



## Notice to All Clients, New, Existing, and Waitlisted: COVID-19 Update - April 8th 2020

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For information regarding all [COVID-19 Updates](#), please visit the page on our website dedicated to sharing our growing list of *Resources for Navigating COVID-19* as well as past *Notices to All Clients*.

### CareFirst Video Visit Update

The process of getting the CFC enrolled in CareFirst Video Visit began on March 18th.

We will spare you the frustrating details.

Suffice it to say that after twenty days, we now have a meaningful update to share. On April 7th, we were finally given a link to sign up with the third party corporation that CareFirst BCBS has contracted with to provide telemedicine, [AmWell Medical Group](#). This company requires BCBS providers to register to practice in order to get enrolled in CareFirst Video Visit. Upon attempting to register we arrived at [this page](#) that states the following:

## A Note to Behavioral Health Providers

The Amwell Medical Group is collecting applications to join our online practice but we have to prioritize urgent care physician and nurse practitioner (NP) applications due to the COVID-19 pandemic. We must onboard as many physicians and NPs as possible to screen patients in the next several days.

Please note: We will be processing Behavioral Health provider applications in the coming weeks and months, knowing that the pandemic is leading to an increased need for your services.

We ask that you bear with us as we triage these applications. Thank you for your patience. For more detail on this and for other concerns, feel free to [schedule time](#) to talk with our behavioral health team.

While we mental health providers must wait our turn to get access, for the time being you can take a look at user experiences - both [positive](#) and [negative](#) - to get a sense of how others have felt about using CareFirst Video Visit.

Please meet with your therapist on [Google Hangouts Meet](#) until further notice. Should you have any questions, please don't hesitate to reach out to your provider directly.

Yours in health,

The Team at The Couple and Family Clinic