

## Provider WebPass

WebPass is available for the convenience of Providers, Office Administrators and Facilities. You can find membership eligibility and Plan benefits by going to [www.ndbh.com/providers](http://www.ndbh.com/providers), selecting your health plan and accessing the Provider Manual.

### GETTING STARTED WITH WEBPASS

For individual providers, facilities or groups wanting to access the New Directions WebPass system you will need to obtain a username and password. You can request this by emailing [prwebpass@ndbh.com](mailto:prwebpass@ndbh.com).

You can also appoint a “Facility Administrator” point of contact. When making your request please include your organization’s Tax ID Number, Facility Name, and the names and email addresses of staff needing an account.

### LET US KNOW HOW THE SYSTEM WORKS

If you experience problems with obtaining timely eligibility and benefits information, please contact us by using the number on the back of the member’s card.

Please remember that the internet is not secure. Protected health information should not be communicated by email.

### Facility WebPass Guide