NEW DIRECTIONS BEHAVIORAL HEALTH RECEIVES NCQA RE-ACCREDITATION FOR MANAGED BEHAVIORAL HEALTHCARE ORGANIZATION

Kansas City, MO – New Directions Behavioral Health announced today that it has been awarded a full three-year re-accreditation for Managed Behavioral Healthcare Organization (MBHO) from the National Committee for Quality Assurance (NCQA), a private, non-profit organization dedicated to improving health care quality.

“New Directions has been NCQA accredited as a MBHO since 2002,” said John Quick, New Directions’ President and Chief Executive Officer. “NCQA accreditation demonstrates to our customers and members that New Directions is committed to delivering quality management and to finding ways to improve clinical outcomes.”

New Directions has offered comprehensive managed behavioral healthcare services since 1995 including programs for commercial, Medicaid, Medicare and Federal Employees. The organization collaborates with health plans and self-funded employers to integrate with medical services for case finding and coordination of health delivery. Services include utilization management, case management and preventative health education. New Directions credentials a national network of behavioral health providers and operates three service centers in Kansas, Missouri and Florida, staffed 24/7 by licensed behavioral health professionals.

“New Directions’ MBHO Accreditation is proof that it’s an organization which works hard to coordinate care, provide access and good customer support for members,” said Margaret E. O’Kane, NCQA President, “It’s a sign that New Directions is focused on improving the behavioral health of its members.”

NCQA MBHO Accreditation is a nationally recognized evaluation that purchasers, regulators, and consumers use to assess MBHOs. NCQA MBHO Accreditation evaluates how well a health plan manages all parts of its delivery system – physicians, hospitals, other providers and administrative services – in order to continuously improve health care for its members. NCQA reviews include rigorous on-site and off-site evaluations conducted by a team of physicians and managed care experts. A national oversight committee of physicians and behavioral health providers analyzes the team’s findings and assigns an accreditation level based on the MBHO’s performance compared to NCQA standards. The standards are intended to help organizations achieve the highest level of performance possible, reduce patient risk for untoward outcomes, and create an environment of continuous improvement. The NCQA MBHO Accreditation is a voluntary review process.
ABOUT NEW DIRECTIONS: With employee assistance program roots beginning in 1978, New Directions began providing managed behavioral healthcare in 1995, organizational consultation in 2000, and health coaching services in 2005. New Directions has offices in Kansas City, Missouri; Jacksonville, Florida; Little Rock, Arkansas; Dallas, Texas; and Topeka, Kansas. The company is accredited by NCQA as a managed behavioral healthcare organization and by URAC for health utilization management and case management. New Directions offers services that combine innovation with evidence-based practices and a commitment to meet the unique behavioral health, work/life, and wellness needs of its members. The company is growing rapidly and recently added more than 50 employees to accommodate new managed behavioral health care business.

ABOUT NCQA: National Committee for Quality Assurance (NCQA), a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA is committed to providing health care quality information for consumers, purchasers, health care providers and researchers. For more information, visit www.ncqa.org.