

Behavioral Health Services Reminder for myBlue Members

As a reminder, please note the following Behavioral Health Services referral and authorization policies for myBlue members.

Referrals: A referral for behavioral health services from the myBlue member's primary care physician is **not needed**.

Authorizations: An authorization for inpatient services, partial hospitalization, intensive outpatient programs, or substance abuse rehabilitation **is required**. These types of authorizations and case management reviews must be coordinated through **Lucet**, [formerly known as New Directions Behavior Health](#).

Lucet Services

- Lucet is now managing behavioral health services on behalf of Florida Blue.
- If you need help or have questions, call Lucet's Case Management team at 1-866-350-2280 from 7:30 a.m. – 5:30 p.m. ET, Monday – Friday or visit [LucetHealth.com](#).

Please refer to the Provider Manual for additional information related to referral requirements for myBlue members. myBlue members' PCPs are responsible for coordinating access to other medical services for their patients, with a few exceptions to the referral requirements.

¹Availity, LLC is a multi-payer joint-venture company. For more information or to register, visit [Availity.com](#)