

November 1, 2011

**MEMORANDUM NO: 084-11HR**

**TO:** Agency Administrators  
**FROM:** Bobbie Chappell, Director of Human Resources  
**VIA:** Rip Colvin, Executive Director  
**RE:** Behavioral Health Benefits for PPO Plan Members

Effective December 1, 2011, New Directions Behavioral Health will be the contracted network manager for BlueCross and BlueShield of Florida (BCBSF) assisting in the management of behavioral health benefits on behalf of BCBSF for all members, including State Employees' PPO Plan members. This is similar to other network management programs BCBSF and other major healthcare companies utilize today throughout the country.

**Plan provisions and coverage for mental health services remain the same.** New Directions will be involved in the utilization management of all acute inpatient psychiatric and substance abuse admissions, case management and physician consultation for difficult cases and will integrate medical and behavioral case management for co-management of co-morbid cases just as it is done for the State Employees' PPO Plan members today.

In addition, with state approval, New Directions can offer a number of programs not offered today, such as 24/7 member access, assertive case management, New Directions case and care technology, and Employee Assistance Plan (EAP) services, all of which provide additional value to members.

**Before receiving any health care or mental health services, members should always call providers to be sure they are still in the BCBSF or New Directions network. Out-of-network services are covered, but members pay a higher out-of-pocket cost.**

If a mental health care provider leaves the network, members can call New Directions at (888) 611-6285 and nominate the provider for inclusion in their network.