

SUMMER 2022



together.

A quarterly update from New Directions
to healthcare professionals and facilities.



NEW DIRECTIONS®
TOGETHER IS THE WAY FORWARD

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TOGETHER.

On behalf of New Directions, we appreciate your hard work and dedication to helping individuals and families overcome challenges and live life to the fullest. In order to support you in these efforts, we created the "Together" newsletter.

Our goal is to provide you with timely, relevant and engaging information that will assist you in providing the highest quality of care to the members we serve.



Pamela Pumphery-Smiley
Senior Director, Provider Relations

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RESOURCE TOOLS

click these links to view

[Has Your Contact Information Changed?](#)

[We Need Your Personal Email Address](#)

[Provider Manual](#)

[Provider WebPass](#)

[EAP Provider Information](#)

[How You Can Improve Substance Abuse Treatment](#)

[Provider Availability Services](#)

[Medical Necessity and Documentation](#)

[Receive Payments Faster](#)

[Depression Screening & Substance Abuse](#)

NEW DIRECTIONS

888.611.6285 | ndbh.com

Additional links

[Address Language Differences](#)

[Religion, culture, beliefs, and ethnic customs](#)

[The Culture, Language, and Health Literacy Overview video.](#)

Support Health Equity and Diversity



Are you assisting members to meet their unique needs?

Since 1979, The U.S Department of Health and Human Services’ Office of Disease Prevention and Health Promotion has set priorities for

preventing disease and promoting the health of all Americans with Healthy People initiatives. An overarching goal of “Healthy People 2020” is to achieve health equity and eliminate health disparities. Health disparities are differences in health outcomes and their causes among groups of people. Reducing health disparities creates better health for all Americans. With appropriate resources in place, members of diverse populations can be treated effectively. Results from the 2020 and 2021 New Directions’ Member Satisfaction Survey indicated that members would like more attention to their cultural, linguistic, ethnic, racial, and religious needs. A provider’s sensitivity to cultural factors may directly shape a member’s experience and their ability to participate in their treatment. It can also enhance delivery of health care services for members with these special requirements.

How Can You Support?

- Maintain current and complete information of your outward facing demographics to assist in matching a member’s preference for a provider. Doing this creates a better fit for you and the member. To update your demographics, please contact your provider representative or account representative.
- In addition, ensure you and your staff are sensitive to cultural and linguistic aspects in your treatment services. The links to the left offer additional information from the Agency for Healthcare Research and Quality and the Health Resources and Services Administration websites.

Clinical Practice Guidelines

New Directions adopts clinical practice guidelines (CPGs) to assist providers with screening, assessing, and treating common behavioral health and substance use disorders. By providing these guidelines, New Directions encourages all providers to stay up-to-date on best practices and continue improving clinical effectiveness to provide members with the best care possible.

New Directions is committed to offering providers information that aligns with evidence-based practice guidelines. We rely on generally accepted standards of medical practice, as defined by credible scientific evidence published in peer-reviewed medical literature and recognized by the appropriate medical community. After gaining input from New Directions clinical staff and the provider community, New Directions' Chief Medical Officer and medical staff conducted research and selected CPGs for 2022.

Accordingly, New Directions has adopted the clinical practice guidelines listed below. They are also available in the [Provider Manual](#) and on the New Directions [website](#) (along with other clinical resources).

[American Academy of Pediatrics ADHD Clinical Practice Guidelines for the Diagnosis, Evaluation, and Treatment of ADHD in Children and Adolescents by American Academy of Pediatrics.*](#)

[Clinical Practice Guideline on Alcohol Withdrawal Management by the American Society of Addiction Medicine.*](#)

[Practice Guideline for the Pharmacological Treatment of Patients with Alcohol Use Disorder by the American Psychiatric Association.*](#)

[2019–2020 Florida Best Practice Psychotherapeutic Medication Guidelines for Adults \(2020\). The University of South Florida, Florida Medicaid Drug Therapy Management Program sponsored by the Florida Agency for Health Care Administration.](#)

[Practice Guideline For The Treatment Of Patients With Schizophrenia, Third Edition, American Psychiatric Association.](#)

[The ASAM National Practice Guideline for the Treatment of Opioid Use Disorder: 2020 Focused Update. American Society of Addiction Medicine.](#)

[Clinical Practice Guideline for The Assessment and Management of Patients at Risk for Suicide; Version 2.0. Department of Veterans Affairs / Department of Defense \(VA/DoD\).](#)

*Newly adopted in 2022

Compliance HelpLine

New Directions maintains a confidential Compliance HelpLine for anonymous reporting of suspected noncompliance, fraud, waste, abuse, or ethical concerns.

The HelpLine can be reached by calling 1-855-580- 4871, emailing compliance@ndbh.com, or sending a letter to Ethics and Compliance, PO Box 6729, Leawood, KS 66206.

All HelpLine reports are investigated, and the identity of reporters is protected to the furthest extent possible. New Directions prohibits retaliation against individuals who make a report in good faith.

For providers and their staff who would like a refresher on how to identify fraud, waste, abuse, and other compliance concerns, the HHS Office of Inspector General provides several complimentary training and presentation materials on their website:

www.oig.hhs.gov/compliance/provider-compliance-training

For more information
visit,
www.TreatmentATLAS.org,

ATLAS

ATLAS® website launches in Florida to help people navigate to appropriate addiction treatment; supports quality improvement.

ATLAS® is a resource that is designed to help individuals seeking treatment for addiction treatment find high-quality care best suited to meet their needs. It is an online platform, that includes a consumer-friendly level of care assessment aligned with the ASAM Criteria and a search engine to locate addiction treatment facilities across the state with transparent data on the use of evidence-based medical practices and patient experiences.

ATLAS measures addiction treatment facilities' use of best practices through a combination of validated data sources and reports the results of these measures publicly.

ATLAS was designed to meet the needs of those looking for treatment by Shatterproof, a national nonprofit dedicated to reversing the addiction crisis in America.

ATLAS has already been successfully implemented across six states: Delaware, Louisiana, Maine, North Carolina, New York, and West Virginia. In addition to Florida, Atlas will also be expanding to New Jersey, Oklahoma, and Pennsylvania in 2022.

From a quality perspective, we are excited that addiction treatment facilities will have an additional resource and can use ATLAS to create benchmarks and inform quality improvement efforts. In addition, New Directions providers can use the resource to help determine treatment options for the members who need addictions treatment.

Florida Blue Foundation and UF Health Jacksonville collaborate to target health care inequities

UF Health Jacksonville's Urban Health Alliance, or UHA, has been awarded a multi-million dollar grant from the Florida Blue Foundation that will allow the organization to establish a statewide Center for Health Equity and Social Justice.

The \$3.7 million grant provides a major boost to the UHA's goal of improving health equity and social justice to ensure that families, individuals and communities of need have both the access and opportunity to achieve positive health outcomes. The UHA was created two years ago to serve as a comprehensive resource center and community health innovation hub that focuses on improving health by collaborating with health care, government and community organizations.

"This is an incredibly generous grant to UF Health Jacksonville and the Urban Health Alliance that will allow us to continue to focus our attention on the communities and people who need us the most," said Russ Armistead, CEO of UF Health Jacksonville. "The vision of UHA is to help residents achieve their full potential for optimal health and well-being, and this grant will help us take a major step in that direction."

Florida Blue Foundation, the philanthropic foundation for the state's Blue Cross Blue Shield plan, supports programs focused on improving food security, health equity, and mental well-being in communities throughout the state. UF Health Jacksonville and Florida Blue Foundation have a strong track record of collaborating over the course of 20 years on community-based programs that advance health equity and address long-standing social, health and racial inequities