

# Behavioral Health Benefits



## New Directions Behavioral Health

NDBH is Florida Blue's partner for behavioral health capabilities and programs. NDBH manages behavioral health services for BlueCare HMO and BlueOptions PPO members receiving services in Florida. New Directions provides a centralized solution that coordinates all of the patient's behavioral health care needs (i.e., authorization and manages utilization management).

Once you locate a participating behavioral health specialist (counselor, psychologist, psychiatrist), just confirm he/she is contracted with your health plan network (BlueCare HMO or BlueOptions PPO). Then provide your Florida Blue Member ID card and pay \$35 copay per office visit. The provider will submit the claims directly to Florida Blue.

Behavioral Health Benefits by Plan			
MH=Mental Health PAD=Per Admission Deductible	SA=Substance Abuse Coins.= Coinsurance	DED=Deductible	
		BlueCare HMO Basic	BlueCare HMO Premium
			Blue Options PPO Standard
MH/SA Emergency Room Services <i>In &amp; Out-of-Network</i>		\$300 Copay	\$3000 Copay
MH/SA Inpatient Hospital Facility Services <i>In-Network</i>		\$100 PAD + \$2,000 DED + 20% Coins.	\$500/day \$2,500 Max.
	<i>Out-of-Network</i>	Not Covered	Not Covered
MH/SA Inpatient Residential Treatment Facility <i>In-Network</i>		\$100 PAD + \$2,000 DED + 20% Coins.	\$500/day \$2,500 Max.
	<i>Out-of-Network</i>	Not Covered	Not Covered
MH/SA Outpatient (Physician's Office) Family Physician & Specialist <i>In-Network</i>		\$35 Copay	\$35 Copay
	<i>Out-of-Network</i>	Not Covered	Not Covered
MH/SA Outpatient Hospital Facility Services <i>In-Network</i>		\$2,000 DED + 20%	\$35 Copay
	<i>Out-of-Network</i>	Not Covered	Not Covered
MH/SA Provider Services at Locations other than office, hospital & ER; Family Physician & Specialist <i>In-Network</i>		\$35 Copay	\$35 Copay
	<i>Out-of-Network</i>	Not Covered	Not Covered
Out of Pocket Maximum (Individual/ Family Aggregate) <i>In-Network combine with medical</i>		\$5,500/\$11,000	\$3,000/\$9,000

- Access behavior health services/ providers: 1-866-287-9569
- Benefit information or questions: 1-800-507-9820 or contact Patty Nguyen, Florida Blue's on-site representative at District 813-794-2492

To access participating providers, follow the instructions below:

1. [www.ndbh.com](http://www.ndbh.com)
2. Click on For Individuals & Families Link.
3. Choose Your Program-"Managed Behavioral Health"
4. Just click on Search for Providers link.
5. On the Provider Search Page, Select the following Network/Plan: For BlueCare HMO Basic/Premium members select, "BCBS FL Health Maintenance Organization (HOI)". For BlueOptions Standard PPO members, select, "BCBS FL Network Blue (NWB)" OR
6. Use your Member ID Number (Enter the entire alphanumeric ID number.)
7. Enter 5-digit Zip Code
8. Click on "Search"
9. Click on "I understand."
10. Your search results should appear.

**NOTE: You may perform an Advanced Search. Just click on the plus sign (+) and input your search criteria.**

# Employee Assistance Program

The Employee Assistance Program (EAP) is a benefit program intended to ensure a healthy work environment for all staff. Through a partnership between the Pasco County Schools and New Directions (our behavioral health care provider), our employees will have access to enhanced services. These services include counseling and referral for personal or work-related issues, health coaching, legal and financial consultation, and a wealth of on-line resources.

## Why does Pasco County Schools need an EAP?

- Benefits individuals needing help
- Improves the health and effectiveness of the organization
- Reduces rising medical insurance costs
- Reduces sick leave utilization
- Increases employee effectiveness and productivity

## Who can access services through EAP?

All School Board employees and retirees are eligible for EAP services. Employees may be full or part time, active or on leave. Services are also available for all insurable dependents of our employees.

## How many free counseling services are provided?

Up to five (5) counseling sessions are available per issue, at no cost, for each employee, retiree, and insurable dependent of an employee. If more specialized, intensive services are needed, the employee (or dependent, retiree) will be connected with the appropriate professional as available through the behavioral health insurance plan or other resources

## Where are counseling services provided?

Counseling services are available in private offices in Land O' Lakes, Lutz, Dade City, New Port Richey, Port Richey, Spring Hill, Tampa, Tarpon Springs, Trinity, Wesley Chapel, and Zephyrhills. All locations are totally separate from any school or district campuses.

## When are services provided?

All of the EAP providers are individual professionals who schedule appointments according to their office hours. Most providers offer some appointments during the after school hours and/or on weekends.

## What credentials do the counselors have?

All counselors are licensed through the Florida Department of Health. Program counselors include licensed psychologists, marriage and family therapists, mental health counselors, or clinical social workers. Some of the providers are also substance abuse professionals or certified addictions professionals.

## What additional services are available through the EAP?

- In addition to counseling services, the EAP offers
- Legal and Financial Consultation (face to face or telephonic)
  - Health Coaching
  - Elder Care Consultation
  - Healthcare-related information, self-assessment, and educational guides
  - Access to telephonic or on-line information and resources for varied Work/Life issues.
  - Web-based family resource services
  - Online Health Risk Assessments
  - Interactive EAP website.

## What types of issues can be addressed by the counseling and referral services?

- Marital and relationship issues
- Family/Child adjustment issues
- Job-related stress
- Stress/Burnout
- Depression
- Anxiety/Panic Attacks
- Alcohol/Substance Abuse
- Eating Disorders
- Tobacco Addiction
- Legal Issues
- Financial consultation

If you feel that you or your family needs assistance with these or any other issues, please call for help:

**New Directions EAP services at 1-800-624-5544** / Direct referral to the District School Board's local counselor/ Clinical Coordinator or for further information:

Central Pasco - (813) 794-2366

East Pasco- (352) 524-2366

West Pasco- (727) 774-2366