

CareFirst Behavioral Health Digital Resource Member FAQs

Staying healthy is about taking care of your body *and* your mind. CareFirst BlueCross BlueShield (CareFirst) is committed to supporting your individual behavioral health needs and helping you access appropriate care. Together with 7 Cups of Tea¹ (7 Cups), a global behavioral health support system, we're pleased to offer our Behavioral Health Digital Resource.

What is the CareFirst Behavioral Health Digital Resource?

CareFirst is working with 7 Cups, an online emotional support company that uses a robust technology platform that allows you to access a variety of support options through your smartphone, computer or tablet. The four main support options are: trained volunteer listeners, growth paths, community support, and licensed professionals.

If needed, you have the opportunity to connect with behavioral health providers in the CareFirst provider network.

When would I use the Behavioral Health Digital Resource?

Sometimes life can be overwhelming – for a day, a month or longer. Our digital resource gives you 24/7 access to the tools you need, when you need them, including:

- **Trained volunteer listeners**—7 Cups maintains a network of more than 430,000 trained volunteer listeners to provide real-time emotional support. You can chat with the same listener or choose a new one. Listeners are searchable by age, gender, issue specialty, language and country.
- **Self-guided growth paths**—Aimed at helping you better understand conditions, treatment and self-management options. Includes 35 tracks consisting of educational and therapeutic exercises (games, guided meditations, videos, etc.) on topics such as overcoming depression, financial freedom, getting through breakups, grieving, work stress and more.
- **Community support**—Online discussion boards, moderated chat rooms and scheduled topic-specific group chats allow for real-time support.
- **Access to licensed professionals**—Connect with a CareFirst behavioral health care manager who can help you make an appointment with an in-network provider.

How do I register for the CareFirst Behavioral Health Digital Resource?

To get started, visit carefirst.com/myaccount, and select the Behavioral Health Digital Resource tile.

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

Is there a mobile app?

Yes. The 7 Cups app is available for download from the Apple and Android app stores.

Can I add my spouse/family?

All members 13 years and older covered by CareFirst medical insurance can set up their own, private 7 Cups account by logging in through My Account or by downloading the 7 Cups app available from the Apple and Adroid app stores.

How much does it cost?

You will not be charged for using the platform. However, standard benefits apply for appointments with licensed therapists. Connect with a CareFirst behavioral health care manager who can help you make an appointment. Refer to your benefit guide in My Account for specific information relating to benefit limits, copays, deductibles and/or out-of-pocket costs.

What if I want to work with a therapist?

If you'd prefer to meet with a licensed therapist, a CareFirst behavioral health care manager will connect you with a therapist in the CareFirst network and will help you make an appointment.

Standard benefits apply for appointments with licensed therapists. Refer to your benefit guide for specific information relating to benefit limits, copays, deductibles and/or out-of-pocket costs.

What is the credentialing of the active listeners at 7 Cups?

All listeners go through the Volunteer Listener Training Course. This course consists of content, videos, and interactive exercises, including chatbot simulations. After completing the courses, listeners are enrolled in a continuing education program, engaging in additional trainings and gaining more experience providing assistance to people in need.

Is multi-lingual support available?

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

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Can I choose which listener to connect with?

Yes. You may engage listeners with whom you've already spoken or start a new conversation with a new listener.

How long do I need to wait for a support session to begin?

The wait time for individual sessions with trained listeners is usually less than one minute.

What other behavioral health resources does CareFirst offer?

You are a phone call away from 24/7 crisis support at **800-245-7013**. Not sure the type of provider you need? Our team can determine the type of care you or a family member needs and connect you with a provider or other resources. Our support team is available Monday – Friday, 8:30 a.m. – 5 p.m. ET at **800-245-7013**.

Who do I contact for support for the Behavioral Health Digital Resource?

Call the 7 Cups customer support line at 844-755-8757.

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