



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

DMCCU is all about you

DMCCU stands for Disease Management Centralized Care Unit (DMCCU). The Anthem HealthKeepers Plus DMCCU 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 can take part?

Any Anthem HealthKeepers Plus 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)

HealthKeepers, Inc. includes you in our programs unless you choose to opt out. You can choose to opt out at any time.

HealthKeepers, Inc. also assists with weight management services.

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DMCCU services

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

- One-on-one help 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
- News 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:

- Keep track of 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: 711) toll free. You will be asked some questions about your health to help get you started. You can also enroll online in one of our programs by emailing us your request at dmself-referral@anthem.com. Just include your full name, Anthem HealthKeepers Plus member ID number, date of birth, address, phone number and the condition or conditions for which you would like case management services.

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 711)
- Leave a private message for your case manager 24 hours a day

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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, please call the 24/7 NurseLine toll free at the number on your ID card

Rights and responsibilities

As a member enrolled in the DMCCU program, you have certain rights and responsibilities.

You have the right to:

- Get details about us, including:
 - Programs and services we provide
 - Our staff and their qualifications
 - Any contractual relationships
- Opt out of DMCCU services
- Know which case manager is handling your disease management services, as well as how to ask for a change.
- Get support from us to make health care choices with your providers.
- Be told 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 data and medical information kept private.
- Know who has access to your information and know our procedures used to ensure security, privacy and confidentiality.
- 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.

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You also have a responsibility to:

- Follow the plan of care you and your case manager agree on
- Provide us with information needed to carry out our services
- Tell us and your providers if you decide to leave 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 at 1-888-830-4300 (TTY: 711).

Call toll free for translation or oral interpretation at no cost/Llame a la línea gratuita para servicios de traducción o interpretación sin cargo: 1-800-901-0020 (Medallion Medicaid, FAMIS); 1-855-323-4687 (CCC Plus); TTY 711.

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