

DMCCU is all about you

DMCCU stands for Disease Management Centralized Care Unit (DMCCU). The Amerigroup District of Columbia, Inc. DMCCU program gives you a choice and a voice in how to care for your health. DMCCU case managers are licensed nurses. With their help, you will learn to better manage your condition and improve your quality of life. Amerigroup includes you in our programs unless you choose to opt out. You can choose to opt out at any time.

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 Amerigroup 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)

Amerigroup 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 dmself-referral@amerigroup.com. Just include your full name, Amerigroup 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.

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-hour Nurse HelpLine toll-free at 1-800-600-4441 (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).

Do you need help with your health care, talking with us, or reading what we send you? We provide our materials in other languages and formats at no cost to you. Call us toll free at 1-800-600-4441 (TTY 711). English

¿Necesita ayuda con el cuidado de la salud, para hablar con nosotros o para leer lo que le enviamos? Le ofrecemos nuestros materiales en otros idiomas y formatos sin costo alguno. Llame a nuestra línea gratuita al 1-800-600-4441 (TTY 711). Spanish

በእርስዎ የጤና ክብካቤ ላይ፣ ከእኛ ጋር በመነጋገር ላይ፣ ወይም እኛ የምንልክልዎትን ነገሮች በማንበብ ላይ እገዛ ያስፈልግዎታል? የእኛን የሚነበቡ ነገሮች በሌሎች ቋንቋዎች እና ቅርጾች በእርስዎ ላይ ምንም ወጪ ሳያስከትልብዎት እንሰጥዎታለን። በነጻ የስልክ መሥመር በስልክ ቊጥር 1-800-600-4441 (TTY 711) ይደውሉልን። Amharic

건강 관리에 도움이 필요하십니까? 아니면 저희와 연락하시거나, 보내드리는 자료를 읽는 데 도움이 필요하십니까? 자료를 다른 언어 및 형식으로 무료로 제공해드립니다. 저희에게 1-800-600-4441 (TTY 711) 번으로 연락해 주십시오. Korean

您在醫療保健方面、與我們交流或閱讀我們寄送的材料時是否需要幫助？我們可為您免費提供其他語言和格式的材料。請撥打我們的免費電話 1-800-600-4441（聽障專線 711）。Chinese Traditional

Avez-vous besoin d'aide pour vos soins de santé, pour parler avec nous ou pour lire ce que nous vous avons envoyé ? Nous pouvons

vous fournir gratuitement nos documents dans d'autres langues et formats. Appelez notre numéro gratuit 1-800-600-4441 (TTY 711). French

Quý vị có cần trợ giúp liên quan tới chăm sóc sức khỏe, nói chuyện với chúng tôi, hoặc đọc nội dung chúng tôi gửi cho quý vị không? Chúng tôi có cung cấp tài liệu bằng các ngôn ngữ và định dạng khác mà không tính phí cho quý vị. Hãy gọi chúng tôi theo số điện thoại miễn cước 1-800-600-4441 (TTY 711). Vietnamese

Ñ a jlá bò mamaé kó ñ-á fuɛji-á já ɛti nlonlɔɛ-á tɛh bò, mòv bɛ yɛ-lɛ âmô bò wlu, mòv bɛ yɛ dɛ né â a mua mũ bò dlo slè? Dɛ wɛ né â a clɛa, â a po-lɛ i dakó+ tɛ-á win kli kà né i a mua i-á nyati wɔnwɔɛn nu, ɛ se pɛnó kpòh ne. Dá âmô, ɛ se pɛnó kpòh ne 1-800-600-4441 (TTY 711). Kru

ヘルスケアの受診、ご相談時の会話、配布物の読解にお困りではありませんか？当院では無料の翻訳版資料をご用意しております。無料ダイヤル 1-800-600-4441 (TTY 711) までお電話ください。Japanese

Вам нужна помощь в получении медицинских услуг, вы хотите поговорить с нами или не можете прочитать присланные вам материалы? Наши материалы можно бесплатно получить на других языках и в другом формате. Позвоните нам по бесплатному номеру 1-800-600-4441 (TTY 711). Russian

Necessita de ajuda com a sua assistência médica, para falar conosco, ou para ler o que lhe enviamos? Fornecemos os nossos materiais noutros idiomas e noutros formatos, sem qualquer custo para si. Ligue-nos gratuitamente para 1-800-600-4441 (TTY 711). Portuguese

Ha bisogno di aiuto con la sua assistenza sanitaria, per parlare con noi o per leggere ciò che le abbiamo inviato? I nostri materiali sono disponibili in altre lingue e formati senza alcun costo per lei. Può contattarci gratuitamente al numero 1-800-600-4441 (TTY 711). Italian

Kailangan ba ninyo ng tulong sa inyong pangangalagang pangkalusugan, sa pakikipag-usap sa amin, o sa pagbabasa ng aming ipinadadala sa inyo? Ipinagkakaloob namin ang aming mga materyal sa iba pang mga wika at format na wala kayong babayaran. Tawagan kami nang toll free sa 1-800-600-4441 (TTY 711). Tagalog

คุณต้องการความช่วยเหลือในด้านการดูแลสุขภาพของคุณ พูดคุยกับเรา หรืออ่านสิ่งที่เราจัดส่งให้คุณหรือไม่ เราจัดส่งสื่อของเราเป็นภาษาและรูปแบบอื่นๆ โดยไม่มีค่าใช้จ่าย โทรหาเราฟรีที่ 1-800-600-4441 (TTY 711) Thai

! chọrọ enyemaka na nlekọta ahụike gi, igwa anyị okwu, ma ọ bụ ịgụ ihe anyị zitere gi? Anyị na enye ihe anyị n'asụsụ na nhazi ndị ọzọ na akwụghị ụgwọ ọ bụla. Kpọọ anyị n'efu na 1-800-600-4441 (TTY 711). Igbo

Njẹ o nílò ìrànlọwọ nípa ìtọ́jú ìlera rẹ, ní bíbá wa sọrọ, àbí kíkà ohun tí a fi ránṣẹ́ sí ọ? A npèsè àwọn nnkan wa ní àwọn èdè mírán àti ní irú mírán fún ọ láì díyelé. Pè wá lófẹ́ ní 1-800-600-4441 (TTY 711). Yoruba

আপনার কি আপনার স্বাস্থ্য পরিচর্যা, আমাদের সঙ্গে কথা বলার ক্ষেত্রে অথবা আমরা আপনাকে যা পাঠায় তা পড়তে সহায়তার প্রয়োজন? আমরা অন্য ভাষা ও ফর্ম্যাটে বিনামূল্যে আমাদের সামগ্রী প্রদান করি। আমাদের টোল-ফ্রি নম্বর 1-800-600-4441 (TTY 711) এ ফোন করুন। Bengali

Benötigen Sie Hilfe bezüglich Ihrer Gesundheitsversorgung, möchten Sie mit uns sprechen oder haben Sie Probleme, die von uns zugesandten Materialien zu verstehen? Wir stellen Ihnen unsere Materialien auch in anderen Sprachen und Formaten kostenfrei zur Verfügung. Sie erreichen uns gebührenfrei unter 1-800-600-4441 (TTY 711). German