

March 27, 2020

Dear Provider:

This is an unprecedented and challenging time. Amid the COVID-19 outbreak, New Directions appreciates your commitment to make adjustments necessary to provide behavioral health and substance use disorder services to our members. The health and safety of our members is our collective priority. Inherent in this priority is New Directions' expectation that the New Directions network provides quality care including compliance with COVID-19 management and mitigation efforts as recommended by federal, state and accrediting body regulations and guidance. As you manage the continuity of operations, please note the below resources.

Additionally, in compliance with the New Directions Quality Management Program, please report or notify New Directions of any incident that could impact the health or safety of our members, including but not limited to COVID-19 exposure or outbreaks affecting members or staff. Once again, thank you for your commitment and participation in the New Directions network. If we can offer any assistance with managing or mitigating the COVID-19 outbreak, please let us know.

Resources:

[CDC Infection control Recommendations](#)
[The Joint Commission](#)
[ASAM](#)
[National Council for Behavioral Health](#)

Sincerely,

Ann O'Grady, LCSW

Chief Clinical Officer

New Directions | ndbh.com