

Here when you need it most.

Florida Blue's well-being partner, New Directions, offers support programs to members seeking care, including behavioral health online resources.

www.ndbh.com

To access online services, select "For Members and Families." Select "Coordinated Behavioral Health" from the drop-down. Click "Access Resources" to connect to support programs. Click "Search for Providers" to find in-network behavioral health specialists (the Network/Plan is BCBS FL Network Blue (NWB)).



Member Services 866-287-9569

- Mon- Fri 8AM -8PM EST
- Assist with benefits questions
- Screening tool aid to locate providers to meet members' needs



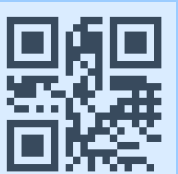
Autism Treatment Helpline 877-563-9347

- Mon-Fri 8AM -5:30PM EST
- Autism Spectrum Disorder specialists assist parents navigating initial diagnosis requesting assistance coordinating Applied Behavioral Analysis Therapy for their child.

Case Management

- Supports care coordination and management for members discharging from an ER inpatient event or diagnosed with a complex behavioral health condition.

Behavioral Health Online Resources



- Screening and self-help tools
- Educational resources for understanding a behavioral health diagnosis and treatment.



Substance Use Disorder Hotline 877-326-2458

- 24/7
- Licensed clinician available to assist with questions about substance use disorder diagnosis or treatment
- Assist with coordinating care