

Patient Safety Awareness Week

PATIENT SAFETY



March 13 – 19, 2022 is Patient Safety Awareness Week! Everyone interacts with the healthcare system at some point in life. High-quality, safe health care is a team effort, and as a patient, you play an important role. Here are some tips to help you focus on health and safety and make the most of your next provider visit:

some tips to help you focus on health and safety and make the most of your next provider visit:

- Bring all of your prescription drugs; over the counter meds; vitamins, herbs, and supplements; drops, creams, patches, and inhalers; and testing or self-monitoring supplies. If bringing them is not possible, keep a list of all of your medications and the dosage.
- Inform staff about your allergies.
- Clean your hands and remind others to clean theirs too. Don't hesitate to remind your healthcare providers to clean their hands and wear gloves.
- Bring a family member/friend as your advocate.
- Speak up if you have questions or concerns. If you get an answer and still don't understand, ask again.
- If your provider has an online patient portal, sign up to access test results, discharge instructions and more.

For additional information on quality and patient safety, including tools for comparing doctors and hospitals, visit SBO's [Choosing the Right Care](#) page.

Share Your Experience

Our priority at SBO is simple: to not only deliver high-quality benefits, but also to educate our members. Knowing that experience can be the best teacher, we want to ask our members to share their stories. Have you or a family member contacted ComPsych® for

support? Have you used any of the discounts offered through Highmark Delaware or Aetna? Have you scheduled a surgery through SurgeryPlus? We would love to help you share your story! We will gladly accept written testimonials or interview you. Together we can face change and make it easier for our co-workers, friends and neighbors to navigate better health and well-being. [Email SBO](#) to share your story.

Testimonial

Dependent Care FSA

Providing care for your dependents, both children and adults, can get expensive. One way to curb the costs is by taking advantage of the State of Delaware's Dependent Care Flexible Spending Account (DC-FSA), offered through ASIFlex.

With a DC-FSA, you use pre-tax dollars to pay for eligible out-of-pocket dependent care expenses such as day care, after school care, and summer day camp. The money you contribute to a DC-FSA is exempt from federal income taxes, Social Security taxes and in most cases, state income taxes. This means you get more money in your paycheck! You could **save as much as 25%** on out-of-pocket care expenses.

ASIFlex also now offers a recurring Direct Pay option for Dependent Care.

DC-FSA participants have the option of setting up automatic recurring payments to be paid to a provider through a one-time authorization process. This hands-off payment method is one reason to take advantage of Direct Pay. Other benefits include:

- No longer needing to file claims
- No more waiting for reimbursement
- Payments are made on the schedule *you* select
- ASIFlex pays the dependent care provider in full regardless of your account balance*
- You can stop or change your payment amounts at any time
- The program is free to all Dependent Care FSA participants

**You agree that ASIFlex can debit your bank account to pay your daycare provider for any portion of the fee that will not be covered by the balance in your Dependent Care FSA at the time of payment.*

If you're interested in enrolling in a Dependent Care Flexible Spending Account or would like further information regarding the Direct Pay option, please visit the [FSA](#) page.



COVID-19 Home Test Kits Covered by Pharmacy Benefit

State of Delaware Aetna or Highmark Delaware Health Plan Members with Prescription Coverage through CVS Caremark may obtain over-the-counter (OTC) COVID-19 home test kits without a prescription at no cost until the end of the public health emergency. Home test kits will be limited to eight tests per member per 30 consecutive days. There are two options to obtain tests under the plan:

- Members can purchase certain over-the-counter COVID-19 tests with no upfront out of pocket cost, by presenting their CVS Caremark Prescription ID card at the pharmacy counter of any in network, participating retail pharmacy.
- Members can purchase over-the-counter COVID-19 tests from any pharmacy or merchant of their choice and submit a claim to CVS Caremark for reimbursement.

Visit SBO's [COVID Home Test Kits](#) webpage for more information.

IMPORTANT: Pharmacies have limited supplies of COVID-19 tests for purchase at no cost. Additionally, some pharmacies may have staffing and system limitations that prevent the ability to process over-the-counter COVID-19 tests at no cost through the CVS Caremark prescription benefit.

Upcoming Webinars and Classes

Aetna offers monthly [webinars](#) that employees, pensioners and their family members can attend, regardless of enrollment in a State health plan. There is no need to register, simply click a link below to attend.

- Eating for High Energy - [March 16, 2022 @ 5:00pm](#)
- Inflammation, Diet and Disease - [March 28, 2022 @ 12:00pm](#)

ComPsych® GuidanceResources® is offering quarterly webinars for new and existing employees/supervisors who want to learn more about the Employee Assistance Program (EAP). Click on the links below to **register**:

- Mindfulness: Being Present in Your Work and Life - [March 9, 2022 @ 1:00pm](#)
- Supervisor Orientation - [April 5, 2022 @ 10:00am](#)
- Employee Orientation - [April 6, 2022 @ 10:00am](#)

These webinars will be recorded and posted to the website if you are unable to attend.

Hidden Treasures: Review the information about EyeMed on SBO's website and email two of the benefits of signing up for Member Text Alerts to sbo.communications@delaware.gov (Subject: Hidden Treasures). A random drawing from all correct responses received by the end of the month will be conducted for a prize. Congratulations to last month's winner, Penny H. from the Christina School District!

March is National Nutrition Month®

March is [National Nutrition Month®](#). Nutrition is the foundation for a healthy life. It is important to make informed food choices and develop healthy food and exercise habits. Proper nutrition can prevent and mitigate serious health conditions. Learn more about the nutrition resources available to members of the State of Delaware non-Medicare Health plans by visiting the [SBO Website](#), selecting your group, and then selecting Highmark or Aetna. Additional information can be found on [ChooseMyPlate.gov](#) and [Health.gov](#).

Healthy Broccoli Cheese Soup

Ingredients:

- 3 cups low-sodium chicken or vegetable stock
- 1 ¾ cups broccoli florets (about 8 ounces)
- 1 ½ cup diced yellow onion
- 3 medium carrots
- 2 garlic cloves
- ½ teaspoon salt
- ¼ teaspoon ground black pepper
- ¾ cup half-and-half
- 4 ounces shredded extra-sharp cheddar cheese
- Fresh parsley



Directions:

1. Chop the broccoli florets and carrots, dice the onion, and mince the garlic cloves.
2. Pour the stock into a large saucepan and bring to a boil, adding the broccoli, onion, carrots, salt, pepper, and garlic.
3. Reduce heat and cook until broccoli is tender.
4. Remove soup from heat and blend ingredients, either using a hand blender or by pouring batches of soup into a blender or food processor.
5. Once fully blended, return soup to saucepan. Stir in half-and-half and two ounces of cheese.
6. To serve, top with parsley and remaining cheese.

Recipe from [Delta Dental](#).