

## For brokers and producers only

Date: September 16, 2021

**Markets: All (except Medicare Advantage, Medicaid, CFA)**

### Coming Soon: New Behavioral Health Digital Resource

CareFirst is committed to offering an integrated national approach to support individuals' behavioral health needs and help them access appropriate care.

CareFirst is expanding our behavioral health support capabilities. We are launching an innovative **Behavioral Health Digital Resource** along with 7 Cups of Tea (7 Cups), a global behavioral health company. Starting in October, this resource will be available to CareFirst members with medical benefits. At this time, it's not available to members enrolled in Medicare Advantage, Medicaid or CareFirst Administrators (CFA) plans.

The Early Adopter cohort (pilot) began September 1 for select groups. As the Early Adopter groups and their employees use the platform, we are actively gathering feedback. We will update you as information becomes available.

CareFirst is working with 7 Cups, an online emotional support company that uses a robust technology platform to provide access to a variety of options through a smartphone, computer or tablet:

- **Trained volunteer listeners**—7 Cups maintains a network of more than 430,000 trained active listeners to provide real-time emotional support. Online support from trained listeners is available in more than 140 languages.
- **Self-guided growth paths**—Aimed at helping members better understand conditions, treatment and self-management options. Includes 35 treatment plans consisting of educational and therapeutic exercises.
- **Community-support**—Online discussion boards, moderated chat rooms and scheduled topic-specific group chats allow for real-time support, which are available in multiple languages. Top languages include English, Arabic, Bengali, Chinese, Dutch, Filipino, French, German, Hindi, Indonesian, Italian, Portuguese, Punjabi, Romanian, Russian, Spanish, Swedish, Tamil, Turkish and Urdu.
- **Access to licensed professionals**—Members can connect with a CareFirst behavioral health care manager who will help them make an appointment with a provider.

### Communications

- [Account Flier](#)
- [Member Flier](#)
- [Member FAQs](#)
- [Member Registration Guide](#)

### For more information

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