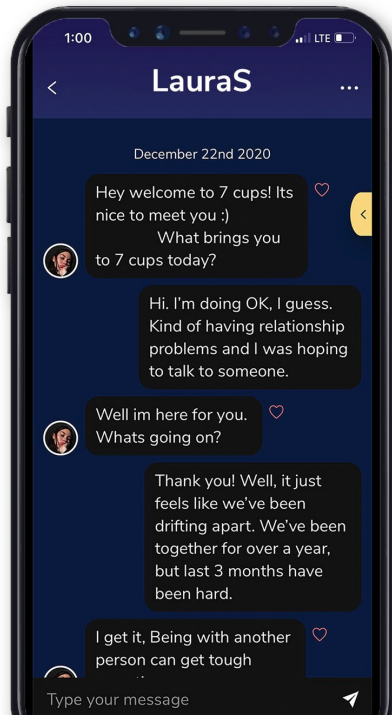


CareFirst's Behavioral Health Digital Resource

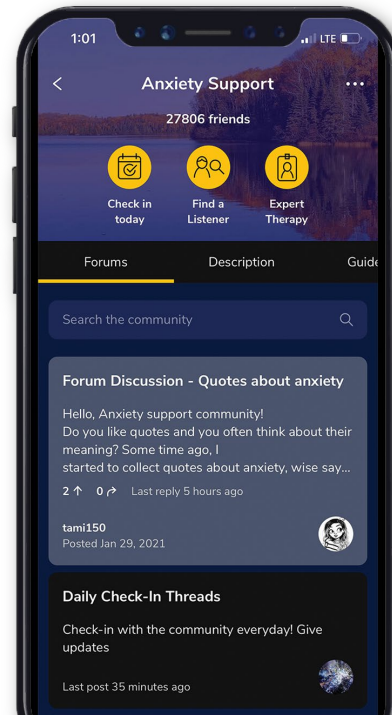
7 Cups empowers people to care for one another, using technology to break down barriers that prevent people from getting the right care.

The platform consists of four main components.

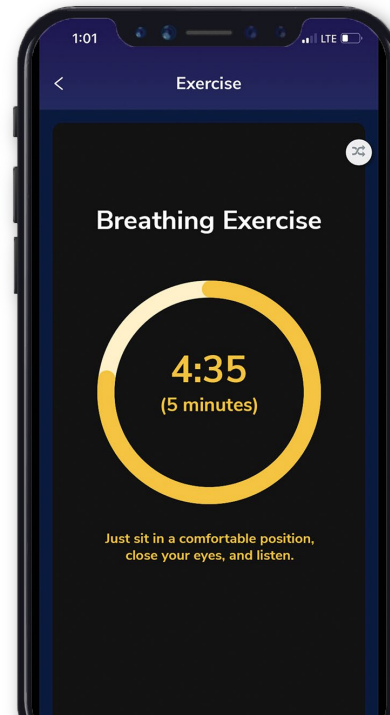
Volunteer Active Listeners



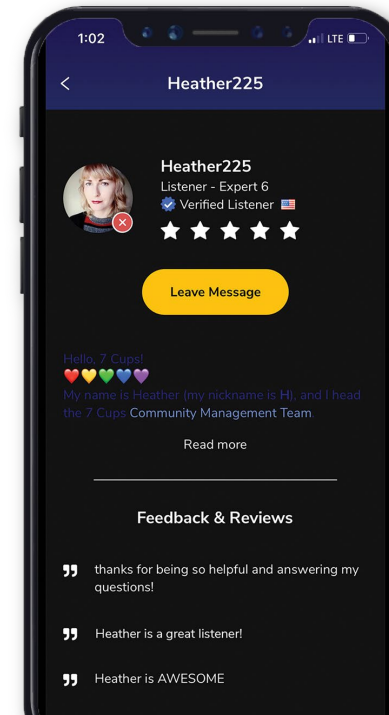
Community



Growth Paths



Therapists



* 7 Cups of Tea is an independent company that provides Behavioral Health services to CareFirst members. 7 Cups of Tea does not sell Blue Cross Blue Shield products or services.

7 Cups vs. Traditional Resources

7 Cups	Traditional Resources
▪ Access—on demand ▪ Stigma—anonymous, no fear of judgement ▪ Social support—unlimited 24/7 online user defined ▪ Convenience—app or web; peer/therapist in your pocket ▪ Language—support in 140 languages ▪ Stepped care—user defined online options; customized to CareFirst's requirements ▪ Accountability—ongoing reports and research provided and designed to CareFirst's needs	▪ Access—weeks and months to be seen ▪ Stigma—fear of being labeled or judged ▪ Social support—limited, typically provider facilitated ▪ Convenience—place-based provider/home, limited phone ▪ Language—limited outside threshold languages ▪ Stepped care—payer defined level of care ▪ Accountability—payer defined; limited research