

## Asthma

Anthem Blue Cross and Blue Shield has a case management program for asthma. This program will help you better understand and manage your asthma. We can assist you to set health goals and create a care plan that fits your lifestyle. You do not have to join the program. You are enrolled as a member of Anthem.

## Living with asthma

Asthma is a disease of the branches of the windpipe (bronchial tubes) that carry air in and out of the lungs. When you have an asthma attack, your airways become narrow and can fill up with fluid. The muscles around them tighten. This makes it hard for you to breathe. We want you to know you can take control of asthma.

Simple steps like the following can make a real difference:

- Avoiding your triggers
- Using asthma controller medication

We will keep your doctor informed of your condition and the services we provide you. Your case manager can help you learn how to better manage your asthma.

### Things to know:

- Triggers are things around you every day that can make your asthma worse. Your triggers may include dust, pollen, tobacco smoke and other things at home, work or school. You can improve your asthma if you know your triggers and stay away from them as much as you can.
- The flu or a cold can make your asthma symptoms worse. Other health conditions can make it harder for you to control your asthma as well.
- Signs that your asthma is getting worse include coughing, wheezing, shortness of breath and a tight feeling in your chest. You may have other signs.
- We can give you more information to help you manage your asthma.
- Your doctor may want to do testing to see how well your asthma is controlled.

### Tips to monitor your asthma:

- Use a peak flow meter  
We can teach you how to use a peak flow meter. A peak flow meter is a device that measures how much air you can push out of your lungs when you blow as hard as you can. You can use your peak flow rate to see if you are having a good or bad asthma day. A lower than normal peak flow rate is an early sign that your asthma is getting worse.
- Use an asthma action plan  
An asthma action plan is written information from your doctor that tells you how

to manage your asthma. It has things for you to do every day to treat your asthma. It also tells you what to do if you are sick or your asthma is worse. It may tell you to start taking some medicines if your peak flow rate is below a certain number. Your asthma action plan will help you know when to call your doctor and when to get help right away.

### **How to take your asthma medications:**

- What kind of asthma medicines are you taking?
  1. Quick relief medicines — these can help you if you have an asthma attack or sudden problem breathing. This kind of medicine usually does not last very long. It does not prevent you from having an asthma attack.
  2. Long-term (maintenance) medicines — this medicine does not work right away and is used to help prevent asthma attacks. It will not help you to breathe right away if you are having an asthma attack.
  3. It is very important to take your medicines just like your doctor tells you even if you are feeling better.
- We can help you know how to take your medications the right way.
- We can help you to use inhalers, spacers, nebulizers and other devices that help you get the most out of your medicine doses.
- We can help you understand how your medications work.

### **Ways you can improve or manage your asthma:**

- Quit smoking. Quitting smoking can make the biggest improvement in controlling your asthma. We have programs, and there are medications that can assist you in stopping smoking.
- Make short and long-term goals. We can help you make goals to eat better, exercise and maintain a healthy weight. Goals can be made to fit your lifestyle. We can assist you to make healthy changes one small step at a time to improve your asthma.
- Get a flu shot every year. Ask your doctor if you should also have the pneumonia vaccine.

### **Support to help you manage your asthma:**

- We can help you talk to your family or caregiver about your asthma.
- We can assist you in finding community programs and resources in your area.
- Tips to talk with your doctor and get the most out of your visit:
  1. Ask any questions you may have about your asthma. You can write them down and take them with you to your visit
  2. Follow your doctor's advice – if you have questions or concerns, let your doctor know.
  3. Make sure your doctor knows what medicines you are taking.

## **Important screenings:**

- Depression
- Other health conditions
- Preventive care screenings such as wellness checkups, mammograms and Pap tests

## **For more helpful information on managing your asthma**

- [Smokefree.gov](http://Smokefree.gov)
- [American Lung Association](http://AmericanLungAssociation.org)
- [AANMA - Allergy & Asthma Network Mothers of Asthmatics](http://AANMA.org)
- [National Heart, Lung, and Blood Institute \(NHLBI\)](http://NationalHeartLungandBloodInstitute.gov)
- [American Academy of Allergy, Asthma & Immunology \(AAAAI\)](http://AmericanAcademyofAllergyAsthmaandImmunology.org)
- [Asthma and Allergy Foundation of America \(AAFA\)](http://AsthmaandAllergyFoundationofAmerica.org)

## Sources:

\*American Lung Association [www.lungusa.org/](http://www.lungusa.org/)

\*National Heart, Lung, and Blood Institute (NHLBI)

So You Have Asthma: A Guide for Patients and Their Families

[http://www.nhlbi.nih.gov/health/public/lung/asthma/have\\_asthma.htm](http://www.nhlbi.nih.gov/health/public/lung/asthma/have_asthma.htm), accessed November 8, 2013.

\*Healthfinder.gov

Use Medicines Safely

<http://www.healthfinder.gov/HealthTopics/Category/everyday-healthy-living/safety/use-medicines-safely>, accessed November 8, 2013.

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## Communicating with you is important

For people with disabilities or who speak a language other than English, we offer these services at no cost to you:

- Qualified sign language interpreters
- Written materials in large print, audio, electronic, and other formats
- Help from qualified interpreters in the language you speak
- Written materials in the language you speak

To get these services, call the Member Services number on your ID card. Or you can call our Member Advocate at **1-262-523-2424**.

Anthem Blue Cross and Blue Shield follows Federal civil rights laws. We don't discriminate against people because of their:

- Race
- National origin
- Disability
- Color
- Age
- Sex or gender identity

That means we won't exclude you or treat you differently because of these things.

### Your rights

Do you feel you didn't get these services or we discriminated against you for reasons listed above? If so, you can file a grievance (complaint). File by mail or phone:

Member Advocate

Phone: **1-262-523-2424**

N17 W 24340 Riverwood Drive

Waukesha, WI 53188

**Need help filing?** Call our Member Advocacy Manager at the number above. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

- **On the Web:** <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- **By mail:** U.S. Department of Health and Human Services  
200 Independence Avenue  
SW Room 509F, HHH Building  
Washington, D.C. 20201
- **By phone:** **1-800-368-1019** (TTY/TDD **1-800-537-7697**)

For a complaint form, visit [www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).



**ATTENTION:** If you speak English, language assistance services are available to you free of charge. Call 1-855-690-7800 (TTY: 711).

**ATENCIÓN:** Si habla español, los servicios de asistencia de idiomas están disponibles sin cargo, llame al 1-855-690-7800 (TTY: 711).

**CEEB TOOM:** Yog koj hais lus Hmoob, kev pab rau lwm yam lus muaj rau koj dawb xwb. Hu 1-855-690-7800 (TTY: 711).

**注意:** 如果您说中文，您可获得免费的语言协助服务。请致电 1-855-690-7800 (TTY 文字电话：711)。

**DIGTOONI:** Haddii aad ku hadasho afka Soomaaliha, adeegyada caawimada luqadda waxaa lagu heli karaa iyadoo bilaash ah. Wac 1-855-690-7800 (TTY: 711).

**ໝາຍເຫດ:** ຖ້າທ່ານເວົ້າພາສາລາວ, ທ່ານສາມາດໃຊ້ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດ້ໂດຍບໍ່ເສຍຄ່າ. ໂທ 1-855-690-7800 (TTY: 711).

**ВНИМАНИЕ:** Если Вы говорите по-русски, Вам будут бесплатно предоставлены услуги переводчика. Позвоните по номеру: 1-855-690-7800 (TTY: 711).

**ကျေးဇူးပြု၍ နားဆင်ပါ - သင်သည် မြန်မာစကားပြောသူဖြစ်ပါက၊ သင့်အတွက် အခမဲ့ဖြင့် ဘာသာစကားကူညီရေး ဝန်ဆောင်မှုများ ရရှိနိုင်သည်။ 1-855-690-7800 (TTY: 711) တွင် ဖုန်းခေါ်ဆိုပါ။**

تنبيه: إذا كنتم تتحدثون العربية، تتوفر لكم مساعدة لغوية مجانية. اتصلوا بالرقم 1-855-690-7800 (هاتف نصي: 711).

**PAŽNJA:** Ako govorite srpsko-hrvatski imate pravo na besplatnu jezičnu pomoć. Nazovite 1-855-690-7800 (telefon za gluhe: 711).

**ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos Sprachhilfsdienste zur Verfügung. Rufen Sie die folgende Nummer an: 1-855-690-7800 (TTY: 711).

주의: 한국어를 쓰시는 경우, 언어 지원 서비스가 무료로 제공됩니다. 1-855-690-7800 (TTY: 711) 번으로 연락해 주십시오.

**CHÚ Ý:** Nếu bạn nói tiếng Việt, thì có sẵn các dịch vụ hỗ trợ ngôn ngữ miễn phí cho bạn. Hãy gọi 1-855-690-7800 (TTY 711).

**GEB ACHT:** Wann du Pennsylvanisch Deutsch schwetzsch, Schprooch Hilfe Services sin meeglich mitaus Koscht. Ruff 1-855-690-7800 (TTY: 711)

**ATTENTION :** Si vous parlez français, les services d'assistance linguistique vous sont accessibles gratuitement. Appelez le numéro 1-855-690-7800 (TTY : 711).

**UWAGA:** Jeśli mówisz po polsku, usługi wsparcia językowego są dostępne dla Ciebie bezpłatnie. Zadzwoń pod numer 1-855-690-7800 (TTY: 711).