

DMCCU is all about you

DMCCU stands for Disease Management Centralized Care Unit (DMCCU). The Anthem Blue Cross and Blue Shield DMCCU program gives you a choice and a voice in how to care for your health. DMCCU case managers are licensed nurses or social workers. With their help, 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 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)

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

Anthem also assists with weight management services.

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 treatments 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 dmsself-referral@anthem.com. Just include your full name, Anthem 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

- 7 a.m. to 7 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.

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 1-855-690-7800 (TTY 711).

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 disease management-related treatment options mentioned in clinical guidelines (even if a treatment is not covered), and to discuss options with treating providers.
- 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 politely and with respect by our staff.
- File complaints to Amerigroup and receive guidance on how to use the complaint process, including our standards of timeliness for responding to and resolving issues of quality and complaints.
- Receive information that is clear and easy to understand.

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 provider if you decide to leave from the 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).

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Communicating with you is important

For people with disabilities or who speak a language other than English, we offer these services at no cost to you:

- Qualified sign language interpreters
- Written materials in large print, audio, electronic, and other formats
- Help from qualified interpreters in the language you speak
- Written materials in the language you speak

To get these services, call the Member Services number on your ID card. Or you can call our Member Advocate at **1-262-523-2424**.

Anthem Blue Cross and Blue Shield follows Federal civil rights laws. We don't discriminate against people because of their:

- Race
- National origin
- Disability
- Color
- Age
- Sex or gender identity

That means we won't exclude you or treat you differently because of these things.

Your rights

Do you feel you didn't get these services or we discriminated against you for reasons listed above? If so, you can file a grievance (complaint). File by mail or phone:

Member Advocate

Phone: **1-262-523-2424**

N17 W 24340 Riverwood Drive

Waukesha, WI 53188

Need help filing? Call our Member Advocacy Manager at the number above. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

- **On the Web:** <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- **By mail:** U.S. Department of Health and Human Services
200 Independence Avenue
SW Room 509F, HHH Building
Washington, D.C. 20201
- **By phone:** **1-800-368-1019** (TTY/TDD **1-800-537-7697**)

For a complaint form, visit www.hhs.gov/ocr/office/file/index.html.



ATTENTION: If you speak English, language assistance services are available to you free of charge. Call 1-855-690-7800 (TTY: 711).

ATENCIÓN: Si habla español, los servicios de asistencia de idiomas están disponibles sin cargo, llame al 1-855-690-7800 (TTY: 711).

CEEB TOOM: Yog koj hais lus Hmoob, kev pab rau lwm yam lus muaj rau koj dawb xwb. Hu 1-855-690-7800 (TTY: 711).

注意: 如果您说中文，您可获得免费的语言协助服务。请致电 1-855-690-7800 (TTY 文字电话：711)。

DIGTOONI: Haddii aad ku hadasho afka Soomaaliha, adeegyada caawimada luqadda waxaa lagu heli karaa iyadoo bilaash ah. Wac 1-855-690-7800 (TTY: 711).

ໝາຍເຫດ: ຖ້າທ່ານເວົ້າພາສາລາວ, ທ່ານສາມາດໃຊ້ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດ້ໂດຍບໍ່ເສຍຄ່າ. ໂທ 1-855-690-7800 (TTY: 711).

ВНИМАНИЕ: Если Вы говорите по-русски, Вам будут бесплатно предоставлены услуги переводчика. Позвоните по номеру: 1-855-690-7800 (TTY: 711).

ကျေးဇူးပြု၍ နားဆင်ပါ - သင်သည် မြန်မာစကားပြောသူဖြစ်ပါက၊ သင့်အတွက် အခမဲ့ဖြင့် ဘာသာစကားကူညီရေး ဝန်ဆောင်မှုများ ရရှိနိုင်သည်။ 1-855-690-7800 (TTY: 711) တွင် ဖုန်းခေါ်ဆိုပါ။

تنبيه: إذا كنتم تتحدثون العربية، تتوفر لكم مساعدة لغوية مجانية. اتصلوا بالرقم 1-855-690-7800 (هاتف نصي: 711).

PAŽNJA: Ako govorite srpsko-hrvatski imate pravo na besplatnu jezičnu pomoć. Nazovite 1-855-690-7800 (telefon za gluhe: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos Sprachhilfsdienste zur Verfügung. Rufen Sie die folgende Nummer an: 1-855-690-7800 (TTY: 711).

주의: 한국어를 쓰시는 경우, 언어 지원 서비스가 무료로 제공됩니다. 1-855-690-7800 (TTY: 711) 번으로 연락해 주십시오.

CHÚ Ý: Nếu bạn nói tiếng Việt, thì có sẵn các dịch vụ hỗ trợ ngôn ngữ miễn phí cho bạn. Hãy gọi 1-855-690-7800 (TTY 711).

GEB ACHT: Wann du Pennsylvanisch Deutsch schwetzsch, Schprooch Hilfe Services sin meeglich mitaus Koscht. Ruff 1-855-690-7800 (TTY: 711)

ATTENTION : Si vous parlez français, les services d'assistance linguistique vous sont accessibles gratuitement. Appelez le numéro 1-855-690-7800 (TTY : 711).

UWAGA: Jeśli mówisz po polsku, usługi wsparcia językowego są dostępne dla Ciebie bezpłatnie. Zadzwoń pod numer 1-855-690-7800 (TTY: 711).