

Chronic Condition Management

blueprint

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?

Arkansas Blue Cross and Blue Shield chronic condition management 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
- Renal disease



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 (R.N.s) to join the program. The program is part of your health plan, available at no additional cost.



What services are available?

Once you are enrolled, R.N.s will work with you to help set goals and manage conditions by:

- Providing educational materials to help you develop 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 apart from scheduled calls with your R.N.
- Discussing your care with your doctor, with your permission
- Helping you find helpful community resources (like support groups, assistance with medication expenses, etc.)
- Providing education on healthy living



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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 and asthma



Cardiovascular health

- Blood pressure
- Cholesterol
- Cardiac procedures and aftercare
- Diet and heart health



Chronic obstructive pulmonary disease

- COPD medications
- Spirometry
- Diet and COPD



Congestive heart failure

- Sodium and fluid restriction
- CHF medications
- Weight management



Diabetes management

- Eye exam
- Foot care
- Blood pressure
- A1c
- Cholesterol
- Diet/carbohydrate counting
- Blood sugar control
- Diabetes medications



Renal disease

- Understanding the 5 stages of kidney disease
- Renal action plan
- Medication Management
- Renal diet planning
- Symptoms and testing

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 800-225-1891 or go online at [arkansasbluecross.com](https://www.arkansasbluecross.com). We look forward to supporting you.

Please note: Chronic condition management is 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 used only to provide us with information necessary for your participation in chronic condition management.