
New Directions Behavioral Health is Now Lucet ***New Technology-Enabled Behavioral Health Solution*** ***Helps Patients Access Care Quicker***

You may have noticed we are using a different name for our managed behavioral health care partner, New Directions. This is because their behavioral health services are now managed under the name Lucet.

In the coming months, references to New Directions will change to Lucet for managed behavioral health services administered by Florida Blue. However, all New Directions' employee assistance programs offered by employers will continue to be managed under the name New Directions Behavioral Health.

Additionally, our fully insured Florida Blue and Florida Blue Medicare Advantage members have access to Lucet's Navigate & Connect service. This technology platform connects with in-network behavioral health providers allowing real-time appointment scheduling for our eligible* members – in one phone call. Navigate & Connect identifies and unites patients with the right behavioral health care professional on average in less than five days. This is often achieved in one day.

How this benefits your patients

While you continue to address common conditions, such as depression, anxiety, and substance use, there may be a point when your patient needs additional behavioral health care. Lucet will help you determine and coordinate the right behavioral health care for all your Florida Blue patients:

- **Lucet Behavioral Health Physician and Case Management Services:** For help locating a behavioral health professional or coordinating care for a patient, call the Lucet Case Management team at **1-866-350-2280** from 7:30 a.m. – 5:30 p.m. ET, Monday – Friday. If the Florida Blue patient is eligible for the Navigate & Connect service and able to speak by phone with the Lucet representative, they may be able to schedule their appointment before leaving your office.
- **Lucet Behavioral Health Members Services:** If your Florida Blue patient prefers to arrange their own behavioral health care, direct them to call Lucet Behavioral Health Member Services at **1-866-287-9569** between 8 a.m. – 8 p.m. ET, Monday – Friday. Lucet can help all Florida Blue members locate a behavioral health provider that meets their needs and offers in person or virtual visits. If the member is eligible for the Navigate & Connect service, the Lucet representative will offer to schedule their behavioral health appointment during the phone call.

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* Lucet's Navigate & Connect service is not currently offered to our Federal Employee Program, ASO, or Truli for Health members.

- **Lucet Substance Use Disorder Clinical Response Unit:** If your patient needs assistance for their alcohol or drug addiction care, direct them to the 24/7 Lucet Substance Use Disorder Clinical Response Unit at **1-877-326-2458**. All Florida Blue members can connect with a licensed clinician who can assess their needs, share information about evidence-based treatment options, and assist them with obtaining care.
- **Lucet Autism Resource Program:** If your pediatric Florida Blue patient needs assistance with obtaining an autism spectrum disorder (ASD) diagnosis or care, direct the parent or guardian to call Lucet's Autism Resource Program team at **1-877-563-9347** between 8 a.m. – 5:30 p.m. ET, Monday – Friday. They can connect with care managers trained in treating ASD who can assist them with the pediatric Florida Blue patient's needs.

At Florida Blue we know there is no health without mental health. We appreciate the commitment to patients' whole health in your physician-led practices. We look forward to continuing to work with you to support your Florida Blue patients in achieving their optimal mental and physical health.