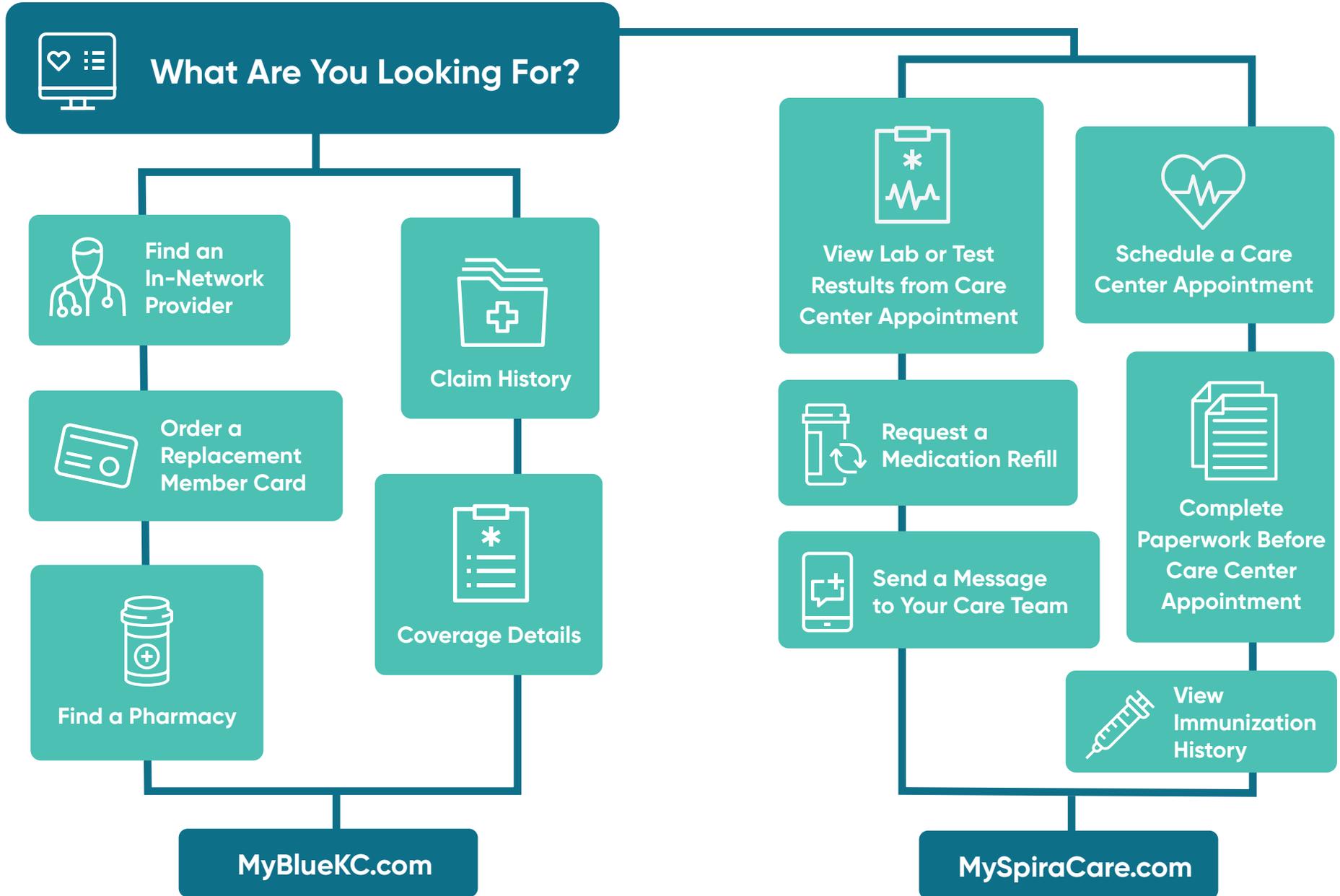
You have access to a range of tools that can make healthcare more convenient than ever. Whether you're looking for Care Center lab results or want to know how much you've applied toward your deductible, everything you need to know is available at your fingertips at MySpiraCare.com or MyBlueKC.com.

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. Just call 913-29-SPIRA (77472).

How to Use Our Online Tools



To register, visit MyBlueKC.com to enroll with your Blue KC member ID card.

To register, visit SpiraCare.com/Register or call 913-29-SPIRA (77472).



Additional Information

DISCRIMINATION IS AGAINST THE LAW

Blue KC complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Blue KC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

BLUE KC

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Customer Service at 844-395-7126 (Toll-Free) or at languagehelp@bluekc.com. If you believe that Blue KC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Appeals Department, PO Box 419169, Kansas City, MO 64141-6169, 816-395-3537, TTY: 816-842-5607, APPEALS@bluekc.com. You can file a grievance in-person, by mail or by email.

Persian: Blue دروم رد لاوس ، دین کیم کمک و ا هب امش مک یسک ای ، امش رگا ، KC روط هب ار دوخ نابز هب تا اعلاطا و کمک مک دیراد ار نی قح دیشاب هتشداد ،

دییامن لصاح سامت 1-844-395-7126. دییامن تفایرد ناگیار

Cushite: Isin yookan namni biraa isin deeggartan Blue KC irratti gaaffii yo qabaattan, kaffaltii irraa bilisa haala ta'een afaan keessaniin odeeffannoo argachuu fi deeggarsa argachuuf mirga ni qabdu. Nama isiniif ibsu argachuuf, lakkoofsa bilbilaa 1-844-395-7126 tiin bilbilaa.

Portuguese: Se você, ou alguém a quem você está ajudando, tem perguntas sobre o Blue KC, você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para falar com um intérprete, ligue para 1-844-395-7126.

For TTY services, please call 1-816-842-5607.

MEMBER RIGHTS AND RESPONSIBILITIES

As a Blue KC member, you have certain Rights and Responsibilities, as outlined below:

You have the right to:

- Receive considerate and courteous care with respect for personal privacy, dignity and confidentiality.
- Have a candid discussion of medically necessary and appropriate treatment options or services for your condition from any participating physician, regardless of cost or benefit.
- Receive medically necessary and appropriate care or services from any participating physician or other participating healthcare provider from those available as listed in your managed care plan directory or from any nonparticipating physician or other healthcare provider.
- Receive information and diagnosis in clear and understandable terms, and ask questions to ensure you understand what you are told by your physician and other medical personnel.

- Participate with providers and practitioners in making decisions about your healthcare, including accepting and refusing medical or surgical treatments.
- Give informed consent to treatment and make advanced treatment directives, including the right to name a surrogate decision maker in the event you cannot participate in decision making.
- Discuss your medical records with your physician and have health records kept confidential, except when disclosure is required by law or to further your treatment.
- Be provided with information about your managed healthcare plan, its services and the practitioners and providers providing care, as well as have the opportunity to make recommendations about your rights and responsibilities.
- Communicate any concerns with your managed healthcare plan regarding care or services you received, receive an answer to those concerns within a reasonable time, and initiate the complaint and grievance procedure if you are not satisfied.

You have the responsibility to:

- Respect the dignity of other members and those who provide care and services through your managed healthcare plan.
- Ask questions of your treatment physician or treatment provider until you fully understand the care you are receiving and participate in developing mutually agreed upon treatment goals to the degree possible.
- Follow the mutually agreed upon plans and instructions for care that you have discussed with your healthcare practitioner, including those regarding medications. Comply with all treatment follow-up plans, and be aware of the medical consequences of not following instructions.
- Communicate openly and honestly with your treatment provider regarding your medical history, health conditions and the care you receive.

- Keep all scheduled healthcare appointments and provide advance notification to the appropriate provider if it is necessary to cancel an appointment.
- Know how to use the services of your managed healthcare plan properly.
- Supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.

DISCLOSURE NOTICE

Blue KC subcontracts with other organizations [or vendors, or entities] to perform certain [health] services such as utilization management [(e.g., hospital concurrent review, prior authorizations, peer medical necessity review, denials, approvals, appeals), member complaints], provider credentialing, and case management for members with complex and catastrophic conditions.

PRIVACY PRACTICES NOTICE

This notice describes how personal and medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully. The privacy of your personal and medical information is important to us.

Summary of Our Privacy Practices

We may use and disclose your personal and medical information without your permission for treatment, payment and healthcare operations activities. Medical information includes data submitted by providers, lab results and other healthcare or wellness programs you elect to participate in. We may use and disclose your personal and medical information without your permission in support of efficient operation of a health insurance marketplace (e.g., qualified health plan application assistance), when required or authorized by law for public health activities, law enforcement, judicial and administrative proceedings, research and certain other public benefit functions.

We may disclose your personal and medical information to your family members, friends or any others you involve in your enrollment, healthcare or payment for your healthcare. We may disclose your medical information to appropriate public and private agencies in disaster relief situations.

We may disclose to your employer whether you are enrolled or disenrolled in the health plan it sponsors. We may disclose summary health information to your employer for certain limited purposes.

If you are enrolled in an employer-sponsored group health plan, we may disclose your medical information to your employer to administer your group health plan if your employer explains the limitations on its use and disclosure of your medical information in the plan document for your group health plan. We will not otherwise use or disclose your medical information without your written authorization.

You have the right to examine and receive a copy of your personal and medical information. You have the right to receive an accounting of certain disclosures we may make of your personal and medical information. You have the right to request that we amend, further restrict use and disclosure of, or communicate in confidence with you about your personal and medical information. Please review this entire notice for details about the uses and disclosures we may make regarding your personal and medical information, about your rights and how to exercise them, and about complaints regarding or additional information about our privacy practices.

The complete Notice of Privacy Practices is available on our website – www.BlueKC.com.

Privacy Office

Blue Cross and Blue Shield of Kansas City (Blue KC)

P.O. Box 417012, Kansas City, MO 64141

Phone Numbers: 816-395-3784

Toll Free: 1-800-932-1114 • Fax: 816-395-2862

Email: Privacy@BlueKC.com

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 advanced 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 calling 913-29-SPIRA (77472).



Kansas City



SPIRA CARE™