

**KISx Card** and how it can provide quality care for a lower cost to both you and the health plan. If you have an upcoming procedure on the list attached, you may reach out to KISx now to schedule a procedure set to take place in 2020.

**What is the KISx Card?** The KISx Card is considered an out-of-network benefit that has no cost to you. By utilizing the KISx Card, you simply pay nothing out of pocket and the Company funds 100% of the cost of the procedure.

**Do I need to have a physical KISx Card?** No. All you need to do is call KISx at **1-877-438-5479** to get started.

**How Does it work?** You kick off the process by calling KISx to find out more about the program and the diagnosed procedure. A nurse at KISx will assist you in finding the right facility based on the diagnosis. Call KISx at **1-877-438-5479** to get started.

**What procedures/surgeries qualify?** Those that qualify include but are not limited to these core procedures: Orthopedic, Spine, General Surgery, Imaging and Colonoscopies. Even though a list of procedures is attached you must communicate with KISx to verify the procedure.

**What facilities/providers participate?** KISx Card has the largest national footprint of near care facilities available. Over 1,400 surgery centers and over 4,100 imaging centers. Call KISx at **1-877-438-5479** to find out what providers participate in this program.

**Do I have to use KISx?** No. You can still use a network provider, but benefits will be paid according to the plan design and not at the higher level.

## Secure Messaging Mobile App for Reaching our KISx Card Nurses:

1. Using your mobile web browser, go to <https://spruce.care/KISXCARD> (You must use this link in order to connect to the KISx Card Team, downloading the app directly from App Store or Google Play will not connect to our team)
2. Select "Get the App & Connect".
3. Open in App Store or Google Play.
4. Download the App.
5. Open App after completed installation.
6. The App will ask you to create an account - select Continue.
7. Select Create a New Account.
8. Enter your Mobile Phone number & hit Next.
9. You will receive a SMS Text message with a verification number, enter that verification number into the App and hit Next.
10. Enter the Forms requested: First Name, Last Name, DOB, Gender - Hit Next
11. Create your secure account by entering your email & password - Hit Next
12. You will be asked to receive Push Notifications, select YES if desired - This will let you know when a KISx Card Nurse has sent you a secure message.
13. Congratulations - You are now set up with the KISx Card Team via the Spruce Health App! To communicate with a KISx Card Nurse, you can use the App to send secure Messages or simply call 877-GET-KISX or email [KISx@bdsadmin.com](mailto:KISx@bdsadmin.com)



IF YOU BELIEVE YOU NEED  
ANY PROCEDURE, CALL THE  
KISx CARD FIRST

**Talk to a KISx Card Nurse About a Procedure:**  
Call 877-GET-KISX or Email - [KISx@bdsadmin.com](mailto:KISx@bdsadmin.com)

**Providers To Verify Benefits:** Call 877-GET-KISX For Any  
Questions. Patient is NOT to Provide Insurance Information  
For Procedure. Send Claims to [KISx@bdsadmin.com](mailto:KISx@bdsadmin.com)