



Substance Use Disorder Member Hotline

The decision to seek drug or alcohol treatment for yourself or a loved one can be a difficult but important step. Simply identifying what type of treatment is needed and what's available can be difficult. That's where the New Directions team, who serves the Blue Cross Blue Shield of Michigan members, comes in.

The New Directions team has licensed clinicians that are available 24 hours a day, seven days per week. A licensed team member will take time to fully understand and assess potential treatment needs, provide education regarding treatment options and attempt to match you or your loved one with the right providers based on the individual needs.

For members whose behavioral health benefits are managed by New Directions: Call the Substance Use Disorder Member Hotline to speak with someone about treatment options: 877-627-1041. For additional resources, visit the Substance Use Disorders Center at ndbh.com/Resources/SubstanceUseCenter.

For members not serviced by New Directions: Call the number on the back of your ID card.



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New Directions is an independent company that provides
behavioral health services for Blue Cross Blue Shield of Michigan.