

## Hypertension (high blood pressure)

Anthem Blue Cross and Blue Shield has a case management program for hypertension. This program will help you better understand and manage your hypertension. 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 hypertension

Hypertension is also called high blood pressure. It is the measurement of the force against the walls of your arteries as the heart pumps blood through your body.

We want you to know that you can take control of high blood pressure. Simple steps like the following can make a real difference:

- Eating less salt
- Eating less saturated and trans fat in your diet
- Taking your medications correctly

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 hypertension.

### Things to know:

- Most of the time there are no symptoms of hypertension. That is why it has been called the silent killer.
- When blood pressure is too high, it starts to damage the blood vessels, heart and kidneys.
- Untreated high blood pressure can cause major health problems such as heart disease, stroke, heart attack, heart failure and kidney disease.
- Your doctor may want to do testing to see how your blood pressure is doing.

### Tips to monitor your hypertension:

- 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 testing.
- Learn what your blood pressure reading means.
  1. Blood pressure readings have two numbers.
  2. Systolic is the first number, for example, the 120 in 120/80. It measures the pressure when the heart is pumping.
  3. Diastolic is the second number, for example, the 80 in 120/80. It measures the pressure when the heart is resting.
- Healthy adults should have a blood pressure of 120/80 or less.
- Hypertension or high blood pressure is 130-139/80-89 or higher.

- You should have your blood pressure checked on a regular basis.
- Your doctor will check your blood pressure during your checkups and follow-up visits.
- Recognize signs that your hypertension is getting worse.
  1. You may have no other signs besides an abnormal blood pressure reading.
  2. Ask your doctor when you should seek medical attention for high blood pressure.
  3. If your blood pressure is 130-139/80-89 or higher two or more times, call your doctor.
  4. Some people may have serious problems because of very high blood pressure, such as:
    - Bad headaches
    - Problems with their eyesight
    - Feeling sick to the stomach (nausea)
    - Throwing up (vomiting)

These can be caused by dangerously high blood pressure called malignant high blood pressure. It may also be called hypertensive crisis. This is a medical emergency. **You should get medical help right away.**
  5. Call your doctor right away if you have headaches or other symptoms that could be due to high blood pressure.

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

You may need to take medicines that lower your high blood pressure.

- 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 medications the way your doctor says, the medications may not work as well. It is best to take your medications 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 can prevent your medications from working the right way.
- Call your doctor if you think you are having side effects from your medication.

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

- Quit smoking. Quitting smoking can make a big improvement in controlling your blood pressure. We have programs, and there are medications that can assist you in stopping smoking.
- Make short and long-term goals. We can assist you to make healthy changes one small step at a time to improve your hypertension.
- 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.

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

- We can help you talk to your family or caregiver about your hypertension.
- 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 high blood pressure. 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

### **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 Artherosclerosis?

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

\* American Heart Association [www.heart.org/HEARTORG/](http://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](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](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).