



Congestive heart failure (CHF)

Anthem Blue Cross and Blue Shield has a case management program for congestive heart failure (CHF). This program will help you better understand and manage your CHF. We can assist you to 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 CHF

It may be scary to learn that you or someone you love has heart failure. It does not mean the heart has stopped beating. CHF is an ongoing health problem. Your heart cannot pump as hard as it should. Most of the time CHF can be treated.

Anthem wants you to know you can take control of CHF. You can take steps to help manage your condition and enjoy life. These simple steps can make a real difference:

- Taking your medications
- Eating healthy
- Exercising

We will keep your doctor up to date. We will share your condition and the services we provide to your doctor. Your case manager can help you learn how to better manage your CHF.

Things to know:

When you have CHF, your heart doesn't pump enough blood through your body. There are side effects of this, such as:

- Your body holds on to salt and water. Fluid starts to build up in your body. This causes swelling of your feet, legs and your lungs.
- You may have symptoms like feeling weak, tired and out of breath.

Treatment can slow the disease and help you feel better.

Tips to monitor your CHF:

- Check your weight and extra body fluid (called edema).
 1. Weigh yourself every day at the same time in the same kind of clothes.
 2. If you have gained weight in a short time, call your doctor right away. Your doctor will tell you when to call, depending on how much weight you have gained and how fast you have gained the weight.
 3. Make a daily list of your weight.
- Learn how to recognize signs that your CHF is getting worse. Here are some signs you may have:
 - Quick weight gain
 - Trouble breathing

- Swelling in the legs and feet and other parts of the body
- Coughing or wheezing
- Feeling full or sick to your stomach
- Your doctor may want you to take your blood pressure at home. Your doctor or a nurse can show you how to take your blood pressure the right way.
- Work with your case manager to learn about home monitoring.
- Learn what your blood pressure reading means.
 1. Blood pressure readings have two numbers.
 2. The top number is called the Systolic, the 120 in 120/80. It measures the pressure when the heart is pumping.
 3. The bottom number is called the Diastolic, the 80 in 120/80. It measures the pressure when the heart is resting.
- Healthy adults have a blood pressure of 120/80 or less.
- Hypertension or high blood pressure is 140/90 or higher.
- Talk with your doctor about when to call him or her; and, when you should go to the hospital based on your blood pressure reading and other findings.

How to take your CHF medications:

- You may need to take medications that lower your blood pressure or help your heart pump better. Medications are prescribed differently for each person. Your doctor will work with you to find the right medicines for you.
- If you do not take your medicines the way your doctor says, the medicines may not work as well. It is best to take your meds about the same time every day.
- Don't take over-the-counter medicines, including cold medicines and herbal supplements, without talking to your doctor. They may prevent your CHF medicines from working the right way.
- Call your doctor if you think you are having side effects from your medication.
- We can help you learn how to take your medicines the right way.
- We can help you understand how your medicines work.

Ways you can improve or manage your CHF:

- Quit smoking. This can make big progress in controlling your CHF. We have programs, and there are medicines that can help you stop smoking.
- Make short and long-term goals. We can assist you to make healthy changes one small step at a time to improve your CHF.
- Lose weight if you are overweight. Even a few pounds can make a difference. We can help you make changes to your diet to fit your life.
- Talk with your doctor about how much salt or sodium should be in your diet.
- Get a flu shot every year. Ask your doctor if you should also have the pneumonia vaccine.
- Limit alcohol. Ask your doctor how much, if any, alcohol is safe.

Support to help you manage your CHF:

- We can help you talk to your family or caregiver about your CHF.
- 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 CHF. 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 issues
- Preventive care screenings such as wellness checkups, mammograms and Pap tests

Other helpful information

- [U.S. National Library of Medicine](#)
- [Medline Plus](#)
- [American Heart Association](#)
- [National Heart, Lung & Blood Institute](#)

Sources:

* National Heart, Lung & Blood Institute

What is Atherosclerosis?

<http://www.nhlbi.nih.gov/health/health-topics/topics/atherosclerosis/>, accessed November 8, 2013.

* American Heart Association www.heart.org/HEARTORG/

* Publication: Your Guide to Lowering Blood Pressure

National Heart, Lung & Blood Institute

https://www.nhlbi.nih.gov/files/docs/public/heart/hbp_low.pdf, 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.



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).