



Chronic obstructive pulmonary disease (COPD)

Anthem Blue Cross and Blue Shield has a program for chronic obstructive pulmonary disease (COPD). This program will help you better know and manage your COPD. 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 COPD

COPD is a long-term lung disease. The airways get narrowed and make it hard to breathe. But, it does not have to slow you down. Smoking is one cause of COPD.

You can learn simple steps to help you stop smoking. You can breathe easier and improve your quality of life. We will share your condition and the services we provide to your doctor. Your case manager can help you learn how to handle your COPD.

Things to know

- Risk factors are things you may be around at home, work or school. These can cause a flare-up of symptoms. Some of these are: tobacco smoke, wood burning stoves or fireplaces, chemicals, dust or fumes.
- The flu, bronchitis or a cold can make your COPD symptoms worse. Other health issues can make it harder for you to control your COPD.
- We can give you more data to help you handle your COPD.
- Your doctor may want to do testing to see how your COPD is doing.

Tips to monitor your COPD:

- Use a COPD action or management plan
A COPD action plan is written information from your doctor that tells you how to handle your COPD, such as:
 1. Things for you to do every day to treat your COPD (or protect your lungs).
 2. What to do if you are sick or your COPD symptoms are worse.
 3. When to start taking some medicines if you are having more signs than usual.
 4. Know when to call your doctor and when to get help right away.
- Know the signs and symptoms that your COPD is getting worse
Signs that your COPD is getting worse include:
 1. Harder to catch your breath
 2. Less energy
 3. A change in color or thickness of phlegm or mucus
 4. More coughing
 5. Taking quick relief medicines more often
 6. Medicines are not helping
 7. You may have other signs

How to take your COPD medicines:

- What kind of COPD medicines are you taking?
 1. Quick relief medicines— help you if you have a COPD flare-up or sudden problem breathing. This kind of med usually does not last very long. It does not prevent you from having a COPD flare-up.
 2. Long-term medicines— this med does not work right away. It is used to help your daily COPD symptoms. It will not help you to breathe if you are having a COPD flare-up.
 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 medicines the right way.
- We can help you to use inhalers, spacers, nebulizers and other devices.
- We can help you understand how your medicines work.

Ways you can improve or manage your COPD:

- Quit smoking. This can make the best progress to controlling your COPD. We have support programs. There are medicines that can help you stop 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 way of life. We can assist you to make healthy changes. These small steps, one at a time can help your COPD.
- Get a flu shot every year. Ask your doctor if you should get the pneumonia shot.

Support to help you manage your COPD:

- We can help you talk to your family or caregiver about your COPD.
- We can help you find 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 have about COPD. Write them down and take them with you to your visit
 2. Follow your doctor's advice – if you have questions or worries, 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 COPD

- [American Lung Association](#)
- [National Heart, Lung, and Blood Institute \(NHLBI\)](#)

Sources:

*American Lung Association www.lungusa.org/

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

Explore COPD

<http://www.nhlbi.nih.gov/health/health-topics/topics/copd/>, 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).