



Frequently Asked Questions: Line Therapist Verification Policy Change

Beginning January 1, 2018, New Directions will be modifying our policy for verifying line therapists. We have developed this document of Frequently Asked Questions (FAQs) to support you and to provide consistency in our responses.

What is different about your new line therapist verification policy?

Beginning January 1, 2018, New Directions will stop:

- Requiring line therapist applications for approval
- Running periodic background checks for line therapists
- Verifying a line therapist is approved before authorizing ABA services

What else is different?

Under the new policy:

- All line therapists must be credentialed as a Registered Behavior Technician (RBT) under BACB's guidelines.
- Each contracted BCBA must attest that each line therapist they supervise meets New Directions' criteria. The Attestation for Line Therapist Supervision form was emailed to each contracted BCBA. It is also available on New Directions website at www.ndbh.com.

Why is New Directions making this change?

Requiring the RBT credential ensures that our members receive the highest quality of care. RBT credentials are the industry standard for line therapists.

My line therapist was already approved. What do I need to do?

Line therapists who have already been approved through our line therapist application verification policy have six months to become credentialed as an RBT. They will need their RBT credential by July 1, 2018.

My application is pending approval. What happens next?

New Directions will complete any line therapist application submitted on or before December 31, 2017. Once approved, the line therapist will need their RBT credential by July 1, 2018.

My line therapist has not yet been approved, nor have I submitted an application. Can they see members?

All line therapists must be credentialed as an RBT before they can work with members. Starting January 1, 2018, any new line therapist who has not been previously approved through the application process or who is not currently in the application verification process

pending approval may not work with members until they are credentialed as an RBT.

In contrast, line therapists who are already approved or have an application pending as of December 31, 2017, may continue to work with members even without an RBT credential, until July 1, 2018.

By July 1, 2018, all line therapists – past, present and going forward – will be required to have an RBT credential.

How do I verify which of my line therapists have been approved through the line therapist application verification policy prior to January 1, 2018?

Email New Directions at ProviderRelations-ABA@ndbh.com to ask for a list of approved line therapists to date. Please include the BCBA's name, the group name and TIN in your request for approved line therapists.

How does the line therapist get a RBT credential?

The RBT credential is issued and maintained through the BACB. Applicants must be 18 years of age, possess a minimum of a high school diploma or national equivalent, complete 40 hours of training, complete a criminal background check, pass the RBT Competency Assessment, and pass the RBT exam. For more information, see <https://www.bacb.com/rbt/rbt-requirements/>.

Where do I send back my signed attestation?

Please return your signed attestation by email, fax or mail to:

- Email: ProviderRelations-ABA@ndbh.com
- Fax: 816-237-2371
- Mail: New Directions Behavioral Health, Attn: Network Operations – ABA, P.O. Box 6729, Leawood, KS 66206

When must I sign the attestation form?

All signed BCBA attestation forms need to be returned to New Directions by January 1, 2018.

Each contracted BCBA needs to sign an attestation. When you are up for re-credentialing, you will be asked to sign an updated attestation. Re-credentialing takes place every three years. Depending on where you are in the re-credentialing cycle, you may be asked to sign an updated attestation sooner.

Who is being asked to sign the attestation?

All contracted and credentialed BCBA's in New Directions network will need to follow the new policy.

How can I get more information?

For additional information, please contact ProviderRelations-ABA@ndbh.com.