



## **DMCCU is all about you**

DMCCU stands for Disease Management Centralized Care Unit (DMCCU). Our program gives you a choice and a voice in how to care for your health. With the help of licensed nurses and social workers, called DMCCU case managers, you will learn to better manage your condition and improve your quality of life.

### **How it works**

DMCCU case managers work with you by phone to create health goals and develop a plan to reach them. They educate you about your condition and help you take more control of your care.

### **Who is eligible?**

Any member with any of the following:

- Behavioral health conditions such as depression, schizophrenia, bipolar disorder and substance use disorder
- Heart conditions such as Congestive Heart Failure (CHF), hypertension and Coronary Artery Disease (CAD)
- Diabetes
- HIV/AIDS
- Lung conditions such as asthma and Chronic Obstructive Pulmonary Disease (COPD )

We'll include you in the above programs unless you choose to opt out. You can choose to opt out at any time.

We also provide weight management services.

### **DMCCU services**

If you take part in the DMCCU program, you will get:

- Personal assistance from a case manager to help you manage your health.
- Help to make sure you have the right medical equipment for your health condition.
- Screenings for other problems.
- Information about local caregivers.
- Information about the most up-to-date treatment for your condition.
- Help with coordinating care between your primary care provider and other specialists.

To serve you better, we also:

- Monitor your progress with any health condition you are being treated for.

- Give your doctors information on the latest treatment options for your condition.
- Give you and your doctor updates on your health.
- Ask you about how we can help you.
- Ask you for your ideas to find ways to make the program even better.

### **How to participate**

Call **1-888-830-4300 (TTY 1-800-855-2880)** toll free. You will be asked some questions about your health to help get you started.

### **Call your case manager**

- 8:30 a.m. to 5:30 p.m. local time, Monday through Friday
- Toll free at **1-888-830-4300** (people who are deaf or hard of hearing should dial **1-800-855-2880**)
- Leave a private message for your case manager 24 hours a day

### **Other health care resources**

- For routine health questions, call your primary care provider.
- In an emergency, call **911**.
- For help anytime, 24 hours a day, 7 days a week, call our 24/7 NurseLine toll free at the number listed on your ID card.

### **Rights and responsibilities**

As a member enrolled in the Disease Management Centralized Care Unit program, you have certain rights and responsibilities.

You have the right to:

- Have information about DMCCU. This includes programs and services, our staff's education and work experience, as well as contracts we have with other businesses or agencies.
- Refuse to take part in or disenroll from programs and services we offer.
- Know which staff members arrange your health care services and who to ask for a change.
- Have DMCCU help you to make choices with your doctors about your health care.
- Learn about all DMCCU-related treatments. These include anything mentioned in clinical guidelines, whether covered by DMCCU or not. You have the right to discuss all options with your doctors.
- Have personal and medical information kept private; know who has access to your information; know what DMCCU does to keep it private and confidential.
- Be treated with courtesy and respect by DMCCU staff.

- File a complaint with DMCCU and be told how to make a complaint. This includes knowing the DMCCU standards of timely response to complaints and resolving issues of quality.
- Get information that you can understand.

You are encouraged to:

- Listen to and know the effects of accepting or rejecting health care advice.
- Provide DMCCU with information needed to carry out our services.
- Tell DMCCU and your doctors if you decide to disenroll from the DMCCU program.

For a written version of your DMCCU Rights and Responsibilities or information on this website, please print this page or call your case manager.

**anthem.com/ca**

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We can translate this at no cost. Call the customer service number on your member ID card.	English
Podemos traducir esto gratuitamente. Llame al número de servicio de atención al cliente que aparece en su tarjeta de identificación (ID Card).	Spanish
يمكننا ترجمة هذا بدون أي تكلفة. اتصل برقم خدمة العملاء الموجود على بطاقة عضويتك ID.	Arabic
Մենք կարող ենք այս անվճար թարգմանել: Կարող եք հեռախոսել Ցածախորդների Սպասարկման Բաժնին, որի թիվը կը մտնուեք ձեր ինքնաթղթան քարտի (ID) վրա:	Armenian
我們可以免費為您提供翻譯版本。請撥打您ID卡上所列的電話號碼洽詢客戶服務中心。	Chinese
ما می توانیم این را به رایگان برایتان ترجمه کنیم. به شماره خدمات مراجعین ما که پشت کارت شناسایی تان (ID) درج شده. تلفن برزید.	Farsi
Peb txhais tau qhov no pub dawb. Hu mus rau qhov chaw pab neeg tus naj npawb xov tooj nyob rau ntwm koj daim ID ua mej zeej.	Hmong
យើងអាចបកប្រែជូនជាមតិឥតគិតថ្លៃ ។ សូមទូរស័ព្ទទៅផ្នែកសេវាអតិថិជន តាមលេខមាននៅលើប័ណ្ណ ID របស់អ្នក ។	Khmer
저희는 이것을 무료로 번역해 드릴 수 있습니다. 기업자 ID 카드에 있는 고객 서비스부 번호로 연락하십시오.	Korean
Мы можем перевести это бесплатно. Позвоните в отдел обслуживания участников плана по номеру, указанному в вашей карточке участника плана (ID Card).	Russian
Maaari namin itong isalin-wika nang walang bayad. Paki tawagan ang numero ng customer service sa inyong ID card na pang miyembro.	Tagalog
Xin gọi Văn phòng Dịch vụ Hội viên qua số điện thoại ghi trên thẻ ID (thẻ hội viên) của quý vị.	Vietnamese