



Behavioral Health Benefits

New Directions Behavioral Health (NDBH)

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).

To locate a participating behavioral health specialist (counselor, psychologist, psychiatrist), contact NDBH at 1-800-287-9569, 24 hours a day, 7 days a week. Provide your Florida Blue Member ID card and pay \$35/\$40 copay per office visit. The provider will submit the claims directly to Florida Blue. Access www.ndbh.com for articles, videos and resources.

MEMBER OUT OF POCKET FOR BEHAVIORAL HEALTH SERVICES BY PLAN				
MH=Mental Health SA=Substance Abuse DED=Deductible Coins.=Coinsurance *Individual Deductible		BlueCare HMO Basic	BlueCare HMO Premium	Blue Options PPO Standard
MH/SA Emergency Room Services In & Out-of-Network		\$500 Copay	\$500 Copay	\$500 Copay
MH/SA Inpatient Hospital Facility Services In-Network		\$2,000 DED* + 20% Coins. Not Covered	\$1,500 DED* + 10% Coins. Not Covered	\$2,500 DED* + 30% Coins. 40% Coins.
MH/SA Inpatient Residential Treatment Facility In-Network		\$2,000 DED* + 20% Coins. Not Covered	\$1,500 DED* + 10% Coins. Not Covered	\$2,500 DED* + 30% Coins. 40% Coins.
MH/SA Outpatient (Physician's Office) Family Physician & Specialist In-Network (virtual visits @ \$35 copay-all plans) Out-of-Network		\$40 copay Not Covered	\$35 Copay Not Covered	\$40 copay 40% Coins.
MH/SA Outpatient Hospital Facility Services In-Network		\$2,000 DED* + 20% Coins. Not Covered	\$1,500 DED* + 10% Coins. Not Covered	\$40 copay 40% Coins.
MH/SA Provider Services at Locations other than office, hospital & ER; Family Physician & Specialist In-Network		\$40 copay Not Covered	\$35 Copay Not Covered	\$40 copay 40% Coins.
Out of Pocket Maximum (Individual/ Family Aggregate) In-Network combine with medical		\$5,500/\$11,000	\$5,500/\$11,000	\$5,500/\$11,000



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?

In addition to counseling services, the EAP offers

- 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:
Cental Pasco - (813) 794-2366 | East Pasco- (352) 524-2366
West Pasco- (727) 774-2366