



DMCCU is all about you

DMCCU stands for Disease Management Centralized Care Unit (DMCCU). The Healthy Blue 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.

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 Healthy Blue 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)

Programs are also available for:

- Hepatitis C
- Sickle cell

These programs are managed by case management at the health plan.

Healthy Blue also assists with weight management and smoking cessation services. Members can get counseling and nicotine replacement medications to aid with stopping smoking or tobacco use.

In addition to providing support the conditions mentioned above, DMCCU case managers focus on a holistic care management approach. This approach includes addressing comorbid conditions such as obesity.

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

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@healthyblueia.com. Just include your full name, Healthy Blue 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. 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 24/7 NurseLine toll-free at 1-866-864-2544 (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 Healthy Blue and receive guidance on how to use the complaint, as well as know 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 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 healthcare, talking with us, or reading what we send you? Call us toll free at 1-844-521-6941 (TTY 711) to get this for free in other languages or formats.

¿Necesita ayuda con su atención médica? ¿Necesita ayuda para leer lo que le enviamos o para hablar con nosotros? Llámenos al número gratuito 1-844-521-6941 (TTY 711) para conseguir esta información sin costo en otros idiomas o formatos.

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross and Blue Shield Association.