



## Introducing Your New Blue KC Service Team

We wanted to let you know that Blue Cross and Blue Shield of Kansas City (Blue KC) has created a new, dedicated team of experts specifically for JCCC employees to **make health insurance simple for you**.

The **Blue Connect** concierge team was designed to connect you with even more information to 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 a healthcare provider locally or out of area based on your care needs.
- Resolve billing issues with your doctor's office on the line, or provide follow up with the office until there is a resolution.
- Assist with scheduling appointments based on care needs.
- Guide you to services that help you save money on prescriptions.
- Engage with a registered nurse about care management programs that could help you through your health journey.
- Understand all the 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:

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](mailto: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**