



## Behavioral Health Digital Resource

Helping members get the support they need anytime, anywhere.

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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 symptom<sup>1</sup>.

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 Tea (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 network<sup>2</sup>.
- **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.**

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

<sup>2</sup> Standard member benefits apply.

<sup>3</sup> 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 members<sup>3</sup> 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](https://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.