

Provider FAQ

Participating provider decides not to participate with NDBH

CHANGE IN PROCESS

You do not need to complete the Transition of Care form

- Blue Cross and Blue Shield of Florida originally sent Transition of Care letters to members affected by the network disruption. A Transition of Care form was enclosed with the letter that would allow claims to be paid at the in-network rate for services provided during the transition period.
- Blue Cross and Blue Shield of Florida then took steps to program its claims system to identify all member and provider pairs affected by the change.
- This programming eliminates the need for the Transition of Care form. You (or your provider) do not need to (should not) complete it for the claim to pay at the in-network Providers' contracted fee schedule during the transition period.

Outpatient Services

- Psychiatrists and advance registered nurse practitioners – No authorization is ever required for payment of outpatient services
- Psychologists and master's level therapists – No authorization is required for payment of outpatient services in December 2011.
- 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.

Psychological Testing and Neuropsychological Testing

No authorization required for payment of psychological testing or neuropsychological testing. A retrospective medical necessity review is completed on any psychological or neuropsychological testing over 10 hours.

Who is New Directions?

New Directions is a managed behavioral health company serving 5.3 million members across the nation. We are opening a Service Center in Jacksonville, FL to serve BCBSF members. More information about New Directions is available at www.ndbh.com

What service will New Directions provide?

New Directions Behavioral Health is Blue Cross and Blue Shield of Florida's partner for behavioral health capabilities and programs. We manage behavioral health services for **most** Blue Cross and Blue Shield of Florida PPO (started 12/1/11) and Health Options members (starting 1/1/12) receiving services in Florida

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.

Will participating providers be contracted with Blue Cross and Blue Shield of Florida as well as New Directions?

BCBSF is delegating the network development and management functions to New Directions. As such, for most behavioral and mental health services providers who wish to render covered services on an in-network basis must become participating providers with New Directions.

Will the behavioral health provider network be exactly the same with New Directions?

We expect most of current Blue Cross and Blue Shield of Florida participating behavioral health providers will contract with New Directions.

Will New Directions contract with providers who currently participate with BCBSF?

Most of the current Blue Cross and Blue Shield of Florida participating behavioral health providers who received termination letters will be offered the opportunity to contract with New Directions Behavioral Health.

Will New Directions contract with providers who currently do not participate with BCBSF?

Yes, New Directions will permit any provider to apply to become a participating provider, however, whether a provider is accepted to be a participating provider is based on credentialing and network need.

How will New Directions ensure “access-to-care” for BCBSF and HOI members?

New Directions and Blue Cross and Blue Shield of Florida will work together on access standards beyond meeting regulatory or mandated requirements. New Directions will also conduct regularly scheduled GeoAccess™ reviews of their provider network to determine if additional practitioners/facilities are needed to maintain access, availability and quality standards in accordance with applicable law.

How do members find a NDBH participating provider after 12/1/11?

Either you or the office of your referring physician or provider can call New Directions at 866-287-9569 to find an in-network provider, or;

Beginning December 1, 2011, you can also find in-network behavioral health providers using Blue Cross Blue Shield of Florida's online provider directory.

- o Go to www.bcbsfl.com
- o Click on **Find a Doctor or More**.
- o 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.
- o Under Step 2, select your plan name.
- o Under Step 3, fill in the criteria for your location.
- o Click the **Search** button and see your results.

Will the change from BCBSF 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?

Blue Cross and Blue Shield of Florida members may continue to access behavioral health providers outside of Florida through the national BlueCard® networks.

Is New Directions a subsidiary of Blue Cross Blue and Shield of Florida?

New Directions is not wholly owned by Blue Cross and Blue Shield of Florida. Blue Cross and Blue Shield of Florida, along with other Blue plans, has made an equity investment in New Directions.

Why did Blue Cross and Blue Shield of Florida decide to have New Directions manage behavioral health?

Blue Cross and Blue Shield of Florida partnered with New Directions to improve behavioral healthcare for its members. New Directions offers excellent resources and expertise. New Directions' programs include case management and intensive case management to promote better outcomes for members who are high risk/high cost.

What process should providers follow if they do not have a Blue Cross and Blue Shield of Florida provider number?

Both in and out-of-network providers need a Blue Cross and Blue Shield of Florida provider ID in order to submit claims. Providers may establish a provider ID by registering with Blue Cross and Blue Shield of Florida. 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 BCBSF at (407) 804-4501.

Where will providers send claims once New Directions is effective?

To ease in the transition, providers will continue to submit both electronic and hard copy claims to Blue Cross and Blue Shield of Florida. Claims will be adjudicated by Blue Cross and Blue Shield of Florida according to the provider's agreement with New Directions.

New Directions is requiring psychologists to accept Medicaid.

New Directions will not require psychologists to accept Medicaid.

Can I refer to non-network providers?

Yes, providers can refer to non-network providers, as permitted under the member's applicable benefit plan.