



Coronary Artery Disease:

Take Control of Your Health

Coronary Artery Disease: *Take Control of Your Health*

Table of Contents

Introduction.....	3
Patient Bill of Rights and Responsibilities	3
Frequently Asked Questions	4
CAD Symptoms and Treatment.....	7
Writing SMART Goals.....	11

Program Telephone Calls and Materials

First Call: Initial Health Assessment	12
---	----

Education Calls

Education Call 1: Understanding CAD.....	14
Education Call 2: Improving Your Health (Monitoring, Medication and Stress Management)	16
Education Call 3: Improving Your Health (Diet).....	18
Education Call 4: Improving Your Health (Exercise).....	20
Education Call 5: Problem Solving	22
Education Call 6: Maintaining Overall Health	24
Last Call: Final Health Assessment and Discharge.....	26

Introduction

Health Net Federal Services, LLC (HNFS) invites you to participate in our Chronic Care/Disease Management (DM) program. This program is one of several clinical education programs HNFS has developed to enhance our health services for TRICARE West Region beneficiaries.

Through your participation in the DM program, you will learn self-management skills to help you better manage your health condition.

This program does not replace your health care provider. It is a clinical education coaching program that will provide you with information, strategies and support for you to make the changes necessary to improve your quality of life. For example, if you apply certain techniques that have been researched and proven to work over time, positive change is likely.

As a participant in the DM program, you will receive personalized follow-up telephone calls from a licensed health professional to discuss and implement the materials that will be provided to you for support throughout this program.

Patient Bill of Rights and Responsibilities

When you participate in the DM program, you have certain rights and responsibilities.

You have the right to:

- Know the philosophy and characteristics of the DM program.
- Have personally identifiable health information shared by the DM program only in accordance with state and federal law.
- Know the identity and job title of staff members and speak with a supervisor upon request.
- Receive accurate information from the DM program.
- Receive DM program information based on individual needs and preferences.
- Receive administrative information regarding changes in or termination of the DM program.
- Decline participation, revoke consent, disenroll, or submit a complaint at any point in time.

You have the responsibility to:

- Submit any forms that are necessary to participate in the DM program to the extent required by law.
- Give accurate clinical and contact information and notify the DM program of changes in this information.
- Follow an agreed upon plan to address targeted clinical conditions, comorbidities and risk factors.
- Notify your treating provider of your participation in the DM program (if applicable).
- Provide input on experiences, care and services related to the DM program.

Chronic Care/Disease Management Program – Frequently Asked Questions

The philosophy of the Health Net Federal Services, LLC Chronic Care/Disease Management (DM) program is to empower TRICARE beneficiaries to become active partners in their health care to achieve improved health outcomes.

How did TRICARE select me?

Health Net Federal Services, LLC (HNFS) delivers the Military Health System DM Program in partnership with the Department of Defense (DoD) Defense Health Agency (DHA). You were selected based upon your claims and treatment history. This includes emergency department visits, inpatient hospitalizations, outpatient visits, and medication usage.

In some cases, you may have been referred directly to the DM program through family, hospital discharge planner, treating physician, case management staff, HNFS staff, or military hospitals and clinics.

Do I have to participate?

While there are numerous benefits to participating in this program, you are not obligated to participate. The DM Program is an opt-out program, which means beneficiaries identified or referred for participation are considered enrolled unless they decline participation or lose TRICARE eligibility.

Will any of my existing TRICARE benefits change if I participate in this program?

All of your existing TRICARE benefits stay the same regardless of your participation in this program. Participation in this program will not affect any of your TRICARE benefits.

What is the cost of this program?

This program is provided at no cost to you.

What are the benefits of this program?

- **Convenience** – You do not have to drive anywhere or sit in a waiting room. You can talk with one of our CAD specialists at home, on your cell or wherever you decide is convenient for you. However, for your safety, these calls cannot be completed while you are driving.
- **Cost** – This program is provided at no cost.
- **Anonymity/Privacy** – You can participate in this program in the privacy of your own home.
- **Homebound/Limited Access** – There is no travel required so your physical ability or location will not limit your access to the help you need.
- **Flexibility** – We have appointments from 8 a.m. – 6 p.m. local time, so we are sure to find a time that works for you.

What is a DM Specialist?

A DM specialist is a licensed mental health, nursing or other health professional who specializes in the management and treatment of certain health conditions. DM specialists include:

- registered nurses (RN)
- licensed clinical social workers (LCSW)
- marriage and family therapists (MFT)
- respiratory therapists (RT)
- certified diabetes educators (CDE)
- registered dietitian nutritionists (RDN)
- certified asthma educators (AE-C)
- exercise physiologists (EP)

Our programs cover the following conditions: anxiety disorders, asthma, chronic obstructive pulmonary disease, depression, diabetes, and heart disease, which includes coronary artery disease and heart failure.

I see a provider or specialist. Will this program interfere with my care?

This program will not interfere with the care you receive from your specialist or primary care manager (PCM). This program is not meant to replace any treatment you already receive. It is meant to provide you with clinical education, information, support, and guidance. Additionally, with your permission, we can coordinate health care with your specialist or PCM through mail or telephone to keep him or her updated on your goals and progress in this program.

How do I know this will work for me?

Our specialists are experienced in applying the principles of our program to meet your specific needs. If you are willing to make changes, learn new skills and start taking a more active role in your health, it is likely you will find our program helpful.

What can I expect from this program?

This is typically a six-month program. You can expect to spend about 30 minutes once a month with your specialist discussing your condition. Your specialist will assess your needs and teach you the skills needed to help you better manage your condition. Your specialist can also::

- Educate and empower you, so you can better monitor your CAD and live a healthier lifestyle.
- Identify roadblocks and obstacles to treatment.
- Improve your understanding of your condition.
- Assist you in understanding your medication and the importance of taking it as prescribed.
- Discuss what to expect from treatment.
- Coach you on how to communicate effectively with your health care providers.

- Provide resources and recommendations and coordinate referrals to address unmet needs.
- Initiate collaboration with your health care providers to better meet your needs.
- Provide you with patient-friendly education materials.
- Help you identify local or national resources available to assist you with the management of your condition.

How do I get started?

It is easy to get started. Call our toll-free telephone number, 1-844-732-2436, and one of our representatives will be happy to set up your first telephone appointment when it is convenient for you. We are here from 8 a.m. – 6 p.m. local time.

Is this program confidential?

Absolutely. We value your trust and handle your personal information according to the strictest industry standards and in accordance with Federal HIPAA regulations. We will never discuss your information without your permission unless allowed or required by law.

Is this program available in other languages?

Yes. We contract with an interpreter service to offer our program in various languages as well as providing relay services to the deaf and hard of hearing.

If I decline now, can I participate at a later date?

Yes. If you maintain your TRICARE benefits, remain in the TRICARE West Region, and do not have other health insurance, you can contact us at any time to enroll in the program.

How do I contact DM?

Our toll-free telephone number is 1-844-732-2436. You may contact the DM Department for any questions you may have or to contact your specialist. If you are experiencing an urgent situation, call your treating provider or emergency services, 911, immediately. For all non-urgent situations, please contact our department during our hours of operation, 8 a.m. – 6 p.m. local time. If you leave a message on our voicemail during or after business hours, a member of our staff will contact you as soon as possible or the next business day. You may also contact us in writing at the address below or via email at HNFS.4DM@healthnet.com. To verify your identity, please include your full name, address and date of birth in your request.

Health Net Federal Services, LLC
Chronic Care/Disease Management
PO Box 2808
Virginia Beach, VA 23450-2808



Coronary Artery Disease Symptoms and Treatment

Coronary artery disease (CAD), also called heart disease, is a heart condition in which plaques clog and harden the arteries of the heart. This hardening of the arteries can block blood flow to your heart muscle. This blocked blood flow causes chest pain, and if the blood is blocked for a long period of time, a portion of the heart muscle can die. A complete blockage can cause a heart attack.

Symptoms

Because coronary artery disease often develops over a long period of time, symptoms can be vague, and may vary from person to person. Sometimes you can have the disease and not have any symptoms. Here are some symptoms that indicate your heart may not be working correctly which warrants a call to your doctor.

- Crushing and/or squeezing pressure or discomfort in the chest.
- Shortness of breath, dizziness, light headed, weakness or sweating.
- Pain in the arms, neck, back and/or jaw.
- Irregular heartbeat.
- Pain that lasts longer than 5 minutes.
- Indigestion.
- Fatigue.
- Chest pain or discomfort

If you suspect you are having a heart attack, immediately call 911. If you do not have access to emergency medical services, have someone drive you to the nearest hospital. Review the symptoms of a heart attack so you are aware of them in case your condition should change.

Treatment

Treatment for CAD usually involves lifestyle changes and, if necessary, drugs and certain medical procedures. CAD can be controlled and may include following a healthy diet, being physically active, maintaining a healthy weight, managing stress and working with your health care provider to create a treatment plan that works for you.

Medication

Medicine can help make it easier for your heart to pump, strengthen your heartbeat and remove excess fluid from your body. It can also help improve your overall quality of life when used as directed. Your doctor may prescribe one or more types of medicine such as:

- **Cholesterol-lowering medications** help reduce the plaques in the coronary arteries by lowering the amount of cholesterol in the blood. Your doctor can choose from a range of medications, including statins, niacin, fibrates and bile acid sequestrants.

- **Anti-coagulants/anti-platelets**, also called blood thinners, can reduce the tendency of your blood to clot, which may help prevent obstruction of your coronary arteries.
- **Beta Blockers** slow your heart rate and decrease your blood pressure, which decreases your heart's demand for oxygen.
- **Vasodilators** open blood vessels by directly relaxing the muscle in the vessel walls, causing blood pressure to go down.
- **Angiotensin-converting enzyme (ACE) inhibitors** keep your body from making a hormone called angiotensin II, which normally causes blood vessels to narrow. ACE inhibitors prevent this narrowing so your blood pressure goes down.
- **Angiotensin receptor blockers (ARBs)** are newer blood pressure drugs that protect your blood vessels from angiotensin II. As a result, the blood vessels relax and become wider, and your blood pressure goes down.
- **Calcium channel blockers** help relax arteries, lower blood pressure and reduce strain on the heart.
- **Diuretics** are sometimes called water pills. They work by helping your kidneys flush excess water and salt from your body. This reduces the amount of fluid in your blood and your blood pressure goes down.

Exercise

Millions of American adults are obese and at risk for numerous life-threatening health conditions. According to the Centers for Disease Control and Prevention, American adults do not get enough physical activity to achieve many health benefits from it. Even a little activity every day can help keep your muscles strong and improve your strength. **Ask your doctor what exercise is right for you.**





Here are just a few of the many health benefits regular exercise provides:

- Reduces the risk of heart disease, high blood pressure, osteoporosis, diabetes and obesity.
- Lowers total blood cholesterol and triglycerides and increases good cholesterol.
- Helps achieve and maintain a healthy weight.
- Relieves stress and anxiety.
- Helps build and maintain healthy bones, muscles and joints.
- Improves range of motion.
- Improves quality of sleep.
- Increases energy and endurance.
- Promotes psychological well-being.

Cardiac Rehabilitation

Your doctor may prescribe cardiac rehabilitation, also called cardiac rehab, for angina or after CABG, angioplasty or a heart attack. Almost everyone who has coronary artery disease can benefit from cardiac rehab; however it is not appropriate for everyone. Your health care team will evaluate your health to make sure you are ready to start.

Rehabilitation has four main parts:

- 
1 Medical evaluation. Initial and ongoing evaluation helps your health care team check your physical abilities, medical limitations and other conditions you may have. They will look at your risk factors for heart disease, stroke or high blood pressure and tailor a program to your individual situation.
- 
2 Physical activity. Cardiac rehab improves your cardiovascular fitness through walking, cycling, rowing or even jogging. You may also do strength training to increase your muscular fitness.
- 
3 Lifestyle education. Learning about nutrition helps you shed excess weight and teaches you to make healthier food choices aimed at reducing fat, sodium and cholesterol in your diet. You will also learn how to manage pain or fatigue.
- 
4 Support. Adjusting to a serious health problem often takes time. You may feel depressed or anxious or have to stop working for several weeks. Counseling will help you learn healthy ways to cope with depression and other feelings.

One of the most valuable benefits of cardiac rehab is often an improvement in your overall quality of life. Ask your doctor whether cardiac rehab can help you prevent a future heart problem and improve your health.

Follow a Healthy Diet

Make healthy eating part of your daily routine. Select whole grains, lean meats, fruits, vegetables, and low-fat dairy products for a well-balanced diet.

A nutritious diet:

- Improves cholesterol.
- Improves blood sugar.
- Reduces inflammation.
- Maintains a healthy weight.
- Nourishes your body and mind.

Tobacco Cessation

Tobacco use causes health problems and can make existing problems worse. For more information on quitting tobacco, take our Time to Quit online program or listen to a recorded class on Preparing to Quit Tobacco on our website at www.tricare-west.com/go/learningcenter. We are committed to helping people quit smoking (and quit other forms of tobacco use) in a nonjudgmental, informational manner that includes resources available to TRICARE beneficiaries.

Visit us online at www.tricare-west.com/go/wellness to learn more about how we can help you.



S Writing SMART Goals

Most people start with an outcome goal. An example of an outcome goal is:

“The overall goal I want to reach is to live healthier and lose two inches around my waist.”

To reach an outcome, you must have healthy lifestyle goals. For example: *“I want to walk five days a week for 30–60 minutes a day.”*

The chart below shows a brainstorming process to break this goal into an achievable SMART goal. This is the final SMART goal: *“This week I will walk 15 minutes a day at 3.0 mph (brisk pace) for three days.”*

M

Goal Component	Example
Specific What, when, where, and how will the behavior be done?	I want to walk regularly (at least five days a week) in the morning to help me reduce inches around my waist.
Measurable How much, how many, how often will you do the behavior?	I want to walk 30–45 minutes a day at a brisk pace (3.0 mph) five days a week.
Attainable What are your steps to realistically meet or reach your goal?	I will start walking 15 minutes a day for three days a week and work up to 30 minutes a day for five days a week. I will increase my time by five minutes each week until I reach 30 minutes. I will add an extra day every two to four weeks.
Realistic Set your goal low enough to be reached, but high enough to be a challenge.	Seven days might be too high (no room for unexpected events or illness). One day is too low and not enough to help me lose inches. My morning schedule does not allow for walking more than 45 minutes.
Time-bound Make sure your goal includes a specific time frame in which you will achieve it.	Now that my children are back in school and the holidays are over I can work up to walking five days a week within three months. Now I have time in the morning to walk.

A

R

T

Now it's your turn. Write and track your own SMART goal.



Program Telephone Calls and Materials

First Call: Initial Health Assessment

During this initial telephone call, you will speak with a chronic care/disease management specialist for the first time. Allow plenty of time for this first call as it will be longer than your other calls. This is a good time to ask any questions you may have. Please remember to have your list of medications and contact information for the provider who manages your CAD. It will be helpful to have a pen handy so you can take notes in this welcome book during the call. You and your specialist will cover a lot of material during this conversation, and you will have plenty of time to explain things in more detail during later calls.

During this call, you can expect to:

- Complete a comprehensive health assessment.
- Identify possible gaps in the management of your CAD.
- Receive information on resources to improve your health.
- Develop goals to improve control of your CAD.
- Learn about the educational packet that will be mailed out after this call and how to prepare for the next call.

Notes:

Questions to Ask Your Provider:

My Goal Tracking Form

Set **S**pecific, **M**easurable, **A**ttainable, **R**elevant, and **T**ime-bound goals.



Refer to Writing SMART Goals on page 11 for help with writing SMART goals.

Directions: Fill in your healthy lifestyle goals. At the end of each month, complete the last three sections to help you identify your successes, obstacles and solutions to overcoming barriers to achieving your goals. Completing this activity will help you with writing and achieving future goals.

Date:
Goals:
Write down how successful you were this month:
List anything that may have prevented you from reaching your goals:
Write down possible solutions to overcome the obstacles listed above:



Education Call 1: Understanding CAD

We will begin by examining pictures that will help you understand how your body works and how it may be affected by CAD. This understanding helps you with the subsequent discussion of ways to manage your CAD. Have your workbook available for this call so you can view the materials as we talk. Additionally, your specialist can assist you in setting goals that will improve your knowledge and management of your CAD.

During this call, you can expect to:

- Understand how your heart pumps blood to deliver oxygen to the body.
- Understand how the blood supply to the heart becomes restricted.
- Review treatment options to improve control of your CAD.
- Set goals to improve management of your CAD.

Notes:

Questions to Ask Your Provider:

My Goal Tracking Form 1



Set **S**pecific, **M**easurable, **A**ttainable, **R**elevant, and **T**ime-bound goals.

Refer to Writing SMART Goals on page 11 for help with writing SMART goals.

Directions: Fill in your healthy lifestyle goals. At the end of each month, complete the last three sections to help you identify your successes, obstacles and solutions to overcoming barriers to achieving your goals. Completing this activity will help you with writing and achieving future goals.

Date:
Goals:
Write down how successful you were this month:
List anything that may have prevented you from reaching your goals:
Write down possible solutions to overcome the obstacles listed above:

My Goal Tracking Form **2**



Set **S**pecific, **M**easurable, **A**ttainable, **R**elevant, and **T**ime-bound goals.

Refer to Writing SMART Goals on page 11 for help with writing SMART goals.

Directions: Fill in your healthy lifestyle goals. At the end of each month, complete the last three sections to help you identify your successes, obstacles and solutions to overcoming barriers to achieving your goals. Completing this activity will help you with writing and achieving future goals.

Date:
Goals:
Write down how successful you were this month:
List anything that may have prevented you from reaching your goals:
Write down possible solutions to overcome the obstacles listed above:



Education Call 3: Improving Your Health (Diet)

During this call, you may speak with a clinical specialist within the CC/DM program or with a HNFS registered dietitian nutritionist (RDN). The specialist will review your current diet and share strategies for lowering your cholesterol intake. We will focus on developing a goal to limit to your intake of saturated fat, trans fat and cholesterol, identifying foods that are high in fat and devising strategies to lower your overall cholesterol.

During this call, you can expect to expand on previous education. For example, we will:

- Learn the basics of a low-fat diet and how it can improve the management of your CAD.

Notes:

Questions to Ask Your Provider:

My Goal Tracking Form **3**



Set **S**pecific, **M**easurable, **A**ttainable, **R**elevant, and **T**ime-bound goals.

Refer to Writing SMART Goals on page 11 for help with writing SMART goals.

Directions: Fill in your healthy lifestyle goals. At the end of each month, complete the last three sections to help you identify your successes, obstacles and solutions to overcoming barriers to achieving your goals. Completing this activity will help you with writing and achieving future goals.

Date:
Goals:
Write down how successful you were this month:
List anything that may have prevented you from reaching your goals:
Write down possible solutions to overcome the obstacles listed above:



Education Call 4: Improving Your Health (Exercise)

During this call, we will review your current activity level and compare it with the standard recommendations for exercise from the American Heart Association. Based on your results we will strategize ways to maintain or improve your level of activity.

**During this call, you can expect to expand on previous education.
For example:**

- Review your current exercise routine and any physical limitations to exercise you may have.
- Review the importance of having a medical clearance to exercise.
- Review standard exercise recommendations from the American Heart Association.
- Explore ways to maintain or increase activity.
- Review local resources for exercise.
- Discuss how to balance exercise with rest.
- Set a SMART goal for exercise.

Notes:

Questions to Ask Your Provider:

My Goal Tracking Form 4



Set **S**pecific, **M**easurable, **A**ttainable, **R**elevant, and **T**ime-bound goals.

Refer to Writing SMART Goals on page 11 for help with writing SMART goals.

Directions: Fill in your healthy lifestyle goals. At the end of each month, complete the last three sections to help you identify your successes, obstacles and solutions to overcoming barriers to achieving your goals. Completing this activity will help you with writing and achieving future goals.

Date:
Goals:
Write down how successful you were this month:
List anything that may have prevented you from reaching your goals:
Write down possible solutions to overcome the obstacles listed above:



Education Call 5: Problem Solving

During this call, we will review the CAD Action Plan to guide your decision making if you have a change in symptoms. We will review past experiences you may have had and how you managed the situation. The goal of this call is to help you decide when to call your provider to help you address the situation before symptoms become more serious.

During this call, you can expect to:

- Understand how using the CAD Action Plan can decrease emergencies.
- Understand how to identify symptoms that may require action to help prevent an emergency.
- Receive help with deciding how to access resources, such as your provider, if you have an increase in symptoms of your CAD.
- Understand what constitutes an emergency and when to go to the ER or call 911.
- Gain confidence in putting the action plan into action.
- Set a goal to review the action plan with your provider.

Notes:

Questions to Ask Your Provider:

My Goal Tracking Form **5**



Set **S**pecific, **M**easurable, **A**ttainable, **R**elevant, and **T**ime-bound goals.

Refer to Writing SMART Goals on page 11 for help with writing SMART goals.

Directions: Fill in your healthy lifestyle goals. At the end of each month, complete the last three sections to help you identify your successes, obstacles and solutions to overcoming barriers to achieving your goals. Completing this activity will help you with writing and achieving future goals.

Date:
Goals:
Write down how successful you were this month:
List anything that may have prevented you from reaching your goals:
Write down possible solutions to overcome the obstacles listed above:



Education Call 6: Maintaining Overall Health

During this call we will discuss how to avoid illness and what to do if you become ill. We will review recommendations for routine testing and appointments to assess the status of your CAD.

During this call, you can expect to:

- Review a disease-specific sick plan.
- Discuss routine immunizations and how to avoid illness.
- Determine how often to visit your provider for routine check-ups and testing.
- Review strategies for avoiding and dealing with routine illnesses, such as cold and flu.

Notes:

Questions to Ask Your Provider:

My Goal Tracking Form **6**



Set **S**pecific, **M**easurable, **A**ttainable, **R**elevant, and **T**ime-bound goals.

Refer to Writing SMART Goals on page 11 for help with writing SMART goals.

Directions: Fill in your healthy lifestyle goals. At the end of each month, complete the last three sections to help you identify your successes, obstacles and solutions to overcoming barriers to achieving your goals. Completing this activity will help you with writing and achieving future goals.

Date:
Goals:
Write down how successful you were this month:
List anything that may have prevented you from reaching your goals:
Write down possible solutions to overcome the obstacles listed above:



Last Call: Final Health Assessment and Discharge

This is our final call of the program. You and your specialist will review the progress you have made, acknowledge your success and address any concerns you may have.

During this call, you can expect to:

- Complete a modified health assessment that includes some of the questions from the initial call.
- Review your overall goal for the program.
- Review short-term or SMART goals in each module.
- Identify ongoing goals to continue management of your medical condition.

Notes:

Questions to Ask Your Provider:

My Goal Tracking Form

Set **S**pecific, **M**easurable, **A**ttainable, **R**elevant, and **T**ime-bound goals.



Refer to Writing SMART Goals on page 11 for help with writing SMART goals.

Directions: Fill in your healthy lifestyle goals. At the end of each month, complete the last three sections to help you identify your successes, obstacles and solutions to overcoming barriers to achieving your goals. Completing this activity will help you with writing and achieving future goals.

Date:
Goals:
Write down how successful you were this month:
List anything that may have prevented you from reaching your goals:
Write down possible solutions to overcome the obstacles listed above:

Your health is important, so we have made managing it easier for YOU!

No matter who you are or what you do, whether you are a mother or father, single or married, working, proudly serving in the military or retired, our job at Health Net Federal Services, LLC is to make health care work for YOU. Our online Health and Wellness Center was developed with you in mind.

You can:

- Journey through our e-learning programs covering topics such as asthma management, self-care, tobacco cessation, and weight management.
- Take an anxiety, depression, diabetes, heart health, making healthy changes, stress management, or tobacco cessation class. View a schedule of live and recorded classes by visiting www.tricare-west.com/go/learningcenter.
- Manage health conditions like anxiety, asthma, chronic obstructive pulmonary disease, depression, diabetes, and heart disease, including coronary artery disease and heart failure, with our health education tools and resources.

Visit us online at www.tricare-west.com/go/wellness to learn more about how we can help you.

