

Human immunodeficiency virus (HIV)/acquired immunodeficiency syndrome (AIDS)

Anthem Blue Cross and Blue Shield has a case management program for HIV/AIDS. This program will help you better understand and manage your HIV/AIDS. We can help 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 HIV/AIDS

Human immunodeficiency virus (HIV) is a virus that attacks the immune system. It makes it hard for the body to fight infection and disease. HIV is the same virus that causes acquired immunodeficiency syndrome (AIDS), which raises a person's risk of developing certain cancers and infections.

We want you to know you can take control. Simple steps like taking your medications correctly, eating healthy, exercising and following your treatment plan can make a real difference.

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 HIV/AIDS.

Things to know:

- Your immune system helps you fight infection and illness.
- White blood cells are an important part of your immune system. HIV kills certain white blood cells called CD4+ cells. If too many cells are killed, your body can't fight infection or other illnesses.
- HIV infection may progress to AIDS. People who have AIDS have a low number of CD4+ cells. They can get infections that healthy people don't get.
- Having HIV does not mean you have AIDS. Many people with HIV/AIDS are able to live long and active lives.
- We can give you more information to help you manage your HIV/AIDS.

How HIV/AIDS is treated:

- Your doctor will take tests to monitor the HIV and how your immune system is working.
- You and your doctor can talk about your treatment options.
- Taking your medicines exactly as prescribed can help you stay healthy. It is important not to miss any doses.

How to take your HIV/AIDS medications:

- Medications for HIV/AIDS are called antiretroviral (anti-retro-viral) drugs.

- Taking antiretroviral drugs is not a cure for your HIV, but they may help you to stay healthy for a long time.
- It is important to take your medication on time. If you miss a dose or are late taking a dose, it may not work as well.
- Talk to your doctor before taking new medications. These include medications that do not need a prescription.
- We can help you understand how your medications work.

What you can do to stay healthy:

- Quit smoking. People with HIV have a greater chance of having a heart attack or getting lung cancer. Smoking can increase your risk even more. We have support programs, and there are medications that can help you stop smoking.
- Eat a healthy, balanced diet to keep your immune system strong.
- Get regular exercise to reduce stress and improve the quality of your life.
- Don't use illegal drugs and limit how much alcohol you use.
- Talk to your doctor about other things you can do to stay healthy.

Support to help you manage your HIV/AIDS:

- We can help you talk to your family or caregiver about your HIV/AIDS.
- We can help you find 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 infection. 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 HIV/AIDS

- [U.S. Department of Health & Human Services](#)
- [The Centers for Disease Control and Prevention](#)
- [U.S. National Library of Medicine](#)
- [The Body: The Complete HIV/AIDS Resource](#)
- [AIDSInfoNet.org](#)

Sources:

* The Centers for Disease Control and Prevention
HIV/AIDS
<http://www.cdc.gov/hiv/>, accessed November 8, 2013.

* AIDSInfoNet.org
<http://aidsinfo.nih.gov/hiv-aids-health-topics/>, 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).