Provider Relations Contacts

Laura Robles
Provider Service Coordinator
Northern Region
904-371-6963
lrobles@ndbh.com

Theresa Martin
Provider Service Coordinator
Central Region
904-371-6962
tmartin@ndbh.com

Mary Velez
Provider Service Coordinator
Southern Region
904-371-6957
mvelez@ndbh.com

NEW DIRECTIONS
BEHAVIORAL HEALTH
Frequently Asked Questions

Who is New Directions?
New Directions is a managed behavioral health company serving 5.3 million members across the nation. We have a Service Center in Jacksonville, Florida to service Florida Blue members. More information about New Directions is available at [www.ndbh.com](http://www.ndbh.com)

What service will New Directions provide?
New Directions Behavioral Health is Florida Blue’s partner for behavioral health capabilities and programs. We manage behavioral health services for most Florida Blue’s PPO (started 12/1/2011) and Health Options members (started 1/1/2012) receiving services in Florida.

Primary Requirements:
Providers/Facilities must use an NPI number when billing

Authorizations:
- Authorization after 8 outpatient visits
- No authorization is required for MD or ARNP for outpatient
- Psychologists and Master’s level therapists – For services beginning in January 2012 authorization is required after the eighth session, except for Federal Employees and State Employees who require no authorization
- No authorization required for payment of psychological testing or neuropsychological testing over 10 hours
- Pre-Certification required for ALL inpatient, residential, partial hospitalization and Intensive outpatient services (some self-funded plans may not have this requirement)

Claims:
- Claims must meet timely filing requirements.
- Clean Claims will be processed within 10 to 30 days. To check the status of a claim, please check Availability.
- Paper claims: Mail to: Florida Blue
  P.O. Box 1798
  Jacksonville, Florida 32231-0014
- Electronic Claim: use Payer ID 00590

Change in Demographics:
Update provider/facility demographics within 5 days by using the provider facility update form. It may be found in the New Directions Provider and Facility Manual at [www.ndbh.com](http://www.ndbh.com)

What if a member needs assistance after hours?
New Directions has a 24/7 Resource Center staffed with behavioral health professionals so assistance will always be just a phone call away. Call toll-free 1-866-287-9569.
How do members find a NDBH participating provider?
Either you or the office of your referring physician or provider can call New Directions at 1-866-287-9569 to find an in-network provider, or; beginning December 1, 2011, you can also find in-network behavioral health providers using Florida Blue’s online provider directory.
- Go to www.bcbsfl.com
- Click on Find a Doctor or More.
- Select Advanced Search for Psychologist and Psychiatrists, Under Step 1, choose Doctor, under the doctor type choose Specialist and then choose the provider type you are looking for.
- For other behavioral health providers, Under Step 1, choose Support Service, in the drop down menu select the provider type and choose the provider type you are looking for
- Or if you are looking for a specific type of service (for example: Grief Therapy, Depression or treatment for OCD) go to Services Provided and click on Select Medical Services; at the drop down click Mental Health and select which service you are looking for.
- Under Step 2, select your plan name.
- Under Step 3, fill in the criteria for your location.
- Click the Search button and see your results.

Will the change from Florida Blue to New Directions for managed behavioral health affect the members’ care?
No, the change will not affect member care. Members will continue to have access to a robust behavioral health network and other services to support their care and treatment. New Directions hired Florida licensed clinicians to provide case management in Florida. Members care is coordinated and case management offered as appropriate. New Directions’ goals are to help members find the right kind of care, maintain service quality, and provide information that improves member knowledge about behavioral health issues.

What if a member is outside of Florida and needs behavioral health care?
Florida Blue members may continue to access behavioral health providers outside of Florida through the national BlueCard® networks.

What process should providers follow if they do not have a Florida Blue provider number?
Both in and out-of-network providers need a Florida Blue provider ID in order to submit claims. Providers may establish a provider ID by registering with Florida Blue. You may access www.providersource.com or the Availity® Health Information Network at www.availity.com to register online. If you are unable to register online, you can obtain a PDF version of the provider registration form at www.bcbsfl.com. Complete the form, then print and fax it to Florida Blue at (407) 804-4501.

Can I refer to non-network providers?
Yes, providers can refer to non-network providers, as permitted under the member’s applicable benefit plan.