

Provider Update

Updated Clinical Practice Guidelines Now Available Online

Updated Clinical Practice Guidelines (CPGs) are now available on our self-service website, providers.amerigroup.com. These evidence-based guidelines were reviewed and approved by our Corporate Medical Advisory Committee (MAC) and our Medical Policy Committee, a group of specialists and external practitioners, and include direct links to the source documents for reference.

✦ What this means to you:

No action is necessary — this notice is for your information only.

The guidelines below can be downloaded from providers.amerigroup.com. For a printed copy, please call Provider Services at 1-800-454-3730 or the Dedicated Service Unit at 1-866-805-4589.

Clinical Practice Guidelines		
<ul style="list-style-type: none">• Asthma• Behavioral Health<ul style="list-style-type: none">○ Attention Deficit Hyperactivity Disorder○ Behavioral Health Screening, Assessment and Treatment○ Bipolar Disorder in Adolescents (Age 15 and Older)○ Bipolar Disorder in Adults○ Major Depression○ Management of Substance Use Disorders in Adults○ Schizophrenia	<ul style="list-style-type: none">• Coronary Artery Disease• Chronic Obstructive Pulmonary Disease• Diabetes<ul style="list-style-type: none">○ Diabetes Mellitus• Heart<ul style="list-style-type: none">○ Congestive Heart Failure• Human Immunodeficiency Virus• Hypertension<ul style="list-style-type: none">○ Hypertension in Adults○ Hypertension in Children and Adolescents• Kidney<ul style="list-style-type: none">○ Chronic Kidney Disease	<ul style="list-style-type: none">• Maternal Health<ul style="list-style-type: none">○ Family Planning○ High-risk Obstetrical○ Postpartum Care○ Routine Antepartum Care• Obesity<ul style="list-style-type: none">○ Obesity in Adults○ Obesity in Children and Adolescents• Preventive Health<ul style="list-style-type: none">○ Adult Preventive Health○ Child Preventive Health○ Immunizations for Adolescents, Adults and Children

Disease Management Centralized Care Unit Program Reminder

The 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. Through our programs, members receive care management and education provided by a team of highly qualified disease management professionals operating under a holistic model of care. Our programs are based on national CPGs from recognized sources.



Provider Update

DMCCU Programs

- Asthma
- Bipolar Disorder
- Chronic Obstructive Pulmonary Disease
- Congestive Heart Failure
- Coronary Artery Disease
- Diabetes
- HIV/AIDS
- Hypertension
- Major Depressive Disorder
- Obesity
- Schizophrenia
- Substance Use Disorder

Who Is Eligible for Disease Management Services?

All members diagnosed with any of the above conditions are eligible for disease management services. Members are identified through a variety of sources, including continuous case finding, welcome calls and referrals. Our care managers are licensed nurses/social workers who work collaboratively with you for input on the development of care plans.

Members identified for participation in any of the programs are assessed and risk-stratified based on the severity of their conditions. Once enrolled in a program, members are provided with continuous education on self-management concepts, which include primary prevention, behavior modification and compliance/surveillance, as well as case/care management. DMCCU staff also helps to connect members with local resources to further support their needs.

Provider Feedback

Program evaluation, outcome measurement and process improvement are built into all the programs. Provider feedback occurs monthly or as needed for patients enrolled in disease management programs, annually for provider adherence to guidelines and as needed regarding patient status and progress.

How to Refer a Member

We encourage you to refer any members you feel may benefit from additional education and care management support. You can reach our team Monday through Friday from 8:30 a.m. to 8:30 p.m. Eastern time at 1-888-830-4300 or through Provider Services toll free at 1-800-454-3730 or the Dedicated Service Unit at 1-866-805-4589. Confidential voice mail is available 24 hours a day.

For more information about our DMCCU programs, log on to providers.amerigroup.com and click on Patient & Medical Support and Disease Management (DMCCU). Printed copies of information located on the website can be obtained by contacting DMCCU. Members may obtain information about our programs by visiting www.myamerigroup.com.

What If I Need Assistance?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services toll free at 1-800-454-3730 or the Dedicated Service Unit at 1-866-805-4589.

Amerigroup appreciates the care you and your staff provide to our members. We value our relationship with you and your support of our company's mission as well as your contributions to the health and well-being of our members.



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