

For brokers and producers only

Date: April 18, 2019

Market: **All (Excludes Medicare Supplement)**

FirstCareSM Team Provides Personalized Support for Members

Approximately one in five adults in the U.S. experiences mental illness in a given year.¹ Untreated behavioral health conditions, including mental health and substance use disorders, have a major impact on individuals, families, our economy and society.

With CareFirst benefits, members have access to a behavioral health provider network that can help with a variety of conditions including anxiety, depression, eating disorders, substance use disorder and more.

The FirstCare team (formerly the Intake, Assessment and Appointment team) is a group of specially-trained service representatives, registered nurses and licensed behavioral health clinicians who can assist members with mental health, substance use or complex medical needs. The team assesses members and helps them find the right providers and resources to meet their needs. Additionally, as a central point of access for all clinical management services, the FirstCare team connects members to appropriate CareFirst care support programs.

The FirstCare team is available by phone at (800) 245-7013, Monday-Friday from 8 a.m. to 6 p.m. ET. A 24/7 crisis intervention option is also available through our crisis vendor via the same phone number.

May is National Mental Health Month and several resources are available to promote account and member awareness of these important benefits and services:

Marketing materials

- Account materials
 - [Email template](#)
 - [Account Flier](#)
 - [Web content](#)
 - [Employee education campaign](#)
- Member materials
 - [Flier](#)
 - [Web content](#)

For more information

If you have any questions, please contact your broker sales representative.

¹ National Alliance on Mental Illness; www.nami.org/Learn-More/Mental-Health-By-the-Numbers

FirstCareSM is a service mark of CareFirst BlueCross BlueShield.