

Disease Management is all about you.

We're here to help you learn more about your health, keeping you and your needs in mind at every step. Our Disease Management (DM) programs give you the opportunity to ask questions about your condition, get information about your benefits and connect you with local resources.

How it works

Our DM case managers are registered nurses. They'll help you to better manage your condition, or health issue, which may improve your quality of life.

When you join one of our DM programs, a DM case manager will:

- Help you create health goals and make a plan to reach them
- Coach you and support you through one-on-one phone calls
- Track your progress
- Give you information about local support and caregivers
- Answer questions about your condition and/or treatment plan (ways to help health issues)
- Send you materials to learn about your condition and overall health and wellness
- Coordinate your care with your health care providers, like helping you with:
 - Making appointments
 - Getting to health care provider visits
 - Referring you to specialists in our health plan, if needed
 - Getting any medical equipment you may need

What programs do we offer?

We offer health care and support services for members with any of these conditions:

- Asthma
- Bipolar disorder
- Chronic obstructive pulmonary disease (COPD)
- Congestive heart failure (CHF)
- Coronary artery disease (CAD)
- Diabetes
- HIV/AIDS
- Hypertension
- Major depressive disorder — adult
- Major depressive disorder — child and adolescent
- Schizophrenia
- Substance use disorder

Visit our [Live Healthy](#) page to learn more about these conditions.

Who can join?

Any Blue Plus member with any of the health conditions listed can participate in a DM program. Our DM case manager can talk with you about your health history, health goals, and work with you to offer strategies and support so you can live well.

They can also offer educational materials and tools for weight management and tobacco cessation (how to stop using tobacco, like quitting smoking).

How to join

Members, you'll get a letter welcoming you to a DM program, if you qualify. Or, call us toll free at **1-888-830-4300, TTY 711** from 8:30 a.m. to 5:30 p.m. Central time Monday through Friday.

When you call, we'll:

- Set you up with a DM case manager to get started
- Ask you some questions about your or your child's health
- Start working together to create your or your child's plan

Please be aware that emails sent over the internet are usually safe, but there is some risk third parties may access (or get) these emails without you knowing. By sending your information in an email, you acknowledge (or understand) third parties may access these emails without you knowing.

You can choose to opt out (we'll take you out of the program) of the program at any time. Please call us toll free at **1-888-830-4300, TTY 711** from 8:30 a.m. to 5:30 p.m. Central time Monday through Friday to opt out. You may also call this number to leave a private message for your DM case manager 24 hours a day.

Disease Management rights and responsibilities

When you join a Disease Management program, you have certain rights and responsibilities. You have the right to:

- Get details about us, such as:
 - Programs and services we offer
 - Our staff and their qualifications (skills or education)
 - Any contractual relationships (deals we have with other companies)
- Opt out of DM services
- Know which DM case manager is handling your DM services and how to ask for a change
- Get support from us to make health care choices with your health care providers
- Ask about all DM-related treatment options (choices of ways to get better) mentioned in clinical guidelines (even if a treatment is not part of your health plan) and talk about options with treating health care providers
- Have personal data and medical information kept private
- Know who has access to your information and how we make sure your information stays secure, private, and confidential
- Receive polite, respectful treatment from our staff
- Get information that is clear and easy to understand

- File complaints/grievances to Blue Plus by calling **1-888-830-4300, TTY 711** toll free from 8:30 a.m. to 5:30 p.m. local time Monday through Friday and:
 - Get help on how to use the complaint/grievance process
 - Know how much time Blue Plus has to respond to and resolve issues of quality and complaints/grievances
 - Give us feedback about the Disease Management program

You also have a responsibility to:

- Follow the care plan that you and your DM case manager agree on
- Give us information needed to carry out our services
- Tell us and your health care providers if you choose to opt out (leave the program)

Disease Management does not market products or services from outside companies to our members. DM does not own or profit from outside companies on the goods and services we offer.

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

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Useful phone numbers

In an emergency, call 911.

Disease Management

Leave a private message for your DM case manager 24 hours a day.

Toll free: **1-888-830-4300 (TTY 711)** Monday through Friday 8:30 a.m. to 5:30 p.m. local time

After-hours:

Call the 24/7 NurseLine 24 hours a day, seven days a week **1-800-711-9862, TTY 711.**