



BLUE MEDICARE
ADVANTAGE

2021 BLUE MEDICARE
ADVANTAGE
MEMBER
HANDBOOK



Welcome to your 2021 Blue Medicare Advantage Plan

Thank you again for choosing Blue Cross and Blue Shield of Kansas City (Blue KC) and Blue Medicare Advantage. We're here to help you get healthier, stay healthier, and live your life to the fullest.

This handbook will help you take advantage of the many benefits and services available to you. Keep it handy so you know how to make the most of your plan and who to call when you need care.

If you have questions or need help understanding your benefits, please don't hesitate to call us. This is our home, too—and we're never more than a call or click away.

BLUE MEDICARE ADVANTAGE CUSTOMER SERVICE



TOLL FREE:
1-866-508-7140 (TTY 711)
8:00 a.m. to 8:00 p.m., 7 days a week*



mybluekcma.com

**You may receive a messaging service on weekends and holidays from April 1 through September 30. Please leave a message and your call will be returned the next business day.*

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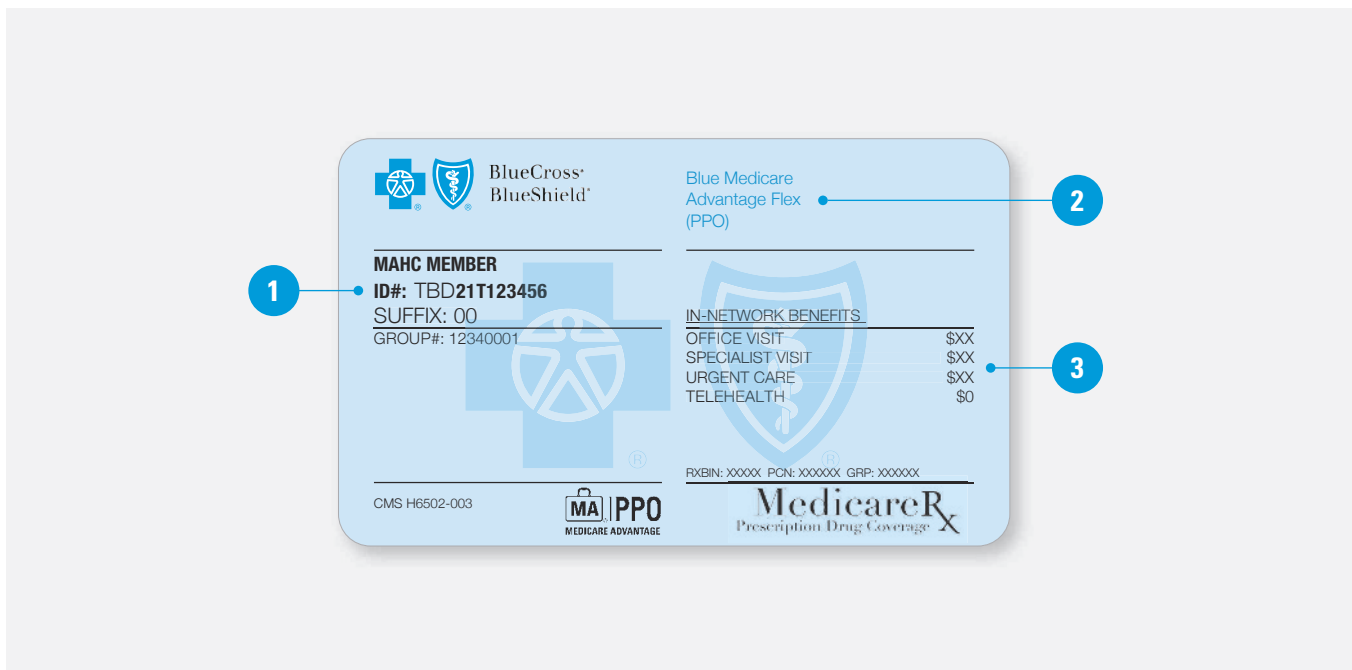
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1. Get to know your member ID card

Your Blue Medicare Advantage member ID card contains important information your doctor and other healthcare providers need in order to provide care and file claims on your behalf. Be sure to show your member ID card every time you visit your doctor, receive healthcare services, or fill a prescription.



1 Member ID Number

This is the number we use to identify you and your plan in our systems. Your provider also uses this number when filing claims on your behalf.

2 Plan Name

You'll find the name of your plan in the upper right corner of your card. It's important to know which Blue Medicare Advantage plan you're enrolled in because not all plans have the same benefits.

3 Copayment

This section shows the amount you pay each time you receive a covered healthcare service.

If you ever lose your ID card, call us to order a replacement or print a temporary ID card from your secure member portal at mybluekcma.com.



2. On January 1, register at mybluekcma.com for access to your member portal

Starting January 1, when your 2021 Blue Medicare Advantage plan becomes effective, you can register for access to your secure member portal.

To register:

Go to www.mybluekcma.com and click on the **Register** link. Follow the directions to enter information about you and your plan from your member ID card. It's fast and easy.

Once registered, you can:

- See how much of your deductible you've met and check claims statuses
- Find providers in your network
- Sign up for conveniences such as autopayment, home delivery of prescriptions, and our Member Rewards program
- Access information to help you live healthier
- And much more





3. Set up autopay

Members enrolled in a plan with a monthly premium can sign up once for extra convenience and peace of mind all year. Follow these simple steps:

1. Log in or register on **mybluekcma.com**, after January 1
2. Click **Pay My Bill** on the left side of the page
3. On the **Pay My Bill** page, click the **Manage Payments** button
4. You will receive a notice that you're being taken to Alacriti, our payment partner. Click **Continue**.
5. Once you're on the Alacriti website, you will be walked through the steps to set up your payment



GET THE RIGHT CARE AT THE RIGHT TIME

Where to go for medical care

When to call your Primary Care Physician (PCP)

If you need medical care but it's not an emergency, always call your PCP first for an appointment.

If you are not sure if your symptoms require emergency care, contact your PCP to help evaluate your symptoms and advise where you need to go.

If you receive care in an emergency room or at an urgent care center, be sure to notify your PCP of your visit. Keeping your PCP informed is the best way to ensure he or she stays on top of your medical history.

When to visit an urgent care center

Visit an urgent care center if you need to take care of a problem right away because you feel sick or uncomfortable and your PCP is not available.

Generally, urgent care centers offer walk-in service and are often open before and after regular business hours, including weekends. In most cases, no appointment is necessary.



BLUE KC 24-HOUR NURSE LINE:

Call **1-833-546-9354** toll free, 24 hours a day, 365 days a year. Registered nurses are standing by to help you.

IMPORTANT

If you have a life-threatening injury or illness, call 911.

When to use an emergency room

If you have a serious or life-threatening injury or illness, you should be taken directly to an emergency room, or call 911.

If you go to the emergency room for a problem that is not an emergency:

- It will cost you more than it would at your PCP office or urgent care center
- You may have to wait longer
- Your care will be from someone who doesn't know your medical history



Get to know your primary care physician

Your relationship with your primary care physician (PCP) is at the core of your health care. We believe in a patient-centered approach in which your PCP helps you coordinate your care and manage all your healthcare needs. Your PCP is your “go-to” person and is expected to:

- Work and communicate with specialists and hospitals
- Help you find the best specialist to diagnose or treat you
- Work with your specialist to monitor how you are doing

Getting to know a new doctor

If you have a new doctor, we encourage you to schedule your first visit as soon as possible. Your doctor is expecting your call and is eager to see you. The sooner you make your appointment, the sooner you can build a relationship with your doctor and start planning for your long-term health.

It's normal to feel a little anxious if you're seeing a doctor for the first time. You may be wondering if you'll like him or her and whether your doctor will spend enough time with you and understand your unique needs.

Good communication with your doctor can help reduce these concerns.

Tips to make the most of your doctor visit

Be prepared. Before your appointment, spend some time thinking about all the questions and concerns

you want to talk about with your doctor. Write them down, prioritize them, and take the list with you to your appointment.

Come ready to listen, talk, and ask questions.

Don't be afraid to speak up. You are an important part of your healthcare team. Being part of a team requires trust and clear, open communication. It's very important to tell your doctor if you don't understand something.

- Be specific. Be as detailed as possible when describing any problems you may be having. For example, if you have headaches, tell the doctor how often you get them, if anything special seems to bring them on, and how long they last.
- Take notes or ask for a summary of the visit. It's difficult to remember everything your doctor says during an appointment, so write it down. Ask your doctor to repeat any instructions you don't understand or explain any terms you're not familiar with.
- Consider bringing a family member or trusted friend into the exam room. It can be hard to focus on complex information if you're not feeling well.

TO FIND A PROVIDER:

Go to [medicarebluekc.com/find-a-doctor](https://www.medicarebluekc.com/find-a-doctor), and search for Providers by Name or Specialty.



Live healthier with routine preventive care

You have 100% coverage for many in-network routine preventive care services. Regular checkups and recommended screenings make it easier to spot problems early and when they're less costly to treat. Some, such as a flu shot, could help prevent illness in the first place.

The following preventive services are covered at no cost to you when performed by a participating provider in the Blue Medicare Advantage network:

- Annual wellness visits
- Abdominal aortic aneurysm screening
- Bone mass measurement once every two years, or more often if you meet certain medical conditions
- Breast cancer screening via a mammogram (one baseline screening between ages 35-39, then once every year for women 40 and older)
- Cardiovascular screening
- Certain immunizations, including the pneumonia vaccine and flu shot*
- Colorectal cancer screening
- Diabetes screening
- Glaucoma screening

This list is not all-inclusive and is subject to change. Please note if your physician orders additional services (for example, more extensive blood work) to follow up on findings from a preventive exam, you may owe a cost share of those services.

**You will have no out-of-pocket costs if you get vaccinated at your primary care physician's office or at most Blue Medicare Advantage network pharmacies that administer the vaccine. You may have out-of-pocket costs if you receive your flu shot in a pharmacy clinic or other designated treatment area of a pharmacy. If you have questions about where to receive your flu shot, contact Blue Medicare Advantage Customer Service.*

TO FIND A PROVIDER:

Go to medicarebluekc.com/find-a-doctor, and search for Providers by Name or Specialty.



ACCESSING YOUR BENEFITS

Look in the upper right corner of your member ID card to find your plan name. Then use this chart to see the extra benefits included in your plan.

BENEFIT	PPO			HMO		
	Essential	Access	Flex	Complete	Plus	Spira Care
Member Rewards Program	•	•	•	•	•	•
\$0 Telehealth	•	•	•	•	•	•
Over-the-Counter (OTC) Benefit	•	•	•	•	•	•
Prescription Coverage	•	•		•	•	•
Vision (coverage varies)	•	•	•	•	•	•
Dental (coverage varies)	•	•	•	•	•	•
Hearing	•	•	•	•	•	•
Mindful by Blue KC	•	•	•	•	•	•
COVID-19 Cost Share Protection	•	•	•	•	•	•
SilverSneakers® Fitness Benefit	•	•	•	•	•	•
Nurse Line	•	•	•	•	•	•
Acupuncture	•	•	•	•	•	•
Diabetes Management	•	•	•	•	•	•
Diabetic Services & Supplies	•	•	•	•	•	•
Personal Emergency Response System	•	•	•	•	•	•
Non-Emergency Transportation	•	•		•	•	•
Meals & Nutritional Shakes	•	•	•	•	•	•
Companion & Caregiver Support	•	•	•	•	•	•
Travel Benefits	•	•				
Worldwide Urgent, Emergent, & Ambulance Benefit	•	•	•	•	•	•

If you're a Blue Medicare Advantage Spira Care member, see your Spira Care brochure to learn how to access Spira Care services.



Member Rewards Program

Taking advantage of preventive benefits can be twice as rewarding for Blue Medicare Advantage members. In addition to protecting your health, you can earn \$25 gift cards to popular retailers.

Earn up to \$50 by completing any two of the following:

- Annual Wellness Exam or other qualified wellness visits
- Breast cancer screening
- Diabetic eye exam
- Flu vaccine

Things to remember

- Registration opens on January 1, 2021, and is required to participate in the program.
- You must complete the appointments listed above prior to December 31, 2021.
- The maximum gift card reward per member is \$50 per plan year.

To register and claim your gift card

Visit mrp.healthmine.com or contact Customer Service at **1-866-508-7140 (TTY 711)**.



Telehealth Services

Blue KC wants to make sure you have multiple care options. You can get the medical care you need, when you need it, from your smartphone, tablet or computer.

Covered services include:

- Primary Care Physician Services
- Occupational, Physical, and Speech Therapy
- Physician Specialist
- Behavioral Health
- Substance Treatment
- Opioid Treatment Program
- Kidney Disease Education
- Diabetes Self-Management
- Urgent Care through Blue Virtual Care

Virtual visits with your Primary Care Physician and Specialists

You can have scheduled visits with your trusted providers from the safety and comfort of home.

Contact your provider to learn about their virtual visit options.

Virtual urgent care

If you need care and your PCP isn't available, you can connect with a doctor 24/7. Services are provided by Amwell.

Visit bluekcvirtualcare.com or **download the Blue KC Virtual Care app** to sign up.





Over-the-Counter (OTC) Benefit

Blue Medicare Advantage members receive over-the-counter benefits through our partner program, Healthy Benefits Plus. Existing members should receive their new cards by the end of December 2020 and new members should receive new cards within 7-10 business days after plan enrollment.



Your OTC benefit allowance will be automatically loaded onto your card. Members receive \$25 in monthly allowances automatically, which expire each month. Use it like a debit or gift card to buy non-prescription drugs and everyday health-related items. CMS-approved items include:

- Antacids
- Cough drops
- First aid supplies
- Pain relief
- Vitamins
- Meal supplement shakes
- And more

Items such as cosmetics are not eligible under the OTC benefit. For a complete list of covered items, please visit healthybenefitsplus.com/bluekcmatc.

3 Convenient Ways to Shop

Phone

- Browse the catalog you will receive in the mail
- Call Healthy Benefits Plus to order
- Free 2-day shipping on in-stock items

Online

- Use the Healthy Benefits Plus app or visit the website
- Select Gift Card for your payment method

In-Store

- Shop for qualified items at any Walmart, Hy-Vee or CVS store nationwide
- Scan your OTC card or mobile app barcode at checkout

Call 1-833-832-7308 (TTY 711)

Monday through Friday
from 9:00 a.m. to 5:00 p.m. Central.

Visit healthybenefitsplus.com/bluekcmatc to shop and access the electronic product catalog.



How Part D prescription drug coverage works

1 You will pay your prescription drug copay until your total drug costs (paid by you and your plan) reach \$4,130.

2 Once your drug costs reach this threshold, you enter the coverage gap, which means:

- In the Complete (HMO) and Essential (PPO) plans, members will pay 25% of the cost of their drugs.
- In the Plus (HMO), Access (PPO), and the Spira Care (HMO) plan, members will pay the Tier 1 and Tier 2 copays like they have been used to. Members will pay 25% of the drug costs for any Tier 3, 4, and 5 drugs.

3 Once the drug costs paid by you (or the manufacturer) reach \$6,550, your plan will pay most of the costs of the drugs.

All amounts are for 2021 and subject to change each year. See your Evidence of Coverage (EOC) for details of your plan.

Prescription Drug Coverage

Blue KC has a large pharmacy network that includes most major chain pharmacies.

The following Blue Medicare Advantage plans include Prescription Drug Coverage.

- Essential
- Access
- Complete
- Plus
- Spira Care

Pharmacies in Network

You may get your prescription drugs from any pharmacy participating in the Blue Medicare Advantage network. Please refer to your Provider Directory or visit [medicarebluekc.com/find-a-doctor](https://www.medicarebluekc.com/find-a-doctor) for a list of in-network pharmacies.

Prescription Drug Formulary

A formulary is a list of all prescription drugs that the Blue Medicare Advantage plan covers. You can view our formulary online at [medicarebluekc.com](https://www.medicarebluekc.com).

To see if your medications are on our formulary

Visit [medicarebluekc.com](https://www.medicarebluekc.com) or call Customer Service at 1-866-508-7140 (TTY 711).



Vision Benefit

The Blue Medicare Advantage vision benefit has two parts: the Medicare-Covered Vision Benefit and the Supplemental Routine Vision Benefit.

Medicare-Covered Vision Benefits

If you have a medical eye problem, contact your primary care physician (PCP) or a participating Blue Medicare Advantage Ophthalmologist or Optometrist.

If your treatment includes cataract surgery, your benefit covers one pair of basic eyeglasses or contact lenses after each surgery. You must receive these glasses or contact lenses from a Blue Medicare Advantage network provider.

To find a provider

Look for **Specialty Care Providers** in the Provider Directory at [medicarebluekc.com/find-a-doctor](https://www.medicarebluekc.com/find-a-doctor).

Supplemental Routine Vision Benefit

Receive a routine annual eye exam from an in-network provider at \$0 cost to you. An annual allowance toward contacts or eyeglasses is also included or available as an option depending on which Blue Medicare Advantage plan you choose. These routine vision benefits are administered through EyeMed. You must use an EyeMed network provider to take advantage of them.

To find an EyeMed provider

Visit [eyemed.com](https://www.eyemed.com) and choose **Find an Eye Doctor**. Select the **Insight Network**.

CONSIDER A PROVIDER IN BOTH NETWORKS

EYEMED INSIGHT NETWORK

- Routine vision care only
- Insight Network Provider Directory: [EyeMed.com](https://www.eyemed.com)

ROUTINE &
MEDICARE-
COVERED



SPECIALTY CARE NETWORK

- Services for medical eye problems
- Provider Directory: [medicarebluekc.com/find-a-doctor](https://www.medicarebluekc.com/find-a-doctor)

COMBINES ROUTINE AND SPECIALTY CARE

For the best experience, consider using a provider that participates in both networks.



Dental Benefits

All Blue Medicare Advantage plans provide 100% in-network coverage of preventive dental services. Additional comprehensive services are either included or available as an option. Benefits are provided by DentaQuest. Check your plan Summary of Benefits or call **1-844-231-8312** (TTY **800-466-7566**) to verify your coverage.

To find providers

Visit dentaquest.com/find-a-dentist-gov/ and call your selected dentist to schedule an appointment.



Hearing Benefits

Your Blue Medicare Advantage hearing coverage includes routine hearing exams and certain hearing aid benefits. Benefits are administered through TruHearing. There is no separate Member ID card for your Blue KC hearing benefit. TruHearing will help you set up an appointment with a provider in your area.

To find a TruHearing provider

Call TruHearing Customer Service at **1-855-541-3070** (TTY **711**).

Mindful by Blue KC

Mindful by Blue KC provides a set of tools and resources to help you address stress, depression, anxiety, substance use, and more. You also have 24/7 access to Mindful Advocates. These licensed behavioral health clinicians help match members to providers and guide care plans. To talk with a Mindful by Blue KC Advocate, call 833-302-MIND (6463), or the behavioral health phone number on the back of your member ID card.



COVID-19 Cost Share Protection

Your Blue Medicare Advantage plan will cover all the costs associated with covered services related to COVID-19, including testing, treatment, hospitalization, and everything that comes with it. You'll also be covered for a COVID-19 vaccination if one becomes available. Blue KC first offered this benefit in response to an emergency government order and is continuing it voluntarily throughout the year.



SilverSneakers®

Fitness Benefit

SilverSneakers® (Tivity Health) is a fitness program included in your Blue Medicare Advantage plan at no extra cost to you.

SilverSneakers Membership Benefits

You'll enjoy free access at participating locations to amenities such as fitness equipment, pools, and fitness classes geared toward older adults of all fitness levels. You can also participate in health education seminars and fun social events with others who share your interest in a healthy lifestyle. Amenities included vary by location.

SilverSneakers Steps Program

SilverSneakers Steps is a personalized fitness program for members who don't have a SilverSneakers location within 15 miles of their home or prefer to exercise on their own. Steps is a self-directed physical activity and walking program. After registering for Steps at silversneakers.com, you'll receive a kit with the tools you need to get fit, including a pedometer (to count the number of steps you take each day), resistance bands, an exercise DVD, and educational information.

To register for SilverSneaker Steps

Go to silversneakers.com.

To get started with SilverSneakers

1. Call **1-888-423-4632 (TTY 711)** to find a participating location near you. Customer service representatives are available Monday through Friday from 7am to 7pm. You can also visit silversneakers.com and enter your zip code to find a participating fitness center near your home.
2. Go to the location you've chosen and present your Blue Medicare Advantage Member ID card or SilverSneakers ID card at the front desk to register for SilverSneakers. (New SilverSneakers members will receive their card four-to-six weeks after joining a Blue Medicare Advantage plan. You can use your Blue Medicare Advantage Member ID to identify yourself as a SilverSneakers member until it arrives.) Please note, if you already have a SilverSneakers card through your Blue Medicare Advantage or from a previous insurance plan, you will continue to use that card and will not receive a new SilverSneakers card.
3. You can then tour the location to see the amenities you'll enjoy as a SilverSneakers member. We encourage you to ask questions during the tour.



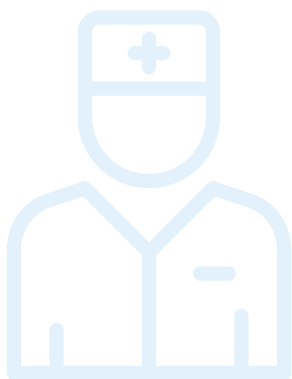
Nurse Line

Registered nurses are ready to take your calls 24-hours a day, 365 days a year. The call is free and so is the service.

Call the Nurse Line for any non-life-threatening situation. Nurses can answer your questions, help you identify symptoms, and advise whether you should seek immediate care or can wait to see your PCP.

Call toll-free **1-833-546-9354 (TTY 711)**.

Always call 911 in the event of a life-threatening emergency.

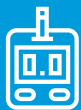


Acupuncture Benefits

Receive alternative pain management options through acupuncture treatments, including Medicare-covered services or supplemental benefit options.

To find an in-network provider

Go to [medicarebluekc.com/find-a-doctor](https://www.medicarebluekc.com/find-a-doctor) or call Customer Service at **1-866-508-7140 (TTY 711)**.



Diabetes Management

Livongo for Diabetes: A Health Benefit at No Cost that Helps Make Living with Diabetes Easier

Who can join:

The program is offered at no cost to select members with Diabetes and coverage through the Blue Medicare Advantage plan.

What you get:

- **Connected Meter:** Automatically uploads your blood glucose readings to your secure online account and provides real-time personalized tips.
- **Support from Coaches When You Need It:** Communicate with a coach anytime about diabetes questions on nutrition or lifestyle changes.
- **Unlimited Strips at No Cost to You:** When you are about to run out, we ship more supplies, right to your door.

Eligible members will be contacted with more information to register for the Diabetes Management program.



Diabetic Services and Supplies

You have 100% coverage for diabetes testing supplies with Edgepark through your Blue Medicare Advantage plan. You also have 100% coverage for Bayer/Ascensia diabetes Medicare-covered testing supplies when obtained at a pharmacy.

It's easy to place your diabetes supply orders, get help with your products, resolve any billing or insurance questions, and access over 40,000 affordable, brand-name medical products. Call Blue KC Customer Service at **1-866-508-7140 (TTY 711)** to learn more.

For Edgepark Customer Service

Call **1-855-450-2505 (TTY 711)**

Monday through Friday, 7:00 a.m. to 8:00 p.m., and Saturday, 8:00 a.m. to 2:00 p.m., CST.

To order securely online

Visit **edgepark.com**.

Other Providers are available in our network.



Personal Emergency Response System

Feel safe at home and everywhere you go with this new benefit from Best Buy Health for Blue Medicare Advantage members. We'll provide you with the devices and systems to protect your health and safety with:

- Fast response to emergencies big, and small
- GPS tracking to tell responders and caregivers your location
- Direct connection to a nurse or doctor for 24/7 urgent care
- A smartphone application to link with your family caregiver
- Built-in fall detection activated by a fall, with no button push necessary
- Easy-to-use two-way speaker and call button

This benefit also provides unlimited talk time with a social worker for comfort and support in case of social isolation.

The device is water-resistant and the lithium-ion battery offers up to 80 hours of standby time. No phone line or cell phone is needed.

To learn more or start service

Call **1-800-358-9081**.



Non-Emergency Transportation

Need a ride to health-related services like doctor's visits, therapy services, or even your pharmacy? You can request one-way trips (number of trips vary by plan) to plan-approved locations within 50 miles of your pick-up. Transportation is available Monday through Saturday, 4 am – 9 pm CT. You are welcome to have a friend or family member with you on your ride.

Transportation is provided by American Logistics (ALC). **IMPORTANT: ALC drivers do not have medical training. In case of emergency, call 911.**

To arrange transportation:

Call ALC Customer Service at **1-833-886-8663** (TTY 711) Monday – Friday, 8 am – 5 pm CT. Schedule your ride at least two business days in advance.



Meals & Nutritional Shakes

If you have a chronic condition, you may be eligible for this service. It will be offered either through a care management program or at your PCP's recommendation as part of your care plan.

Meals

Two meals per day for up to 70 days (maximum 140 meals) can be provided for members with:

- Chronic Kidney Disease
- End Stage Renal Disease (ESRD)
- Diabetes, when newly diagnosed and/or A1C is greater than 7.0
- Chronic Heart Failure (CHF)
- Morbid obesity with BMI greater than 30 and other comorbidity (listed above)

Meals will be delivered all at once to your doorstep at no cost to you. Someone must be available to sign for the meals when they are delivered.

Shakes

Members who qualify for the program due to chronic heart failure, chronic kidney disease (stage 3 or 4), end stage renal disease, diabetes (A1C higher than 7), morbid obesity (BMI greater than 30 with at least one comorbidity or under consideration for bariatric procedure), or are recommended in partnership with the member, Primary Care Provider or Case Manager, can receive up to 8 weeks of nutritional shakes (60 shakes) per year.

Eligible members will be contacted with more information to receive services available as part of this program.



Companion & Caregiver Support

If you need help with daily tasks or could benefit from social interaction, your Blue Medicare Advantage plan can help. You're eligible for up to 40 hours per year of support services, including:

- **Transportation:** doctor's appointments, grocery shopping
- **Household chores:** light cleaning, organizing, laundry
- **Companionship:** conversation, board games, reading, hobbies
- **Technical guidance:** teach new technologies, install devices
- **Exercise and activity:** walking, biking, transporting to the gym
- **Assistance from a distance:** virtual services and companionship

This program is provided by Papa, which heavily screens and trains caregivers in protocols for emergency situations, elder abuse, financial fraud, and fall risk hazards.

To learn more or register

Call **1-888-905-8301 (TTY 711)**.



Travel Benefits

Blue Medicare Advantage Essential (PPO) and Blue Medicare Advantage Access (PPO) plans have the option to visit doctors, medical centers, and hospitals nationwide with an in-network cost-share (copay or coinsurance). You are covered for services from any provider contracted with their local Blue Medicare Advantage plan.

To see a list of national in-network providers

Visit provider.bcbs.com.



Worldwide Urgent, Emergent and Ambulance Benefit

Take peace of mind with you, wherever you go. All Blue Medicare Advantage plan members have coverage for urgent and emergency care and ambulance services while traveling anywhere in the world.

To take advantage of this benefit, simply submit your proof of payment and the medical records information for your emergent service while you were traveling outside the continental US to the claims address on the back of your ID card. We'll get any needed translation and transcribing completed and process your services up to the Medicare allowable and send you a check.



Discrimination is Against the Law

Blue Cross and Blue Shield of Kansas City (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 Cross and Blue Shield of Kansas City (Blue KC) does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Blue Cross and Blue Shield of Kansas City (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, etc.)
 - Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages
- If you need these services, contact Customer Service at 1-866-508-7140 (TTY: 711).

If you believe that Blue Cross and Blue Shield of Kansas City (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: Section 1557 Compliance Coordinator, 2301 Main St., Kansas City, MO 64108, Phone: 816-395-3664, (TTY: 711), Fax: 816-995-1506, E-mail: grievance_coordinator@bluekc.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Section 1557 Compliance Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, Phone: 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-866-508-7140 (TTY: 711). ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-508-7140 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-866-508-7140 (TTY: 711)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-866-508-7140 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.

Rufnummer: 1-866-508-7140 (TTY: 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-508-7140 (TTY: 711)번으로 전화해 주십시오.

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-866-508-7140 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 711).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-866-508-7140 (رقم هاتف الصم والبكم: 117).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-508-7140 (телетайп: 711).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-508-7140 (ATS : 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-866-508-7140 (TTY: 711).

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ຄ່າສິ່ງຄ່າ, ຄວນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-866-508-7140 (TTY: 711).

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzschst, kannst du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-866-508-7140 (TTY: 711).

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-866-508-7140 تماس بگیرید.

XIYYEEFFANNA: Afaan dubbattu Oroomiffa, tajaajjila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-866-508-7140 (TTY: 711).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-866-508-7140 (TTY: 711).

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 MEDICAL INFORMATION IS IMPORTANT TO US.

Summary of Our Legal Duty and Privacy Practices

To provide health insurance and health plan related services to you as our member, we will collect personal and medical information regarding your health conditions, the health care services you receive, and the payment for those conditions and services. We are required by applicable federal and state law to maintain the privacy of the personal and medical information we collect from and about you. We are also required to give you this notice about our privacy practices, our legal duties, and your rights concerning your medical information.

We must follow the privacy practices that are described in this notice while it is in effect. This notice takes effect October 1, 2018 and will remain in effect unless we replace it.

We reserve the right to change our privacy practices and the terms of this notice at any time, provided such changes are permitted by applicable law. We reserve the right to make any change in our privacy practices and the new terms of our notice applicable to all personal and medical information we maintain, including medical information we created or received before we made the change. Before we make a significant change in our privacy practices, we will change this notice and send the new notice to our health plan subscribers at the time of the change.

Please review this entire notice for details about the uses and disclosures we may make of your personal and medical information, about your rights and how to exercise them, and about complaints regarding or additional information about our privacy practices.

Contact Information

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

For more information about our privacy practices, to discuss questions or concerns, or to get additional copies of this notice or copies in other languages, please contact our Privacy Office.

Contact Office:

Privacy Office
Blue Cross and Blue Shield of Kansas City
P. O. Box 417012
Kansas City, MO 64141
Telephone: 1-816-395-3784
Toll free: 1-800-932-1114
Fax: 816-395-2862
E-mail: privacy@bluekc.com

IMPORTANT NUMBERS

**Refer a Friend to Learn More
About Blue Medicare Advantage
1-855-514-6013 (TTY 711)**

Blue Medicare Advantage Customer Service

Call with questions about your medical and pharmacy benefits.

Toll free: **1-866-508-7140 (TTY 711)**

Open 7 days a week, from 8 am to 8 pm*

Website: mybluekcma.com

**You may receive a messaging service on weekends and holidays from April 1 through September 30. Please leave a message and your call will be returned the next business day.*

Behavioral Health/Chemical Dependency Services

Toll free: **1-833-964-6338 (TTY 711)**

Open 24 hours a day, 7 days a week

TruHearing

Toll Free: **1-855-541-3070 (TTY 711)**

- Excluding national holidays, open April 1 through September 30, 8 am to 8 pm, Monday through Friday
- October 1 through March 31, 8 am to 8 pm, 7 days a week

OptumRx Home Delivery Service

(Prescription Mail Order)

1-844-569-4142 (TTY 711)

24 hours a day, 7 days a week.

24-Hour Nurse Line

Toll Free: 1-833-546-9354

24 hours a day, 7 days a week

Dental Benefit Questions – Dentaquest

1-844-231-8312

Monday through Friday, 8 am to 8 pm (CST)

SilverSneakers® Fitness Program

Call SilverSneakers (Tivity Health) directly or go online to locate a participating fitness center. Other SilverSneakers questions can be directed to Customer Service.

Toll Free: **1-888-423-4632 (TTY 711)**

Open Monday through Friday, 7 am to 7 pm

Website: silversneakers.com

Member Rewards Program

1-866-508-7140 (TTY: 711)

Open 7 a day a week, from 8 am to 8 pm*

Website: MRP.healthmine.com

OTC Benefit Questions – Solutran

1-833-832-7308

October through March: 8 am to 8 pm,
7 days a week

April through September: 8 am to 8 pm,
Monday through Friday

Medicare Advantage Compliance and Fraud, Waste, & Abuse Hotline

(Anonymous third-party party vendor):

1-844-227-1790

Website: bcbskc.ethicspoint.com

Medicare Hotline

Toll Free: **1-800-MEDICARE** or **1-800-633-4227**

24 hours a day, 7 days a week

Papa (Companion & Caregiver Support)

Toll Free: 1-888-905-8301 (TTY 711)

Personal Emergency Response

Toll Free: 1-800-358-9081

Vision Benefit – EyeMed

Toll Free: 1-866-248-1947



BLUE MEDICARE
ADVANTAGE

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