

## **DISEASE MANAGEMENT CENTRALIZED CARE UNIT**

AMERIGROUP Disease Management Centralized Care Unit (DMCCU) is based on a system of coordinated care management interventions and communications designed to assist physicians and others in managing members with chronic conditions.

Disease Management Centralized Care Unit (DMCCU) services include:

- A holistic, member-centric approach to Disease Management focusing on the needs of the member
- Motivational interviewing techniques used in conjunction with member self-empowerment
- Disease Management programs for Asthma, Bipolar Disorder, CAD, CHF, COPD, Diabetes, HIV/AIDS, Hypertension, Major Depressive Disorder, Obesity and Schizophrenia
- The ability to manage more than one disease to meet the changing healthcare needs of our member population

In addition, AMERIGROUP assists with the management of prenatal cases in high-risk populations.

### **Our Mission**

The mission of the Disease Management Centralized Care Unit department is to improve the health and quality of life for the members served by encouraging member self care efforts, coordinating healthcare education and providing interventions along the Continuum of Care.

### **About AMERIGROUP Disease Management Programs**

Our programs feature:

- Proactive population identification processes
- Evidence-based national practice guidelines
- Collaborative practice models to include physician and support-service providers in treatment planning for members
- Continuous patient self-management education, including primary prevention, behavior modification programs and compliance/surveillance, as well as home visits and case management for high-risk members
- Process and outcomes measurement, evaluation and management
- Ongoing communication with providers regarding patient status

## **Objectives**

### **DMCCU objectives are to:**

- Improve the understanding of disease processes
- Improve the quality of life for our members
- Provide opportunities for patient-centered care
- Support network provider relationships with members
- Increase network provider awareness of DMCCU programs
- Reduce acute episodes requiring emergent or inpatient care

### **Who Is Eligible?**

All AMERIGROUP members with the above conditions diagnoses are eligible for Disease Management Centralized Care Unit services. Members are identified through continuous case finding efforts to include, but not limited to continuous case finding welcome calls, claims mining and referrals.

### **How Can You Use DMCCU Services?**

#### ***Maximize your time***

As a valued provider who could use some help in following up with patients, you can refer your Asthmatic, Bipolar, CAD, CHF, COPD, Diabetic, HIV/AIDS, Hypertensive, MDD and Schizophrenic patients who could benefit from education or care management to AMERIGROUP's DMCCU.

#### ***Get help with treatment plans***

In order to assist in managing patients, AMERIGROUP DMCCU requests your input for patient treatment plans. Disease Management information and the most up to date clinical practice guidelines are provided to assist you in creating an individualized plan of care.

#### ***Receive Feedback on your patients***

Providers receive feedback on members enrolled in Disease Management programs in Strategic Outcomes Analysis (SOAR) reports, member status letters, care plans and telephonic communications. Feedback includes: assessment of how well the condition is being managed, adherence to treatment plans, patient goals, psychosocial and safety issues while enrolled in a Disease Management program. Feedback is provided weekly, monthly, quarterly, annually or as needed based on the severity of the member's condition.

### **How Can You Contact Us?**

#### ***Hours of Operation***

AMERIGROUP's Care Managers are Licensed Nurses/Social Workers, and are available from 8:30 a.m. to 5:30 p.m. ET, Monday through Friday. Confidential Voicemail is available 24 hours a day. The Nurse Help Line is available 24 hours a day/7 days a week for our members.

#### ***Contact Information***

Please call 1-888-830-4300 to reach an AMERIGROUP Care Manager. Your patients can get information about DMCCU program services by visiting [www.myamerigroup.com](http://www.myamerigroup.com) or calling 1-888-830-4300.

## **Provider Rights and Responsibilities**

As a participating provider with members enrolled in a Disease Management program you have additional rights and responsibilities. You have the right to:

- Have information about AMERIGROUP, including programs and services, our staff and their qualifications, and any contractual relationships
- Decline to participate in or work with AMERIGROUP's programs and services for our members, if contractually possible
- Be informed of how AMERIGROUP coordinates our Disease Management-related interventions with treatment plans for individual patients
- Know how to contact the person responsible for managing and communicating with your patients
- Be supported by AMERIGROUP to make decisions interactively with patients regarding their healthcare
- Receive courteous and respectful treatment from AMERIGROUP's staff
- Communicate complaints to AMERIGROUP regarding Disease Management as outlined in Provider Complaint and Grievance Procedure.

These rights and responsibilities are available to you in written format upon request to Disease Management Centralized Care Unit.

The Clinical Practice Guidelines (CPGs) for the following chronic conditions are available in the resource area of the secure provider home page. Login is required. CPG's are also faxed to providers upon member enrollment in a Disease Management program and can be requested at any time.

### **Pulmonary**

AMERIGROUP offers Asthma and COPD disease management programs for our members. These programs identify and stratify members into risk groups. Based on these risk groups, the program provides specific interventions, such as printed information, DME as needed, home health instruction and/or community Asthma and COPD programs and self management education. In addition, follow-up calls are made to the member/guardian/PCP on a routine basis to determine the need for further intervention. If you would like a complete program description, please contact us.

### **Cardiac**

AMERIGROUP offers a CHF, CAD and Hypertension disease management program for our members. These programs identify and stratify members into risk groups. Based on the identified needs, these programs provide specific interventions such as printed information, one-on-one education from a nurse and DME as needed. Follow-up calls are made to the member/PCP on a routine basis to determine the need for further intervention. If you would like a complete program description, please contact us.

### **Behavioral Health**

AMERIGROUP offers a Disease Management Program for our members diagnosed with Major Depressive Disorder, Bipolar, and Schizophrenia. The overall goal of the program is to help our members get the most benefit from their healthcare. This can be accomplished by allocating appropriate health plan resources to the care and treatment of members with Behavioral health needs and to enhance the capabilities of the network physicians to manage their patients with these disorders. Follow-up calls are made to the member/PCP on a routine basis to determine the need for further intervention. If you would like a complete program description, please contact us.

**Diabetes**

AMERIGROUP offers a diabetes disease management program for our members. The program identifies and stratifies members into risk groups. Based on the identified needs, the program provides specific interventions such as printed information, one-on-one education from a nurse certified as a diabetes educator, home health instruction and community-based diabetes classes. The diabetes program also facilitates endocrinology referrals for members, as needed. Follow-up calls are made to the member/PCP on a routine basis to determine the need for further intervention. If you would like a complete program description, please contact us.

**HIV/AIDS**

AMERIGROUP offers an HIV/AIDS disease management program for our members. The program identifies and stratifies members into risk groups. Based on the identified needs, the program provides specific interventions such as printed information, one-on-one education from a nurse and coordination of care. Follow-up calls are made to the member/PCP on a routine basis to determine the need for further intervention. If you would like a complete program description, please contact us.