



DMCCU is all about you

DMCCU stands for Disease Management Centralized Care Unit (DMCCU). Our DMCCU programs give 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 UniCare member with any of the following:

- Behavioral health conditions such as major 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 can also assist with weight management services.

UniCare Health Plan of West Virginia, Inc. (UniCare) includes you in the above programs unless you choose to opt out. You can choose to opt out at any time.

DMCCU services

If you take part in any of our DMCCU programs, 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
- Help with rides to appointments, if needed

To serve you better, we also:

- Monitor your progress with any health condition you are being treated for
- Give your providers information on the latest treatment options for your condition



- Give you and your provider 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 enroll

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@unicare.com. Just include your full name, UniCare 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 the 24-hour nurse helpline, toll free at **1-888-850-1108**. If you have hearing or speech loss, you can call the TTY line at **1-800-368-4424**.

Rights and responsibilities

As a member enrolled in a 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 case managers help you to make choices with your providers about your health care.
- Know about all DMCCU-related treatments. These include anything mentioned in clinical guidelines, whether covered by UniCare or not. You have the right to discuss all options with your providers.
- Have personal and medical information kept private, know who has access to your information and 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 providers if you decide to disenroll from the DMCCU program

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

We can translate this for you at no cost.

Call the Customer Care Center at **1-800-782-0095**. If you have speech or hearing loss, call the TTY line at **1-866-368-1634**.