

Improving behavioral health care through provider collaborations

New Directions manages behavioral health services for Blue Cross and Blue Shield of Louisiana and offers programs customized to meet the unique needs of members. By integrating mental health services when appropriate, physicians can deliver a powerful care solution.

Services

24/7 Member Service Our professional call center staff and clinicians are available to help 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 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 access, and 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 case manager supports members who need behavioral health services. They provide any or all of the following services:

- Work with member to develop a self-management plan
- Coordinate care with member's behavioral health providers
- Prepare member for interaction with providers, to enhance treatment outcomes
- Facilitate communication between behavioral health providers and medical providers
- Identify and direct member toward community resources
- Resolve barriers whenever possible, including arranging for additional or special services

We are always available to assist you and your patients.

24/7 Member and Provider Service
800-991-5638

Physician Help Line
866-201-2642 Prompt 4

Case Management Referrals
877-207-3059

ndbh.com

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