

SPRING 2022



together.

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



NEW DIRECTIONS®
TOGETHER IS THE WAY FORWARD

table of contents

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.

Joseph J. Petonak

Vice President, Network Management and Operations

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

NOTEWORTHY

- 3 | NDBH NEWS
- 4 | QUALITY MANAGEMENT UPDATE
- 5 | NOTEWORTHY
- 7 | TOGETHER
- 8 | DID YOU KNOW?
- 9 | FLORIDA BLUE

New Directions Behavioral Health Combines with Tridium

Merger creates industry-leading technology-enabled behavioral health company

New Directions Behavioral Health announced its acquisition of Tridium, a digital behavioral health company. This combination creates a leading provider of technology-enabled behavioral health services, empowering New Directions' dedicated care teams to supply its members with more direct and immediate access to providers resulting in increased quality of care through measurement-based outcomes.

Tridium accelerates patient access to the most appropriate care by automating behavioral health screening, triaging, matching and online scheduling through its easy-to-use system that can be seamlessly integrated with existing platforms. Used by nationally recognized medical and behavioral health providers and health plans, Tridium's proprietary technology provides real-time information to support improved clinical decision making while also measuring quality of care. Founded on nearly 20 years of behavioral health research, Tridium has served more than 1.4 million patients across more than 11,000 providers through its suite of offerings.

STRATEGIC BENEFITS OF THE COMBINATION:

Unlocking Access to Care: By allowing members to be immediately scheduled with New Directions' comprehensive network of behavioral health providers, New Directions can significantly enhance members' speed to receiving care, eliminating many of the access barriers currently experienced by individuals nationally. This brief video spotlights one of our contact center representatives as she explains how the program has impacted her ability to help our members.

Enhancing Patient Experience: By seamlessly integrating best in class care management with Tridium's leading technology platform, New Directions' dedicated representatives can deliver timely behavioral health assessments that are quick and easy, further simplifying the member experience while expanding the number of untreated and undertreated members in care.

Ensuring Provider Quality and Demonstrating Outcomes: With the ability to now support clinical performance and utilize population analytics, New Directions can maximize network quality and enable value-based contracting, resulting in better clinical outcomes.

Diabetes screening for patients with schizophrenia or bipolar disorder who are using antipsychotic medications

Studies have shown that people with schizophrenia or bipolar disorder who take antipsychotic medications are at a greater risk of developing metabolic syndrome. A diabetes screening for those individuals may lead to earlier identification and treatment of diabetes. New Directions monitors patients who are 18-64 years old and in case management to make sure they receive a diabetes screening test. You can help by encouraging your patients with schizophrenia or bipolar disorders who are taking antipsychotics to receive a diabetes screening test, at least one test for blood glucose or HbA1c, annually. You can also work with the patients' primary care provider to coordinate screenings and medications. If you would like more information about the program or to refer a patient, please call New Directions.

Substance Use Disorder and Coexisting Depression Screening

The goal of this program is to ensure that patients admitted to a higher level of care for substance abuse disorder receive depression screening prior to discharge. Literature shows that these disorders occur in tandem in 25 to 40 percent of admissions. Through the utilization review program, providers are asked to conduct depression screening at any point during the admission. Successful communication with providers has maintained the depression screening rate of patients admitted for substance abuse above the 80 percent goal. Thank you for this positive result! Please keep up the good work in identifying undiagnosed depression by conducting screening on every patient with substance use disorder during their admission. Of those screened, many show positive for risk of depression and can be referred at discharge for additional assessment. Please call New Directions for more information.

Demographic Update Process

Accurate demographic information is important to ensure members can find an appropriate provider and schedule an appointment. Further, accuracy is needed to support accurate and timely claims processing. Now that we've entered 2022, providers are required to review and attest to their demographic information that supports directory information on at least a quarterly basis. The No Surprises Act under the Consolidated Appropriations Act (CAA) has made that a requirement for all health plans and providers. Any time you make a profile update, you will be asked to attest to the accuracy of your demographics. New Directions will send an email reminder for you to review and attest if you have not made an update or attested to your demographics within the past 90 days. If you have no changes, you will still need to attest so that New Directions can track your verification of the accuracy of your demographic profile. Providers whose demographic profile has not been attested to will be removed from the provider directory and NDBH internal referral searches until the demographic profile is attested.

An email with a link and directions to a shortened form with only the directory demographics will be sent to the email on your profile. Please make sure that the email on your profile is correct and review and update your demographic profile as we move forward.

You may also get to the access your provider specific demographics through the NDBH website at www.ndbh.com/Providers, choose your Plan, and then click on Profile Updates.

**If you have additional questions, please contact
Provider Relations at 888-611-6285 or email by market:**

Alabama - AL_ProviderRelations@ndbh.com

Arkansas FEP - ARProviderRelations@ndbh.com

Blue KC - KCProviderRelations@ndbh.com

Florida Blue - Florida_PR@ndbh.com

As a Reminder

Recently, New Directions has modified the WebPass survey forms to improve the timeliness of the decision-making process, which enables decisions to be available in an expeditious manner. We continue to improve the authorization request process and have made the decision to phase out the faxes and calls, used to notify providers of authorization decisions. We have heard that many providers feel these processes create excess work and are not necessary. Privacy is paramount to New Directions. Privacy violations that could occur if an unauthorized individual were to obtain a faxed authorization. We will continue to provide notification through mailed letters and the WebPass portal. This change occurred on March 17th, 2020.

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

Authorizations

Authorizations are issued to a specific provider or facility. Services should be rendered by the provider or facility listed on the authorization. If another provider is overseeing treatment, the authorization may need to be updated. Please contact New Directions with any questions regarding authorizations.

Follow-up Care After Hospitalization for Mental Illness

Tips and best practices for the outpatient

Follow-up care provided by a trained mental health clinician is critical for maintaining the health and well-being of patients hospitalized for mental health after discharge. It is important to talk about the importance of follow-up treatment with your patient, to help them engage and identify any potential barriers to making appointments, such as transportation and schedule. Likewise, it is also important to engage a patients' family and support system in the treatment plan, advise them about the importance of treatment and making appointments. This is especially important for children and adolescents.

Here are some helpful tips and best practices to help ensure patients attend their follow-up appointments:

- Build relationship with local hospital and discharge planners
- Work with the facility and discharge planners to establish contact with the patient before discharge to begin the engagement process
- Educate on the importance of the initial follow-up appointment
- Verify contact information and address barriers to attending the appointment (particularly on transportation)
- Provide reminder calls to confirm appointment.
- Reach out within 24 hours if the patient does not keep scheduled appointment to schedule another
- Engage the family and other support systems (with appropriate releases)
- Make sure your contact and availability information is up to date and current (<https://ndbh.tfaforms.net/443418>)
- Offer virtual visits (on HIPAA compliant platform) to augment in-person sessions
- Offer after business hours and weekend appointments to engage patient in an initial session.
- Coordinate transitions in care with other providers. Ensure that the care transitions plans are shared with the patient's PCP

If you are the established provider for the patient, please make every attempt to accommodate a follow up appointment within 7 calendar days of discharge.

Telehealth & COVID-19

Please make sure to check the Health Plan website for latest updates on Covid19 billing guidelines and benefit coverage. Each Health Plan has unique requirements for their membership when Telehealth services are rendered and billed, therefore it is important to monitor the Health Plan website for updates.

Caring for Our Own

Did you know New Directions employees and dependents with health plan coverage managed by New Directions have a specific team to assist them with behavioral health benefits? This team, called the Internal Behavioral Health Review Team (IBHRT), consists of select employees throughout the organization. It is the mission of the IBHRT to provide excellence in behavior health management and protect fellow employees' privacy. The behavioral health number on the back of New Directions employee insurance cards directly connects to members of the IBHRT. To protect the PHI of employees, only members of this team have access to employee records and assist them with behavioral health benefits. Please help us leverage these confidentiality and privacy protections by using the correct phone numbers on the back of members' cards and following the instructions on New Directions fax cover sheets for submitting information to New Directions regarding their own employees. Thank you for all the work you do to better the lives and health of members and for your ongoing actions to protect the privacy of all members.

Eligible Florida Blue Members Have Access to meQ at No Extra Cost

Eligible members can access meQuilibrium from their health plan's member website.

1. Log in to the health plan member website
2. Select Find & Get Care
3. Select Mental Well-Being from the dropdown menu
4. Scroll to Available Programs
5. Select meQuilibrium

After logging in, patients can register and complete a brief assessment to identify:

- Their stress personality
- What increases and depletes their energy levels
- A personalized action plan with science-backed lessons, activities, articles and so much more

Support Your Patients with meQuilibrium

At Florida Blue we are committed to working with your patients, our members, on their health care journey. As behavioral health providers, you support your patients' mental well-being with every visit and now you can offer them digital support that is available wherever they may be. For this reason, we want you to know about meQuilibrium (or meQ) – a digital well-being solution available to members in support of their mental well-being.

Having the right tools to reduce stress, build resilience and improve mental well-being is critical to the patient's overall health.

According to the Centers for Disease Control and Prevention, mental well-being is linked to lower risks of disease, quicker recovery and better immune function.

In 2021, the American Heart Association highlighted the importance of mental well-being in a scientific statement, indicating mental well-being plays a major role in cardiovascular health.

ABOUT MEQUILIBRIUM AND HOW IT CAN HELP

meQuilibrium is a top-rated resilience-building program with proven engagement and efficacy based on:

- 25 years of proprietary science
- Expertise at measuring and impacting population-wide behaviors
- Validation through people analytics and predictive population insights

Members can search through an extensive library of helpful resources based on their daily needs and time constraints. Whether they have one minute or 10 minutes, there is a variety of exercises and lessons that can be completed in short intervals. Members may also download the app from their smartphone app store allowing them to access meQuilibrium no matter where they are.

Mental Well-Being Matters

Mental well-being is an overall positive and hopeful emotional state fueled by a sense of purpose and satisfaction with life, work and relationships. It is supported by the capacity to adapt to life's stressors.

During the pandemic, many people have been living with higher levels of stress. According to data from the CDC, there was an increase in people reporting symptoms of anxiety and depression from March 2020 through February 2021.

To ensure our members are aware of meQ and how it can help reduce stress and build resilience, we encourage you to share information about the tool. Here are some suggestions to engage patients and help them learn more about the resources and services they can access at no cost:

- During a regular visit, provide the meQuilibrium flyer to your Florida Blue, Florida Blue Medicare and Truli for Health plan members.
- Send an email or a patient portal message to all eligible members.

HOW MEQUILIBRIUM CAN HELP YOUR PATIENTS

Please use this toolkit to introduce your patients, our members, to meQuilibrium. We believe they will appreciate the mental well-being services and solutions available through this tool. Here are some ways meQ can help:

- Better manage day-to-day life events
- Find ways to calm their worries and anxiety
- Reduce loneliness and stay connected to others
- Be more mindful
- Boost their mood

MEMBERS PARTICIPATING IN THE FOLLOWING FLORIDA BLUE PLANS CAN ACCESS MEQUILIBRIUM AT NO EXTRA COST:

- Florida Blue individual/family plan
- Florida Blue fully insured* group plan
- Florida Blue Medicare Advantage plan
- GuideWell Truli for Health plan

** Most Florida Blue self-insured plan members do not have access to meQuilibrium at this time. The member's ID card indicates if their plan is self-insured.*

HMO coverage is offered by Truli for Health. Health insurance is offered by Florida Blue. Both companies are Independent Licensees of the Blue Cross and Blue Shield Association. meQuilibrium is an independent company contracted by Florida Blue to provide health and wellness services and resources to members. This benefit is available to Florida Blue members 18 and older. Eligibility is limited to members with an individual or family plan, an individual or family ACA plan and members with coverage from their fully insured group employer health plan.