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NCQA Awards Accreditation Renewal to New Directions Behavioral Health
New Directions receives sixth full accreditation as a Managed Behavioral Health Organization

Kansas City, Mo. – May 3, 2016 – [New Directions Behavioral Health](#) announced today that it has again earned full Managed Behavioral Health Organization (MBHO) Accreditation from the [National Committee for Quality Assurance](#) (NCQA).

Since 2001, New Directions has received six consecutive full accreditations from NCQA, a private, non-profit organization dedicated to improving health care quality. These accreditations are valid for three years.

NCQA MBHO Accreditation 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.

There are approximately 60 standards for quality included in the following categories:

- Quality Management and Improvement
- Utilization Management
- Credentialing and Recredentialing
- Members' Rights and Responsibilities
- Preventive Behavioral Health Care Services

"We are proud to receive our sixth MBHO full accreditation renewal from NCQA," said Shelley Bowen, New Directions' vice president of Quality Management and Accreditations. "Each day we strive to provide first-class service and accessible care to members, so they can be healthy and thrive in their communities. This achievement confirms our dedication to create an environment of continuous improvement across all areas of our organization."

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.

“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.”



About New Directions

One of the fastest growing behavioral health care companies in the nation, New Directions helps people live healthy, balanced lives through managed behavioral health care services, Employee Assistance Programs (EAPs), organizational consulting and health coaching programs. For more information, visit ndbh.com.

About NCQA

NCQA is 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.