



Behavioral Health Programs and Resources



Care navigation

A Behavioral Health Care Manager gives members a chance to be heard and can help them find a path forward. This service is available to everyone; call the CareFirst Support Line at **800-245-7013** for assistance.

LGBTQ+ members can contact our dedicated gender services specialist for help navigating care and understanding benefits.



Provider network

Over 425,000 mental health providers are now available across Blue Cross and Blue Shield companies nationwide. CareFirst makes it easy to find and access services covered by individual medical plans. The directory offers members the ability to search for clinicians by specialty, ZIP code and more.



CloseKnit

Our CloseKnit virtual practice offers an integrated experience between primary and behavioral health care. CloseKnit providers can assess behavioral health needs to help members connect with therapists and psychiatrists.



Substance use disorder support

CareFirst offers 24/7 clinical counseling and direct scheduling (within 48 hours) for adolescents and adults to improve access to substance use disorder treatment. Call the CareFirst Support Line at **800-245-7013** for assistance.



Unwinding

Unwinding is an evidence-based, digital resource based on mindfulness. It helps users deal with stress, build resilience, and develop a more focused, aware and mindful approach to life and work.

Individual benefits vary. Members should log in to their carefirst.com account to see which programs are available through their health plan.

CareFirst BlueCross BlueShield is the shared business name of CareFirst of Maryland, Inc. and Group Hospitalization and Medical Services, Inc., which are independent licensees of the Blue Cross and Blue Shield Association. BLUE CROSS®, BLUE SHIELD® and the Cross and Shield Symbols are registered service marks of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans.