

SCAN TX Medicare Advantage Network FAQs

Who is Scan?

- SCAN Health Plan is an award-winning Medicare Advantage insurer offering individual health plans to older adults in Bexar and Harris counties, beginning January 1, 2023. One of the largest and fastest growing not-for-profit Medicare Advantage plans, SCAN now serves more than 270, 000 enrollees across California, Nevada, and Arizona.
- Visit: https://www.scanhealthplan.com/?scan_state=TX for more information.

Who is New Directions?

- New Directions improves access to quality behavioral healthcare through a comprehensive suite of coordinated behavioral health services. The company reaches over 15 million individuals across the nation, in partnership with health plans, employers and higher education institutions. Leveraging more than 25 years of experience, New Directions delivers an integrated approach to whole-person care with a commitment to innovation that puts members first. Learn more at ndbh.com.

Why should I join New Directions network?

- Providers contracted with New Directions can receive referrals to serve TX Medicare Advantage beneficiaries who enroll with SCAN.

What is required to join?

To become a managed behavioral health provider for the SCAN TX Medicare Advantage network, you will need to have:

- An unrestricted license in Texas for independent, clinical practice as a Licensed Clinical Social Worker (LCSW), APRN, Physician Assistant (PA-C with CAQ in Psychiatry), Psychologist or Psychiatrist
- Professional liability insurance limits of \$1M occurrence/\$3M aggregate (minimum)
- 24-hour phone coverage
- An active, current CAQH application
- Ability to practice 15 hours per week (minimum)
- Practice location located in Harris or Bexar County

How do I apply to the SCAN TX Medicare Network?

If you have two or more providers in your practice complete a Group Application by following the steps below.

Group Application instructions

1. Go to: www.ndbh.com and scroll down and click "For Providers".
2. Choose TX Medicare Advantage from the drop-down menu.
3. Click "Want to join our network? Apply Here" button.
4. Click Groups.
5. Enter Group TIN and Group NPI, then click Next.
6. Click New Directions Behavioral Health Group Application link at the top of site.
7. This will take you to a new landing page. Follow the prompts to complete the application.

If you are applying as an individual, follow the instructions below.

Individual Application Instructions

1. Go to www.ndbh.com and scroll down and click Provider.
2. Choose TX Medicare Advantage from the drop down.
3. Click "Want to join our network Apply Here" button.
4. Click "Individuals".
5. Provide the last 4 digits of your SSN and enter your full NPI #
6. Click Submit
7. Scroll down to the bottom of the page and click on "Click here if information is blank to begin the application process."
8. Follow the prompts to complete the application.

CAQH Information

Along with the completed application, please make sure your CAQH application is up to date and attested and allows for New Directions Behavioral Health to access your profile.

What are the reimbursement rates?

- Reimbursement rates for services provided to SCAN TX Medicare Advantage members are equal to the CMS Medicare allowable reimbursement rate applicable to your discipline and service location. Please go to this link to verify: <https://www.cms.gov/medicare/physician-fee-schedule/search/overview>

How do I obtain Authorizations?

- Authorizations will be submitted via WebPass. WebPass is an online service from New Directions that allows providers and office staff to check eligibility and benefits of New Directions' Members, request authorization for treatment, update your online profile, and more.

To access WebPass please go to <https://webpass.ndbh.com>

- Before using the WebPass System, you must obtain a username and password from New Directions Behavioral Health. Please go to <https://webpass.ndbh.com/> and select the link for the account request form in the **Welcome to New Directions WebPass** section.

Who do I contact for more questions or assistance?

- Email SCANProviderRelations@ndbh.com
- Visit www.ndbh.com/providers and select TX Medicare Advantage in the dropdown
- Call 888-611-6285, Option # 2