
Behavioral Health Services for myBlue Members

The primary care physician (PCP) referral requirement for myBlue behavioral health services **is no longer required**. We made the change to streamline the process for requesting behavioral health services for your myBlue patients.

- When a myBlue member needs behavioral health services, a referral from the PCP for initial or subsequent visits is no longer needed.
- If a myBlue member needs inpatient services, partial hospitalization, an intensive outpatient program or substance abuse rehabilitation, authorization is still required from New Directions Behavioral Health.

New Directions Behavioral Health

New Directions Behavioral Health manages all behavioral health services on behalf of Florida Blue.

- Behavioral health services that require authorization and/or case management must be coordinated through New Directions Behavioral Health.
- You can submit authorization requests electronically through Availity^{®1} at [availity.com](https://www.availity.com).
- You can call New Directions Behavioral Health directly at 866-730-5006 if you need help or visit their website at [ndbh.com](https://www.ndbh.com).

¹Availity, LLC is a multi-payer joint venture company. For more information or to register, visit Availity at [availity.com](https://www.availity.com).