



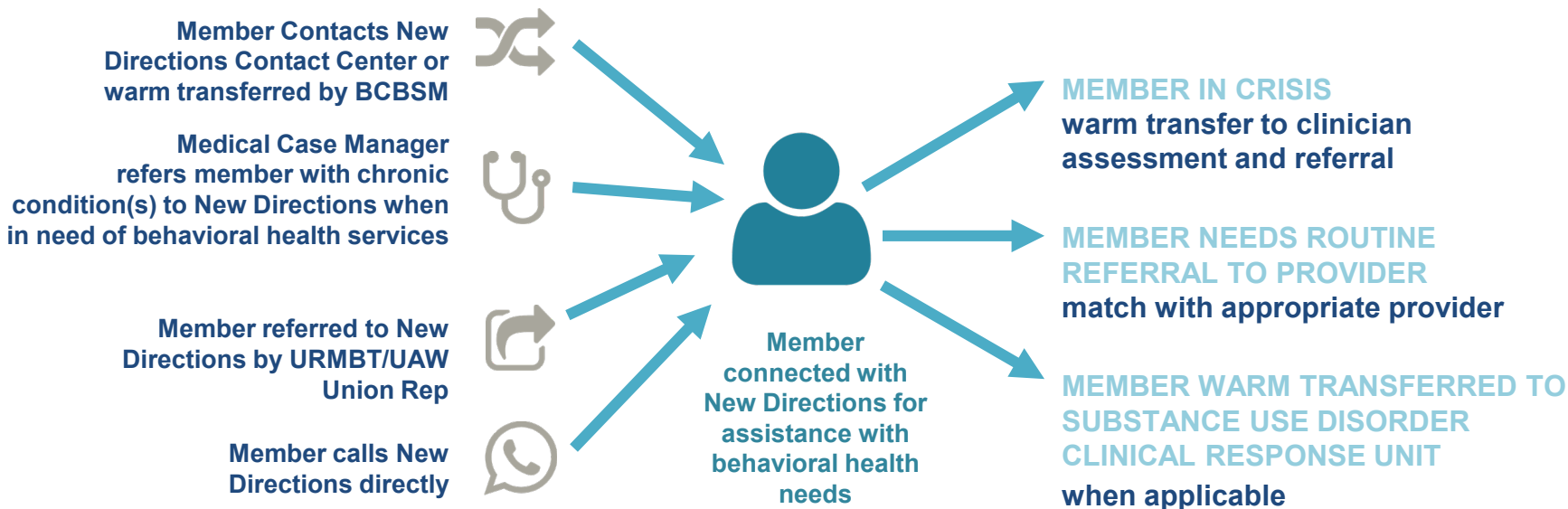
Pre-65 PPO URMBT/BCBSM Members

Services Available Through
New Directions Behavioral Health

URMBT MEMBER ACCESS TO BEHAVIORAL HEALTH CARE

New Directions toll free #877-228-3912*

Direct line to BH Case Management #816-523-3635
Substance Use Disorder (SUD) Hotline #877-627-1041
Covid-19 Crisis Line (available to the general public) #833-848-1764



*When calling #877-228-3912, ND staff can warm transfer members to CM or SUD clinical support or assist members with BH concerns around Covid-19

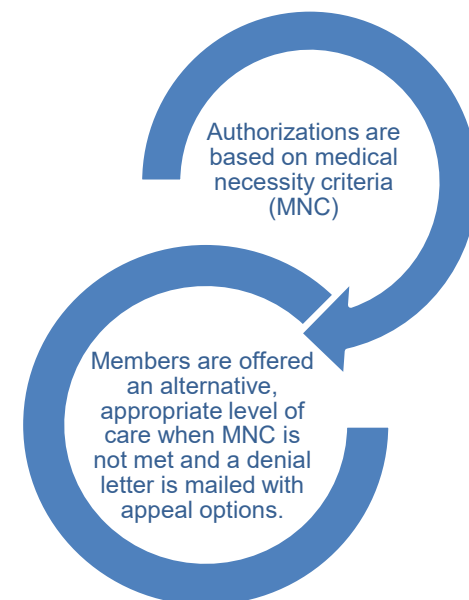
AVAILABLE 24/7/365

RIGHT SERVICE

- 24/7/365 access call center - licensed behavioral professionals for referrals and authorizations
- Robust program - dedicated Medical Director
- Independently-licensed clinicians supported by board-certified psychiatrists
- Proprietary Medical Necessity Criteria (MNC) and Clinical Practice Guidelines
- Peer review when medical necessity not met

RIGHT TIME

- Timely decision-making for requests for care
- Ensure members receive the **right care, in the right setting, at the right time, with the right provider**
 - Advocate for members to receive individualized treatment, not program specific
- Facilitate post discharge timely follow up appointments
- Care transitions program for members, decreases preventable readmissions
- Provides 24/7 assistance to members who are dealing with SUD addictions



Appeal Rights:

- Member and provider appeal rights
- Manager Conference Level
- Expedited appeals available

APPENDIX

MEMBER RESOURCES

COVID-19 Crisis line and on-line resources available to the general public: #833-848-1764, <https://www.ndbh.com/CrisisResources>

<https://www.ndbh.com/Resources/>

- Self-help tools
- Member Education
- Screening tools
- Applications
- Mental Health Month Toolkit
- Suicide Awareness
- Community Resources
- Wellness Plan
- Crisis Information
- Wellness Plan



SUBSTANCE USE MEMBER HOTLINE:

#877-627-1041

Resources:

<https://www.ndbh.com/Resources/SubstanceUseCenter>

- FAQ for substance use treatment

Sample of Communications available

- Mental Health Month
- Suicide Awareness
- Depression

ND & BCBSM marketing teams have jointly created communications pieces based on needs

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 IN CRISIS OR DISTRESSED

A New Directions team member will:
Ask you 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 an appointment within 24 hours or sooner when indicated
Refer you to network provider(s) in your area with the training and specialty to treat your behavioral health condition



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 with the training and specialty to treat your behavioral health need
Educate you about different types of providers and services
Assist you with making an appointment and reaching out to providers who can see you within a few days when needed for medication refills, escalation of behavior, or depression or anxiety interfering with normal daily activities.