Benefit Updates

SEBC Meeting
March 14, 2022
2022 Open Enrollment

• 2022 Open Enrollment for State employees, employees of participating groups, non-Medicare pensioners and Medicare pensioners (dental and vision only) will start Monday, May 2, 2022 and run through Wednesday, May 18, 2022

• SBO will not hold health fairs
  – Instead, short informational videos created by GHIP benefit vendors will be posted on the Open Enrollment pages of the SBO website

• Training for HR/Benefit Reps:
  – One online course* titled “HR/Benefit Rep Responsibilities For Open Enrollment” will be assigned on April 5 that reviews their responsibilities prior to, during, and after Open Enrollment to best support their employees

• Communications to employees:
  – Will have streamlined content and messaging
  – One online course* titled “Benefits Open Enrollment Guide” will be assigned on April 6 that reviews the steps they need to take prior to, during, and after Open Enrollment, as well as changes that will occur for the plan year beginning July 1, 2022

*Online courses will be available and tracked in the Delaware Learning Center (DLC) and available via a separate website link for those who do not have access to the DLC. Completion due date for the online courses is April 29, 2022.
2022 Open Enrollment

• Messaging to state employees “Preparing in April to Navigate Open Enrollment”
  – Update your contact information – log into State of Delaware Employee Self-Service to make sure your password has not expired and confirm your contact information
  – Complete the online training
  – Compare your health plan options using the myBenefitsMentor® online consumer decision tool

• Timeline of March communications:
  – March 15 – Email from SEBC to benefit-eligible state employees
  – March 16 – Memo to HR/Benefit Representatives
  – March 31 – Postcard mailed to homes of state employees
2022 Open Enrollment

• Per legislation, employees of the State of Delaware, which includes all State Agencies, DOE, K12 (School Districts and Charter Schools), DTCC & DSU, are required to actively participate in the Open Enrollment process each year.

**NAVIGATE OPEN ENROLLMENT and actively participate**
between **May 2 – 18, 2022** by completing these three simple steps:

**STEP ONE:** Log in to State of Delaware Employee Self-Service (employeesselfservice.omb.delaware.gov) to enroll, confirm, or waive your health, dental and/or vision coverage.

**STEP TWO:** Complete the online Spousal Coordination of Benefits Form if you will be covering your spouse under a Highmark Delaware or Aetna Health Plan as of July 1, 2022. This form must be completed each year during Open Enrollment to avoid a reduction of spousal benefits.

**STEP THREE:** Check out the additional benefits available, including the Flexible Spending Account (FSA) Plan, Accident & Critical Illness Insurance, and State Group Universal Life (GUL) Insurance.
2022 Open Enrollment

- Effective July 1, 2022, State of Delaware Employee Self-Service will only be accessible through my.delaware.gov
  - *Why the change?* my.delaware.gov provides greater security for the state network and data
  - DTI is leading the effort and conducting on-going outreach to organization leadership, HR/Benefit Representatives and employees to prepare for the transition
  - For 2022 Open Enrollment, SBO will direct employees to the Employee Self-Service Assistance Page [https://employeescelfservice.omb.delaware.gov/](https://employeescelfservice.omb.delaware.gov/) where employees will be able to access State of Delaware Employee Self-Service through either my.delaware.gov or DE-SSO (platform that has been in place for years) in order to complete Open Enrollment
2022 Open Enrollment

• 2022 Open Enrollment Employee Survey
  – Link to survey included in confirmation email that employees receive when they click “submit” in State of Delaware Employee Self-Service
  – Last year, we included questions on which health plan they chose and why, myBenefitsMentor® utilization, SBO communications, and system accessibility and/or navigation
  – For 2022 Open Enrollment, we are planning to ask employees questions about
    • SBO communications
    • System accessibility and/or navigation
    • Utilization of myBenefitsMentor®
    • Utilization of GHIP benefit vendor videos
    • Preference for participation in future health fairs – in-person, virtual, either or none
    • Are there other questions that SEBC would like SBO to ask in the employee survey?
EAP Executive Curriculum of Training

- Initial training designed for agency/organizational leadership, managers and supervisors and human resource staff, so that they learn more about the Employee Assistance Program (EAP) through first-hand exposure and then pass information along to their staff.

- In the coming months, the plan is to begin offering a new course each month.

- There will be two sessions scheduled for each course to accommodate schedules.

- Below are some of the planned course topics:
  - Managing Staff Through Stressful Situations
  - Mental Health Awareness for Leaders
  - Preventing Employee Burnout
  - Self-Care Tips for Managers
  - Mindfulness: Being Present in Your Work and Life
  - Where are you going? Goal Setting for Personal and Professional Success
At the request of Governor John Carney, the Cancer Risk Reduction Committee of the Delaware Cancer Consortium, took responsibility for “developing a road map on how to get priority initiatives implemented”

- This request led to the development of a Healthy Lifestyles Subcommittee in 2019, which was tasked with studying and recommending policies that could positively influence healthy lifestyles in Delaware

- The Subcommittee put forth a final report with policy recommendations which were shared with the Governor’s Office, including the following policy recommendation related to workplace wellness “Create a formal workplace wellness program infrastructure for state employers”

- A copy of the Subcommittee’s January 2021 final report is viewable online (Navigation: Click on the “final report” link > Meeting Materials > 2021 > NEW - HLSC_Policy_Recommendations_Final_2-4-21.pdf).
In March 2021, SBO in partnership with the Delaware Department of Public Health (DPH) and DPH’s contracted vendor Mathematica, put together a Workplace Wellness Policy Workgroup comprised of representatives (HR Leads or their designees) from the various executive branch agencies, as well as DPH and the Governor's Office.

Focus of the Policy Workgroup is to establish a DHR Workplace Wellness Policy which does not require funding that:

- Contains procedures/guidelines to permit and encourage executive branch agencies in the development and maintenance of workplace wellness initiatives (i.e., programs, campaigns, challenges, events) for their employees
- Creates alignment and consistency across executive branch agencies on procedures/guidelines that support workplace wellness
DHR Workplace Wellness Policy

• Phase I: (April 2021 – June 2021) Complete:
  – Policy Workgroup met three times (April 14, May 3 and June 8)
  – Solicited and collected feedback from Policy Workgroup and Subject Matter Experts (SMEs)
  – Reviewed data and policies from other states

• Phase II: (FY22) In Progress:
  – Policy Workgroup met on March 10
  – Goal is to finalize and launch the following documents by July 1, 2022:
    • DHR Workplace Wellness Policy and Procedures
    • DHR Liability Waiver for Participation in Workplace Fitness Activities
    • DHR Media Release Form
    • DHR Workplace Wellness Online Toolkit

• Once launched, the DHR Workplace Wellness Policy and Procedures and associated documents could serve as a “model example” for Delaware school districts, charter schools, institutions of higher education, as well as non-state employers, where they could adopt similar policies and practices for their employee workforces
Score Cards

• SBO provides annual Score Cards to state agency leadership
  – Have also provided to other organizations (i.e., school districts) in the past
  – Plan is to provide 2022 Score Cards to agencies, school districts, charter schools, DTCC and DSU

• Score Card provides a snapshot of their organization’s employee/member aggregate (combined) data compared to the State Average in areas related to:
  – Open Enrollment Trainings and Participation
  – myBenefitsMentor® Usage
  – Telemedicine Utilization Rates
  – Preventive Screening Rates
  – Site of Care Usage
  – Condition and Behavioral Health Prevalence
  – And more...
Score Cards

• Only *aggregate data* is used and reported in the Score Card
  – The State of Delaware’s contracted data mining vendor, IBM Watson Health, manages the GHIP health care claims database, runs reports, and provides aggregate data to SBO for the Score Card
  – *No personally identifiable information is shared with SBO or leadership*

• Score Card includes a “Summary and Key Findings” section that provides noteworthy takeaways and areas of opportunity for possible focus and action by organizations

• SBO’s annual Score Cards are referenced in the draft DHR Workplace Wellness Policy and Procedures document
  – “… Agencies are encouraged to act on the areas of opportunity in the Score Card by incorporating them into their wellness plans, activities, and communications”
Choosing the Right Care

• In the coming months, SBO/WTW/IBM Watson Health plan to take a deeper dive with the SEBC into site of service utilization data and reporting

• For the past several years, SBO and the health plan vendors have implemented multiple communications (i.e., emails, letters, flyers, postcards, posters, and online training courses) to educate members* throughout each fiscal year about choosing the right care and appropriate site of service

• Recent communication efforts:
  – February 2021 – June 2021:
    • Highmark Delaware sent out a flyer to over 32,000 members* about how and when to use Amwell and Doctor on Demand telemedicine providers
    • Aetna sent out three letters/flyers to over 13,000 members* including a Teladoc Welcome Letter, when to use telemedicine instead of going to the ER, and how they can receive quality healthcare using telemedicine
  – July 2021: SBO sent emails to employees enrolled in a health plan with specific information about their plan, including information on choosing the right care and appropriate site of service

*Includes employees and non-Medicare eligible pensioners
Choosing the Right Care

– Beginning November 2021: Highmark Delaware and Aetna started mailing site of care postcards to members* who based on claims data could have used:
  
  • A more affordable, non-hospital affiliated freestanding facility for lab and/or imaging services
  • A less emergent setting (i.e., PCP, telemedicine or urgent care) instead of going to the ER for less severe symptoms like coughs or colds, sore throat, fever, etc.

– February 9, 2022: SBO sent the Benefits Bulletin to over 38,000 benefit-eligible State of Delaware employees which included an article titled “Navigating Health Care Options” and promoted SBO’s new Know Where to Go for Care flyer

• Demo of Choosing the Right Care page and Facts & Figures page on SBO’s website

*Includes employees and non-Medicare eligible pensioners
Questions?
Thank You

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