

Your Behavioral Health Services



As a member of Blue Cross® Blue Shield® of Michigan, your health insurance plan includes behavioral health services. These include mental health services, substance use treatment, treatment of autism spectrum disorder, and more. Since 2015, New Directions Behavioral Health® has managed behavioral health services for Blue Cross. If you have questions about your services 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 and your doctors to work together toward your goals
- Inform you about topics such as depression, anxiety, substance use disorder, and autism spectrum 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 800-762-2382. Licensed clinicians are available, when appropriate. You can also view our website at 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.

