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**Introducing Your New Blue KC Service Team**

We wanted to let you know that your employer is parterning with Blue Cross and Blue Shield of Kansas City (Blue KC) to provide a dedicated team of experts for Spring Hill School District employees. Through Blue Connect’s Advanced Support concierge program, our goal is to **make health insurance simple for you**.

The **Blue Connect** concierge team was designed to connect you with even more information and provide a truly customized experience for all your healthcare needs. Here are just some of the ways Blue Connect can help you:

* Answer questions about benefits, claims, prescriptions and more.
* Education and assistance to help you understand the prior authorization (PA) process--if your service requires PA review.
* Find healthcare providers locally or out of area based on your care needs.
* Resolve billing issues with your doctor’s office.
* Assist with scheduling appointments based on care needs.
* Guide you to services that help you save money on prescriptions, as well as cost effective, high quality providers..
* Provide information about care management and wellness programs that could help you navigate your care journeys and achieve your health goals.
* Understand all the value added programs and services available to you with your Blue KC healthcare coverage.

**IMPORTANT**

To connect with the Blue Connect Team for personalized support, use this contact information provided for Spring Hill School District employees:

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| Call: 816-395-3380 (local) or (833)-275-5112(toll free) M-F, 8 a.m. to 5 p.m. CST\*Email: **BlueConnect@BlueKC.com** |

For additional 24/7 support, you can also contact the following anytime:

* Nurse Line (for care questions or concerns): **1-877-852-5422**
* Virtual Care(for online doctor visits): **Download the Blue KC Virtual Care app, or visit BLUEKCvirtualcare.com**

We hope you’ll find this enhanced customer service to be another valuable part of your healthcare benefits. Let us know if you have any questions.