



## Substance use disorder

Anthem Blue Cross and Blue Shield has a care program for substance use disorder. This program will help you know and handle your substance use disorder. We can help you set health goals and create a care plan that fits your way of life. You do not have to join the program. You are signed up as a member of Anthem.

## Living with substance use disorder

Substance use disorder is using drugs or alcohol in a way that causes problems for your health or in your daily life. Drug and/or alcohol use causes harm to yourself or others.

You can take control. If you like, we will keep your doctor up to date. We will share your condition and the services we provide you. Your case manager can help you learn how to handle your substance use disorder.

### Things to know

- Your brain will change after long use of drugs or alcohol. You may start to have cravings for the drug or alcohol.
- Common results of abuse or dependence can include missing work or school often and neglecting family or children. Other outcomes are legal problems, auto accidents or driver's license suspension. Some others are a need for more of the substance, withdrawal symptoms, large amounts of time spent getting and using the drug, and loss of friendships, or physical and psychological harm.
- Substance use disorder can be treated.
- We can share more information to help you with substance use disorder.

### How is substance use disorder treated?

- The first step to treat substance use disorder is to see a health care provider.
- People with substance use disorder may have other health conditions. Make sure to talk with your doctor about all your health conditions.
- A combination of treatments is usually most helpful in treating substance use disorder. Some of the treatments are psychosocial or talk therapy, medication therapy, and community-based support.
- Talk to your doctor about other treatment for your substance use disorder.

### What Can You Do?

You can help yourself by getting treatment and sticking with it. It takes time. Treatment is the best way to take care of substance use disorder. Here are a few things you can do to help with your treatment:

- Talk to your doctor about your treatment

- Don't take any new drugs, even over-the-counter drugs, until you check with your doctor first
- Set goals for yourself that are reachable
- Stay in treatment
- Keep a daily routine by eating a healthy diet and sleeping at regular times

### **Support to help you manage your substance use disorder**

- We can help you talk to your family or caregiver about your substance use disorder.
- We can assist you in finding group 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 substance use disorder. 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.

### **How can family and friends help?**

Family and friends play an important part in helping a person who has substance use disorder. They will need to know as much as possible about the disorder. Family and friends also can help you to stay in treatment. To help someone with substance use disorder, a friend or relative can:

- Encourage the person to stay in treatment
- Talk with the person and listen to what they have to say
- Include the person in fun activities
- Remind the person that getting better is possible with the right treatment
- Never ignore comments about suicide and let the person's therapist or doctor know right away
- Family members may benefit from attending counseling together

### **Important screenings:**

- Depression
- Other health conditions
- Preventive care screenings such as wellness checkups, mammograms and Pap tests
- Assessments related to alcohol or substance use; they consist of a few simple questions that you can complete in private with your primary care provider or specialist

### **If you feel like you want to hurt yourself:**

Get help right away! You can call the toll-free, 24-hour hotline of the National Suicide Prevention Lifeline at 1-800-273-TALK (1-800-273-8255) or TTY: 1-800-799-4TTY (4889) to talk to a trained counselor. Friends or family should call the treating psychiatrist or therapist or 911 if a person talks about or tries suicide.

**For more helpful information on managing your substance use disorder:**

- The National Institute of Mental Health 1-866-615-6464 (TTY 1-866-415-8051) [www.nimh.nih.gov](http://www.nimh.nih.gov)
- Mental Health America 1-800-969-NMHA (6642) [www.nmha.org](http://www.nmha.org)
- National Alliance on Mental Illness 1-800-950-NAMI (6264) [www.nami.org](http://www.nami.org)
- Narcotics Anonymous [www.na.org](http://www.na.org)
- Alcoholics Anonymous [www.aa.org](http://www.aa.org)

Sources:

\* Alcohol and Drug Abuse Addiction Rehab Treatment Center  
[www.addict-help.com](http://www.addict-help.com)

\* NIH National Institute on Drug Abuse  
Topics in Brief: Drugs, Brains and Behavior: The Science of Addiction  
<http://www.drugabuse.gov/publications/topics-in-brief/drugs-brains-behavior-science-addiction>

\* Substance Abuse and Mental Health Services Administration (SAMSHA)  
[www.samhsa.gov](http://www.samhsa.gov)

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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).