



New Directions manages behavioral health services for Blue Cross Blue Shield of Michigan and offers programs customized to meet the unique needs of members.

SERVICES

24/7 Member Service

Our professional call center staff and clinicians are available to assist members identify providers in their communities and facilitate appointments.

Physician Help Line

The physician help line is a dedicated phone number for physicians, nurses and medical staff to arrange referrals to a provider or arrange a phone consultation with a New Directions psychiatrist. Callers to the physician help line can also learn of appropriate treatment options for their patients.

24/7 Provider Service

Our provider service line offers providers assistance finding in-network behavioral health providers, so their patients can make a convenient appointment.

Utilization Management

When reviewing service requests for a covered level of care, utilization managers assess members' clinical information against Medical Necessity Criteria to ensure the requested care is the most effective and efficient treatment possible.

Care Transitions

Discharge planning begins at the time of a member's admission. Case managers work with providers and members to develop a member-centric care plan to coordinate services, engage support systems and address barriers to treatment.

Case Management

A licensed behavioral health clinician brings together the different parts of treatment and finds other resources members may need. Case managers can link together appropriate behavioral health services and other resources to address members' needs.

We are always available to assist you

24/7 Member Service: 800-762-2382

24/7 Provider Service: 800-762-2382

Physician Help Line: 866-201-2642

Website www.ndbh.com

Member Access 24/7/365

What to expect when calling New Directions



WHEN YOU CALL NEW DIRECTIONS

A New Directions team member will:
Identify the reason for call
Ask a few questions to determine if you are safe or at risk



IF YOU ARE POTENTIALLY IN CRISIS

A New Directions team member will:
Ask you in-depth questions to evaluate your safety and risk
Educate you about different types of providers and services



IF NEEDED

A New Directions team member will:
Assess if you need emergency/urgent care
Assist you with making appropriate appointment(s)
Refer you to network provider(s) in your area



IF APPOINTMENT IS SCHEDULED

A New Directions team member will:
Make follow-up call(s) to be sure you were able to go to appointment
Verify that the appointment addressed your needs
If you did not attend your appointment, or it did not meet your needs, New Directions service will offer assistance to resolve any concerns expressed



IF CALL IS ROUTINE

A New Directions team member will:
Refer you to network provider(s) in your area
Educate you about different types of providers and services