

Patty's Points



Patty Nguyen, On-Site Rep.
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Dear Patty:

Q: Who is the New Directions Behavioral Health (NDBH)?

A: **New Directions Behavioral Health (NDBH)** is Florida Blue's partner for behavioral health capabilities and programs. NDBH manages EAP and behavioral health services for BlueCare HMO and BlueOptions PPO members receiving services in Florida. [Click here](#) for more information.

Q: Are there changes to the District's EAP next year?

A: Yes. The EAP services will be administered by New Directions effective January 1, 2016. There will be enhancements to the program.

Q: Will the number of EAP visits for the employee change?

A: Yes. Each employee will receive five (5) counseling sessions **per issue** at no cost. In addition, with the new program, any insurable dependents of the employee will also receive five (5) counseling sessions at no cost.

Q: What happens if I use up all five (5) sessions and need to continue my counseling?

A: For most of our EAP providers, you may continue your counseling under the Behavior Health benefits of your Florida Blue medical plan. First, verify that the Behavior Health Provider is participating in the network of your plan. Then provide your Florida Blue Member ID card and pay a \$35 copay for each visit. All claims are submitted directly to Florida Blue. There are a few EAP providers that do not participate in the Florida Blue network, but offer additional sessions at a modest self-pay rate.

Q: Will the panel of EAP providers be the same in 2016?

A: Yes. The EAP provider panel will remain the same in 2016.

Q: How much is the outpatient office visit to see an in-network psychiatrist or licensed behavioral health counselor?

A: **When using your EAP benefit, there is no charge for services.** When using your behavioral health insurance coverage, regardless of what plan you are enrolled in, the **outpatient office visit is \$35 copay per visit.**

Q: How do I find a participating provider?

A. **A listing of providers on the EAP panel can be found at <http://www.pasco.k12.fl.us/ebarm/eap/>**

For providers on our behavioral health panel, you may contact New Directions at 1-866-287-9569 for assistance or access their website using the following instructions:

1. www.ndbh.com.
2. Click on the image, “I’m a Member”.
3. On the home page, Under the heading, **Behavioral Health Care Members**, click “here”.
4. Under “TOOLS FOR MEMBERS”, Click on “Find a Provider”.
5. Enter your “Member ID” from your Florida Blue ID card. (Enter the entire ID, including the Alpha Prefix, i.e., PJZHXXXXXXXXX.)
6. Enter your 5-digit zip code
7. Click on “Enter” button.
8. Type in your search criteria.
9. Click on “Search Providers” button

Q: Is treatment of Autism Spectrum Disorders covered under the District's health plans?

A: Yes, the member would have to meet the medical necessity criteria in order for services to be covered. These services require prior authorization. Please contact your Florida Blue On-site Representative, Patty Nguyen for more information.

Q: My provider is having an issue submitting his claim. Who should he call?

A: Please advise your provider to contact New Directions Provider Services at 1-866-730-5006 for assistance.

Q: Who can I call for questions regarding my behavioral health benefits?

A: Please contact your Florida Blue On-Site Representative, Patty Nguyen at one of the phone numbers above for assistance.