



Behavioral Health Digital Resource

Helping members get the support they need anytime, anywhere.

With the world-changing events of COVID-19, symptoms of stress and anxiety have increased. Over the past year, nearly half of adults have reported negative impacts on their mental health, and three-quarters of 18–24-year-olds have reported at least one adverse mental or behavioral health symptom¹.

To help you provide the mental health support your employees may need, CareFirst BlueCross BlueShield (CareFirst) is launching an innovative Behavioral Health Digital Resource—along with 7 Cups of Tea² (7 Cups), a global behavioral health company.

Our new Behavioral Health Digital Resource is designed to provide a safe environment for your employees to seek the confidential care they need to feel like themselves again.



7 Cups drives a significant and clinical 22% reduction across depression levels.

Study by 7 Cups (Moriarty and Firman), 2021

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

7 Cups is the world's largest behavioral health support system. Employees using the Behavioral Health Digital Resource will be able to:

- **Talk to someone who understands—** Employees can access more than 430,000 trained active listeners who provide real-time emotional support. Listeners are searchable by age, gender, issue specialty, language and country.
- **Connect with licensed professionals—** Referrals to credentialed physicians and licensed professionals within the CareFirst provider network³.
- **Chat with other caring members—** Online discussion boards, moderated chat rooms and scheduled topic-specific group chats allow for real-time support.
- **Learn new coping skills—** Employees follow and complete wellness steps to help them manage symptoms and gain a sense of mastery and hope.

7 Cups provides online support in more than 140 languages. Chat rooms and topic-specific chats are available in multiple languages.

**To learn more, contact your
CareFirst account consultant.**

¹ National Alliance on Mental Illness.
<https://www.nami.org/mhstats>

² 7 Cups is an independent company that does not provide Blue Cross Blue Shield products or services.

³ Standard member benefits apply.

⁴ At this time, members enrolled in Medicare Advantage, Medicaid, and CFA plans are not eligible to participate.

Behavioral Health Digital Resource FAQs

Who delivers the Behavioral Health Digital Resource?

This resource is available through 7 Cups.

What is the cost for employees?

This is a service CareFirst is offering to all members⁴ as part of their medical benefit plan. Members will not incur costs for using the platform.

What is the cost for an appointment with a therapist?

Standard benefits apply for appointments with a licensed therapist. Members should refer to their benefit guide for specific information relating to benefit limits, copays, deductibles and/or out-of-pocket costs.

Who can participate?

CareFirst members with medical benefits can participate.

How can eligible members join?

Members who wish to use the Behavioral Health Digital Resource can visit carefirst.com/myaccount and select *Behavioral Health Digital Resource* under the *My Health* menu to access 7 Cups and set up their free account.

What happens after they register?

After enrollment, employees can access 7 Cups immediately through a computer, tablet or smartphone. They'll be able to log in to take a short assessment, chat with a trained listener, participate in the online community, or explore growth paths.

Is this a one-size-fits-all solution?

The Behavioral Health Digital Resource offers flexible, prevention-focused solutions to meet members' unique needs. It provides multiple options to help your employees access what they need in a format that best suits them.