

CHRONIC CONDITION MANAGEMENT PROGRAMS

Managing a chronic condition can be complex and frustrating. You and your dependents with chronic conditions do not have to manage alone!

What is chronic condition management?

The Arkansas Blue Cross and Blue Shield chronic condition management program helps you and your dependents manage any of these chronic conditions:

- Diabetes (adult and youth)
- Asthma (adult and youth)
- Congestive heart failure (CHF)
- Chronic obstructive pulmonary disease (COPD)
- Coronary artery disease

Our goal is to listen to our members and understand your healthcare needs and concerns in order to help you manage your chronic condition.

Who is eligible to participate?

If you've been diagnosed with one of these conditions, you may call the toll-free number listed on the back of this flyer to learn about the program. You also may be contacted by one of our registered nurses (RNs) to join the program. The program is part of your health plan, available at no additional cost.

What services are available?

Once enrolled, RNs will work with you to help set goals and manage conditions, including:

- Providing education materials for self-management skills
- Follow-up phone calls to help you reach your goals for chronic condition management
- Providing a toll-free telephone number that you can call for answers to your questions between scheduled calls with your RN
- Discussing your care with your doctor, with your permission Helping you find community resources for needs, such as medication savings and support groups
- Providing education on healthy living

Please note: Chronic condition management programs are for health education purposes only. We do not offer medical advice or medical services. Always consult your treating physician(s) for any medical advice or services you may need. You, as a member, are responsible for selecting providers, services or products. Please check your member benefits for coverage of services. All information provided by you is kept strictly confidential and is only used to provide us with information necessary for participation in the chronic condition management program

Focus areas for self-management techniques

(According to the National Standards of Care for Disease Management)



Asthma

- Asthma action plan
- Asthma triggers
- Asthma medications
- Peak flow meter
- Diet



Cardiovascular health

- Blood pressure
- Blood cholesterol
- Cardiac procedures and aftercare
- Diet



Chronic obstructive pulmonary disease

- COPD medications
- Spirometry
- Diet



Congestive heart failure

- Sodium and fluid restriction
- CHF medications
- Weight monitoring



Diabetes management

- Eye exam
- Foot care
- Blood pressure
- A1cBlood cholesterol
- Diet/carb counting
- Blood sugar control
- Diabetes medications

Teaching topics related to each condition:

Cause and treatment | Smoking cessation

Exercise | Weight management

Tips for talking with your doctor

Questions?

Call the toll-free chronic condition management helpline at 1-800-225-1891 ext. 56004.

We look forward to supporting you.