

Your Behavioral Health Services



As a member of Florida Blue, your health insurance plan includes behavioral health benefits. These include mental health services, substance use treatment and more. Since 2011 New Directions Behavioral Health® has managed behavioral health services for Florida Blue. If you have questions about your benefits or want more information simply call us or visit ndbh.com.

What You Can Expect

We can help you in a number of ways - through our customer service line, website or programs:

- Find the right doctors and treatment facilities for your unique needs
- Confirm provider participation in your health plan network
- Give you information about people and groups in your community that can help you
- Assist you, your doctors and your insurance company to work together toward your goals
- Inform you about topics such as depression, anxiety, substance use disorder, autism spectrum disorder and bipolar disorder
- Offer coaching and support services through our Care Management program

Help is just a phone call away. We are ready to take your call 24 hours a day, 7 days a week toll-free at 1-866-287-9569. Licensed clinicians are available, when appropriate. You can also view our website at www.ndbh.com for articles, videos, guidebooks and more.

We focus on finding you the right care at the right time.
Our goal is to help you lead a healthier life long-term.

