

Name and telephone number

In case of an emergency, call:

Name:

Taking care of your Asthma



Fold

Your asthma management plan	
Green – Go <ul style="list-style-type: none"> Breathing is good No cough or wheeze Can work or play 	Peak flow number _____ to _____ Use control medicine
Yellow – Caution <ul style="list-style-type: none"> Cough or wheeze Tight chest Wake up at night 	Peak flow number _____ to _____ Use quick relief medicine
Red – STOP <ul style="list-style-type: none"> Breathing is hard and fast Cannot talk well Medicine not helping 	Peak flow number _____ to _____ Get help from a doctor

Fold

Phone	Care contacts
	Primary care physician
800-392-4247	Disease Management
	Pharmacy
	Physician specialist
	Blues resources
800-637-2972	BCN BlueHealthConnection®

Disease Management programs

800-392-4247

800-257-9980 (TTY)

8:30 a.m. to 5 pm. Monday through Friday

Customer Service

Call the number on the back of your ID card



Blue Care Network of Michigan



BCN Service Company



BlueCaid

Blue Care Network, BCN Service Company and BlueCaid of Michigan are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association. BCN provides health management programs on behalf of BCN Service Company and BlueCaid members.



Lifestyles Asthma handbook

A guide for Blue Care Network, BCN Service Company and BlueCaid members



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Personal Care Card (tear out) inside back cover



About the Asthma Management program

This program will help you understand asthma, how it affects your life and how you can better manage your condition. A few times each year, you'll receive our newsletter, which will help you:

- Understand asthma, its signs and treatment
- Learn about different asthma medicines including the importance of long-term control medicines to help prevent an asthma flare up
- Understand how to live a healthier life by avoiding personal triggers

You are enrolled

The Asthma Management program is available to all members who have been diagnosed with asthma. We have enrolled you in this program based on our records.

If you have questions about this program, if you feel you have been sent this information in error, or if you don't want to receive more information, please call the Disease Management department at 800-392-4247. The department is staffed by registered nurses who are available from 8:30 a.m. to 5 p.m. Monday through Friday (except holidays).

What is asthma?

Asthma is a chronic inflammatory disease of the lungs and airways that affects more than 15 million Americans. When inflammation and swelling of the airways happen, it is difficult for air to get in and out of the lungs. Dust, pollen, tobacco smoke, animal dander and exercise are some examples of things, called triggers, that can cause asthma to flare up.

Asthma can be controlled

When you have asthma, there are things you can do to help you breathe better. Talk to your primary care physician about:

- Avoiding personal asthma triggers
- Creating a personal asthma management plan (see Page 4)
- The warning signs that asthma is getting worse
- Taking your asthma medicines if a daily long-term control medicine would help prevent symptoms
- Getting a flu shot every year

If not managed properly, asthma can have serious, even life-threatening effects on your health. For more information about asthma, refer to the educational booklet included with this packet.



You're covered for durable medical equipment

We cover durable medical equipment for asthma as prescribed by your primary care physician that include:

- **Peak flow meter.** A peak flow meter measures how open your airways are.
- **Spacer.** A spacer is used with your inhaler to make it easier for you to breathe in your full dose of medicine.
- **Nebulizer.** A nebulizer turns liquid asthma medicine into a fine mist. The mist is breathed through a mask or mouthpiece. Nebulizers are usually used by people who can't use an inhaler.

Copayments and deductibles may apply, refer to your Schedule of Benefits; BlueCaid members do not have copays.

Using an asthma management plan

When it comes to managing your asthma, be ready by having the things you need to control your asthma on hand at all times and following your asthma management plan.

An asthma management plan is a guide that helps you decide which asthma medicine to take, when to take it and if you need to get medical help for your asthma. **Green**, **yellow** and **red** zones are part of your written asthma management plan.

In this packet, there is an asthma management plan. If you do not have an asthma management plan, take this enclosed plan to your doctor to fill out. Be sure to talk to your doctor about what to do in an emergency.

Your rights and responsibilities

As a member in our programs you have rights and responsibilities. A right is what you can expect from us. A responsibility is what we can expect from you.

You have the right to:

- Quit the program at any time by calling Disease Management.
- Get the name of the program manager so you can get more information, ask questions or ask for a change in the way the program works.
- Talk to your doctor or to us about the care you should get.



- Get information you can understand.
- Get information about our programs and services, their staff qualifications and contracts.
- Work with us to help make your health care decisions.
- Tell us about any problems or complaints you have using our Grievance Program.
- Be treated with respect.
- Ask us to act as your patient advocate.

Your right to privacy

Privacy is important to us. We want you to know that we follow special rules to be sure your information is kept private. You may call Customer Service to get a copy of our privacy notice or view it on the Web:

BCN and BCN Service Company members go to **MiBCN.com**.
BlueCaid members go to **MiBCN.com/BlueCaid**.

Know that we respect your health care privacy and we follow state and federal rules about your privacy.

You have the responsibility to:

- Tell us if you don't want to be in our program.
- Follow your doctor's advice about your care.
- Talk to your doctor honestly about your health so you can be cared for in the right way.

We do not advertise, market or promote specific products or services to members or doctors when discussing your health problems with you or your doctor or in any of our program materials. We do not have any financial ownership arrangements with other entities engaged in advertising, marketing or providing good and services.

Working with your doctor

Our programs work with you and your doctor. We send your doctor information about national standards of care to help treat you. It's important that you make and keep appointments with your doctor and ask questions about your care. Your doctor is your health partner.

What to do if you feel depressed

Sometimes having an illness that you have to deal with every day can make you feel sad, hopeless or depressed. Sometimes you might not even know why you feel this way. But there is help.

If you feel depressed, talk to your doctor. Or, you can call the mental health help number on the back of your ID card, 24 hours a day, seven days a week.

Here are some signs you might be depressed:

- Your sad or anxious mood doesn't go away.
- You sleep too much or too little.
- Your weight or appetite changes.
- You lose pleasure or interest in things.
- You feel restless or irritable.
- You feel sick even after you have had treatment for the illness.
- You have trouble thinking, remembering or deciding things.
- You feel tired or lose energy.
- You feel guilty, hopeless or worthless.

Staying healthy

What about shots?

Get a flu shot before the flu gets you. Every fall you should get a flu shot. It is a covered benefit.

Flu is a serious virus that can make you really sick, especially for people who have asthma. Before getting the shot, let your doctor know if you ever had an allergy to eggs or to an earlier flu shot. People who are over age 65, those who have chronic illness (like heart trouble or asthma), and small children should get a shot. Other shots you may need:

- Pneumonia
- Tetanus/diphtheria/pertussis

For more information, visit the Centers for Disease Control and Prevention Web site at cdc.gov/vaccines.*

*BCN does not control this Web site and is not responsible for its content.

Common symptoms of the flu include:

- Fever
- Cough
- Sore throat
- Headache
- Chills
- Muscle aches

When to get the flu shot

	Oct.	Nov.	Dec. or later
<p>High risk of severe illness:</p> <ul style="list-style-type: none"> • Adults age 65 years and older • People who live in nursing homes and other long-term care facilities that house those with long-term illnesses • Adults and children 6 months and older with chronic heart or lung conditions, including asthma • Adults and children 6 months and older who needed regular medical care or were in a hospital during the previous year because of a metabolic disease (like diabetes), chronic kidney disease, or weakened immune system • Children age 6 months to 18 years who are on long-term aspirin therapy • Women who will be pregnant during the flu season • All children 6 to 23 months of age • People with any condition that can compromise respiratory function (a condition that makes it hard to breathe or swallow, such as brain injury or disease, spinal cord injuries, seizure disorders, or other nerve or muscle disorders) <p>Can give the flu to those at high risk:</p> <ul style="list-style-type: none"> • Any person in close contact with someone in a high-risk group (see above) should get vaccinated. This includes all health-care workers, household and out-of-home caregivers of children 6 to 23 months of age, and close contacts of people 65 years and older. 	Best time!		Not too late!
Healthy people 50–64 years old	Best time!		
Anyone who wants to prevent the flu	Best time!		

Reprinted from the Centers for Disease Control and Prevention.

BlueHealthConnection®: your connection to care

Our BlueHealthConnection programs help you stay healthy, get better or improve your life while living with an illness or injury. Our programs give you the information, tools and help you'll need to make good health choices. We offer:

Health education message line

800-637-2972

800-257-9980 (TTY)

24 hours a day, seven days a week

Disease Management programs

800-392-4247

800-257-9980 (TTY)

8:30 a.m. to 5 pm. Monday through Friday

Our comprehensive programs, designed in partnership with doctors, can help you manage diseases like depression, diabetes, heart disease and more.

Care Management

Case managers provide one-on-one education and counseling, as well as arrange care for you if you have a serious medical need. Your doctor will sign you up for this program. For more information, call Customer Service.

Quit the Nic smoking cessation program

800-811-1764

800-240-3050 (TTY)

24 hours a day, seven days a week

Health information online


BCN and BCN Service Company members: **MiBCN.com**

(Online services are not a BlueCaid benefit.)

BlueHealthConnection offers members medical and fitness information. Registered members can get personalized information and other custom features:

- Take a free BlueHealthConnection health risk appraisal to receive a personalized health status report. You can also sign up for an online health coach.
- Access personal health quizzes, assessment tools, tracking logs, body mass index and target heart rate calculators.
- Search an online health information encyclopedia and drug guide.
- Use Healthcare Advisor™ to research a condition and learn about cost treatment options. You can also compare hospitals using criteria that matter to you.

Review this card with your primary care physician.



Checkups

Have you had the following screenings, exams and shots within the last year?

- Asthma Action Plan update
- Review quick-relief medicine
- Review long-term control medicine
- PFT (pulmonary function test)
- Flu shot
- Take the health risk appraisal.

These are several suggestions. Check with your primary care physician about how often you need these services.

- Also, check with you doctor to see if your pneumonia shot is up to date.

Know your asthma

Symptoms:

Triggers:

Vaccines	DATE	DATE	DATE	DATE
Flu shot (once a year)				
Pneumonia shot (usually one time only)				

Medicine/how often	Dose
Quick-relief	
Long-term control	

Allergies