

Statewide Benefits Office Training/Communications Report

Contents

OVERVIEW

[Executive Summary and Key Findings](#)

[Fiscal Year Training/Communications Summary](#)

ELECTRONIC COMMUNICATIONS

[Targeted Emails](#)

[Benefits Bulletin](#)

Memos

- [State Memos](#)
- [Participating Group Memos](#)
- [Organization Specific Memos](#)

Alerts

- [State Alerts](#)
- [Participating Group Alerts](#)

[SBO Communications Mailbox Responses](#)

[Vendor Communications](#)

PRINTED COMMUNICATIONS

[Letters/Packets](#)

[Postcards](#)

[Poster/Flyers](#)

[Vendor Communications](#)

WEBSITE STATISTICS

[Google Analytics](#)

[Website Updates](#)

[Website Survey Responses](#)

TRAINING

[SBO Instructor-Led Training \(ILT\)](#)

[SBO Computer-Based Training \(CBT\)](#)

[Vendor Webinars](#)



Mail



Internet



Training



Communication



Overview: Executive Summary and Key Findings

The Statewide Benefits Office (SBO) distributes numerous communications through various mediums to benefit-eligible members of the Group Health Insurance Plan (GHIP) to ensure that they are well informed and understand their benefits. In addition, HR/Benefits/Payroll Representatives at the employing organizations are provided with information about the benefits that are offered in a manner that allows them to support their employees and the Statewide Benefits Office efficiently and effectively. The majority of communications are drafted in a manner that expresses support for the State Employee Benefits Committee (SEBC) GHIP Strategic Framework Goals, while other communications are necessary to inform individuals of changes to the benefits or how they are administered.

Despite extensive communication, participation in certain SBO sponsored events and readership for SBO publications is low. For example:

- Average computer-based training number of completions per course for courses that are not assigned = 24 people per quarter per course
- Computer based training completion rate for Open Enrollment course assigned to employees:
 - Total = 39.3%
 - Agency = 79.1%
 - Education = 15.2%
- Average readership of the Benefits Bulletin (monthly e-newsletter) for the fourth quarter of FY2024 = 4.09%

The Statewide Benefits Office requests the assistance of the SEBC to increase engagement of State employees in order to help curb rising healthcare costs.



Overview: Fiscal Year Training/Communications Summary

	<i>July 2022</i>	<i>Aug 2022</i>	<i>Sept 2022</i>	<i>Oct 2022</i>	<i>Nov 2022</i>	<i>Dec 2022</i>	<i>Jan 2023</i>	<i>Feb 2023</i>	<i>Mar 2023</i>	<i>Apr 2023</i>	<i>May 2023</i>	<i>June 2023</i>
Targeted Emails Distributed	6	2	4	2	4	3	4	2	6	22	4	2
Benefits Bulletin Distributed	1	1	1	1	1	1	1	1	1	1	1	1
State Memos Distributed	2	2	3	4	0	0	7	3	5	1	3	2
Participating Group Memos Distributed	0	1	1	1	0	0	4	3	3	1	0	2
Organization Specific Memos Distributed	0	3	1	1	3	6	1	2	2	1	3	2
State Alerts Distributed	0	0	0	0	0	0	0	1	1	0	1	0
Participating Group Alerts Distributed	0	0	0	0	0	0	0	1	1	0	0	0
SBO Communications Mailbox Responses	25	27	33	50	24	23	36	28	37	91	119	52
Electronic Communications Distributed by Vendors	2	1	2	0	1	0	0	2	1	0	9	0
Letters/Packets Distributed	0	0	3	0	3	0	0	0	0	7	0	0
Postcards Distributed	0	0	0	0	0	0	0	1	1	0	0	0
Posters/Flyers Distributed	1	1	1	0	0	0	1	1	1	1	3	0
Printed Communications Distributed by Vendors	7	9	7	6	9	6	7	6	9	7	14	6
Total SBO Website Sessions	22,501	22,812	23,105	22,808	16,049	15,455	14,625	20,413	23,044	35,918	58,297	21,681
Total SBO Website Updates	28	36	48	46	22	38	59	58	89	58	40	46
Website Surveys Received	6	10	4	5	5	7	5	4	6	42	36	0
SBO Instructor-Led Training Sessions	0	6	1	9	2	2	1	0	3	1	0	2
SBO Computer-Based Training Courses Available	14	14	14	14	14	16	16	16	16	26	26	26
Vendor Webinars	4	6	9	9	5	6	6	4	6	4	5	4



Electronic Communications: Targeted Emails

Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Actions based on SEBC Strategic Framework
TRAINING ASSIGNED: Complete HR/Ben Rep Online Course by April 28	SBO	04/03/2023	HR/Benefits Representatives and PHRST Key End Users for State Agencies	179	<ul style="list-style-type: none"> • Distribute various communications regarding Centers of Excellence and SurgeryPlus. • Implement training courses to educate GHIP members about their benefits. • Develop communications to educate GHIP members about the bariatric surgery carve-out through SurgeryPlus effective July 1, 2023.
TRAINING ASSIGNED: Complete HR/Ben Rep Online Course by April 28	SBO	04/03/2023	HR/Benefits Representatives and PHRST Key End Users for K12, DTCC, and DSU	138	<ul style="list-style-type: none"> • Distribute various communications regarding Centers of Excellence and SurgeryPlus. • Implement training courses to educate GHIP members about their benefits. • Develop communications to educate GHIP members about the bariatric surgery carve-out through SurgeryPlus effective July 1, 2023.
TRAINING ASSIGNED: Complete HR/Ben Rep Online Course by April 28	SBO	04/03/2023	HR/Benefit Representatives at Participating Groups	145	<ul style="list-style-type: none"> • Distribute various communications regarding Centers of Excellence and SurgeryPlus. • Implement training courses to educate GHIP members about their benefits. • Develop communications to educate GHIP members about the bariatric surgery carve-out through SurgeryPlus effective July 1, 2023.
Training Assigned: 2023 Open Enrollment Guide (Due 04/28/2023)	DLC	04/04/2023	State Agency employees enrolled in a State health, dental, and/or vision plan	12,848	<ul style="list-style-type: none"> • Distribute various communications regarding Centers of Excellence and SurgeryPlus. • Distribute various communications to increase awareness and promote the myBenefitsMentor® Consumer Decision Tool • Implement training courses to educate GHIP members about their benefits. • Develop communications to educate GHIP members about the bariatric surgery carve-out through SurgeryPlus effective July 1, 2023.



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Actions based on SEBC Strategic Framework
					<ul style="list-style-type: none">• Distribute various communications regarding health plan features, the value of benefits, and resources available to GHIP members.
Open Enrollment Guide – Online Course	SBO	04/04/2023	K12, DTCC, and DSU employees enrolled in a State health, dental, and/or vision plan	21,047	<ul style="list-style-type: none">• Distribute various communications regarding Centers of Excellence and SurgeryPlus.• Distribute various communications to increase awareness and promote the myBenefitsMentor® Consumer Decision Tool• Implement training courses to educate GHIP members about their benefits.• Develop communications to educate GHIP members about the bariatric surgery carve-out through SurgeryPlus effective July 1, 2023.• Distribute various communications regarding health plan features, the value of benefits, and resources available to GHIP members.
Open Enrollment Guide – Online Course	SBO	04/04/2023	Benefit-eligible State Agency employees <u>not</u> enrolled in a State health, dental, or vision plan	1,441	<ul style="list-style-type: none">• Distribute various communications regarding Centers of Excellence and SurgeryPlus.• Distribute various communications to increase awareness and promote the myBenefitsMentor® Consumer Decision Tool• Implement training courses to educate GHIP members about their benefits.• Develop communications to educate GHIP members about the bariatric surgery carve-out through SurgeryPlus effective July 1, 2023.• Distribute various communications regarding health plan features, the value of benefits, and resources available to GHIP members.
Open Enrollment Guide – Online Course	SBO	04/04/2023	Benefit-eligible K12, DTCC, and DSU employees <u>not</u> enrolled in a State health, dental, or vision plan	3,318	<ul style="list-style-type: none">• Distribute various communications regarding Centers of Excellence and SurgeryPlus.• Distribute various communications to increase awareness and promote the myBenefitsMentor® Consumer Decision Tool



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Actions based on SEBC Strategic Framework
					<ul style="list-style-type: none">• Implement training courses to educate GHIP members about their benefits.• Develop communications to educate GHIP members about the bariatric surgery carve-out through SurgeryPlus effective July 1, 2023.• Distribute various communications regarding health plan features, the value of benefits, and resources available to GHIP members.
Open Enrollment Guide – Online Course	SBO	04/04/2023	Benefit-eligible State Agency employees enrolled in a State health, dental, and/or vision plan but not registered in the Delaware Learning Center (DLC)	45	<ul style="list-style-type: none">• Distribute various communications regarding Centers of Excellence and SurgeryPlus.• Distribute various communications to increase awareness and promote the myBenefitsMentor® Consumer Decision Tool• Implement training courses to educate GHIP members about their benefits.• Develop communications to educate GHIP members about the bariatric surgery carve-out through SurgeryPlus effective July 1, 2023.• Distribute various communications regarding health plan features, the value of benefits, and resources available to GHIP members.
REMINDER: Complete HR/Ben Rep Online Course by April 28	SBO	04/18/2023	HR/Benefit Representatives and PHRST Key End Users for State Agencies who have not completed the <i>HR/Ben Rep Responsibilities for Open Enrollment</i> online course	104	<ul style="list-style-type: none">• Distribute various communications regarding Centers of Excellence and SurgeryPlus.• Implement training courses to educate GHIP members about their benefits.• Develop communications to educate GHIP members about the bariatric surgery carve-out through SurgeryPlus effective July 1, 2023.
REMINDER: Complete HR/Ben Rep Online Course by April 28	SBO	04/18/2023	HR/Benefits Representatives and PHRST Key End Users for K12, DTCC, and DSU who have not completed the <i>HR/Ben Rep Responsibilities for Open Enrollment</i> online course	92	<ul style="list-style-type: none">• Distribute various communications regarding Centers of Excellence and SurgeryPlus.• Implement training courses to educate GHIP members about their benefits.• Develop communications to educate GHIP members about the bariatric surgery carve-out through SurgeryPlus effective July 1, 2023.



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Actions based on SEBC Strategic Framework
REMINDER: Complete HR/Ben Rep Online Course by April 28	SBO	04/18/2023	HR/Benefits Representatives for Participating Groups who have not completed the <i>HR/Ben Rep Responsibilities for Open Enrollment</i> online course	114	<ul style="list-style-type: none">• Distribute various communications regarding Centers of Excellence and SurgeryPlus.• Implement training courses to educate GHIP members about their benefits.• Develop communications to educate GHIP members about the bariatric surgery carve-out through SurgeryPlus effective July 1, 2023.
REMINDER: 2023 Open Enrollment Guide (Due 04/28/2023)	DLC	04/19/2023	State Agency employees enrolled in a State health, dental, and/or vision plan who have not completed the <i>2023 Open Enrollment Guide</i> online course	9,538	<ul style="list-style-type: none">• Distribute various communications regarding Centers of Excellence and SurgeryPlus.• Distribute various communications to increase awareness and promote the myBenefitsMentor® Consumer Decision Tool• Implement training courses to educate GHIP members about their benefits.• Develop communications to educate GHIP members about the bariatric surgery carve-out through SurgeryPlus effective July 1, 2023.• Distribute various communications regarding health plan features, the value of benefits, and resources available to GHIP members.
REMINDER: Complete “2023 Open Enrollment Guide” Online Course by April 28	SBO	04/19/2023	K12, DTCC, and DSU employees enrolled in a State health, dental, and/or vision plan who have not completed the <i>2023 Open Enrollment Guide</i> online course	20,482	<ul style="list-style-type: none">• Distribute various communications regarding Centers of Excellence and SurgeryPlus.• Distribute various communications to increase awareness and promote the myBenefitsMentor® Consumer Decision Tool• Implement training courses to educate GHIP members about their benefits.• Develop communications to educate GHIP members about the bariatric surgery carve-out through SurgeryPlus effective July 1, 2023.• Distribute various communications regarding health plan features, the value of benefits, and resources available to GHIP members.
Why You Should Enroll in a Health Care FSA	SBO	04/20/2023	State Agency, K12, DTCC, and DSU benefit-eligible employees	32,717	<ul style="list-style-type: none">• Implement training courses to educate GHIP members about their benefits.



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Actions based on SEBC Strategic Framework
			that are not currently enrolled in the Health Care FSA		<ul style="list-style-type: none">• Distribute various communications regarding the value of benefits and resources available to GHIP members.
Flexible Spending Account Open Enrollment – New Plan Year	SBO	04/20/2023	State Agency, K12, DTCC, and DSU benefit-eligible employees currently enrolled in the FSA Plan (Health Care and/or Dependent Care)	6,898	<ul style="list-style-type: none">• Implement training courses to educate GHIP members about their benefits.• Distribute various communications regarding the value of benefits and resources available to GHIP members.
Employee Assistance Program (EAP) May Webinars	SBO	04/21/2023	Benefit-eligible State Agency, K12, DTCC, & DSU employees	38,932	<ul style="list-style-type: none">• Implement training courses to educate GHIP members about their benefits.• Distribute various communications regarding resources available to GHIP members.
Group Universal Life (GUL), Accident and Critical Illness Insurance Open Enrollment	SBO	04/25/2023	Benefit-eligible State Agency, K12, DTCC, & DSU employees	38,932	<ul style="list-style-type: none">• Implement training courses to educate GHIP members about their benefits.• Distribute various communications regarding the value of benefits and resources available to GHIP members.
ACTION NEEDED: Complete HR/Ben Rep Online Course by April 28	SBO	04/26/2023	HR/Benefit Representatives and PHRST Key End Users for State Agencies who have not completed the <i>HR/Ben Rep Responsibilities for Open Enrollment</i> online course	80	<ul style="list-style-type: none">• Distribute various communications regarding Centers of Excellence and SurgeryPlus.• Implement training courses to educate GHIP members about their benefits.• Develop communications to educate GHIP members about the bariatric surgery carve-out through SurgeryPlus effective July 1, 2023
ACTION NEEDED: Complete HR/Ben Rep Online Course by April 28	SBO	04/26/2023	HR/Benefit Representatives and PHRST Key End Users for K12, DTCC, and DSU who have not completed the <i>HR/Ben Rep Responsibilities for Open Enrollment</i> online course	67	<ul style="list-style-type: none">• Distribute various communications regarding Centers of Excellence and SurgeryPlus.• Implement training courses to educate GHIP members about their benefits.• Develop communications to educate GHIP members about the bariatric surgery carve-out through SurgeryPlus effective July 1, 2023
ACTION NEEDED: Complete HR/Ben Rep Online Course by April 28	SBO	04/26/2023	HR/Benefit Representatives for Participating Groups who have not completed the <i>HR/Ben Rep</i>	89	<ul style="list-style-type: none">• Distribute various communications regarding Centers of Excellence and SurgeryPlus.• Implement training courses to educate GHIP members about their benefits.



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Actions based on SEBC Strategic Framework
			<i>Responsibilities for Open Enrollment</i> online course		<ul style="list-style-type: none"> Develop communications to educate GHIP members about the bariatric surgery carve-out through SurgeryPlus effective July 1, 2023
REMINDER: Complete “2023 Open Enrollment Guide” Online Course by April 28	SBO	04/27/2023	K12, DTCC, and DSU employees enrolled in a State health, dental, and/or vision plan who have not completed the <i>2023 Open Enrollment Guide</i> online course	19,304	<ul style="list-style-type: none"> Distribute various communications regarding Centers of Excellence and SurgeryPlus. Distribute various communications to increase awareness and promote the myBenefitsMentor® Consumer Decision Tool Implement training courses to educate GHIP members about their benefits. Develop communications to educate GHIP members about the bariatric surgery carve-out through SurgeryPlus effective July 1, 2023. Distribute various communications regarding health plan features, the value of benefits, and resources available to GHIP members.
REMINDER: 2023 Open Enrollment Guide (Due 04/28/2023)	DLC	04/27/2023	State Agency employees enrolled in a State health, dental, and/or vision plan who have not completed the <i>2023 Open Enrollment Guide</i> online course	6,755	<ul style="list-style-type: none"> Distribute various communications regarding Centers of Excellence and SurgeryPlus. Distribute various communications to increase awareness and promote the myBenefitsMentor® Consumer Decision Tool Implement training courses to educate GHIP members about their benefits. Develop communications to educate GHIP members about the bariatric surgery carve-out through SurgeryPlus effective July 1, 2023. Distribute various communications regarding health plan features, the value of benefits, and resources available to GHIP members.
Only 12 Days Left: Complete Your Open Enrollment by May 17	SBO	05/05/2023	State Agency, K12, DTCC, and DSU employees who have not completed Open Enrollment	29,896	<ul style="list-style-type: none"> Distribute various communications regarding the value of benefits and resources available to GHIP members.
ACTION REQUIRED: Complete Your Open Enrollment by May 17	SBO	05/12/2023	State Agency, K12, DTCC, and DSU employees who have not completed Open Enrollment	20,558	<ul style="list-style-type: none"> Distribute various communications regarding the value of benefits and resources available to GHIP members.



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Actions based on SEBC Strategic Framework
Review Your Benefits Selections	SBO	05/22/2023	State Agency, K12, DTCC, and DSU benefit-eligible employees	39,009	<ul style="list-style-type: none">Distribute various communications regarding resources available to GHIP members.
2023 Open Enrollment Survey – Please complete by 6/9/23	SBO	05/31/2023	SBO Employees	24	N/A – Purpose of communication is to gather information to improve future training and communications.
HR/Benefit Rep Survey - 2023 Open Enrollment	SBO	06/06/2023	State Agency, School District, Charter School, DTCC, and DSU HR/Ben Reps and PHRST Key End Users	438	N/A – Purpose of communication is to gather information to improve future training and communications.
ACTION REQUIRED: Complete a Double State Share Verification Form	SBO	06/07/2023	State Agency, K12, DTCC, and DSU Double State Share eligible employees	1,163	<ul style="list-style-type: none">Distribute various communications regarding resources available to GHIP members.



Electronic Communications: Benefits Bulletin

April		https://dhr.delaware.gov/benefits/news/documents/2023/040523.pdf			
Distribution Mailbox:		SBO Communications		Date Distributed:	04/05/2023
Target Audience:		Benefit-eligible employees of State agencies, K12, DTCC, and DSU			
Articles:		<ul style="list-style-type: none">• Prepare for Open Enrollment• Review Additional Benefits• State Employee Benefits Committee (SEBC) Corner: Benefit Changes for July 1, 2023• SB316 and Free Diabetic Supplies• Upcoming Webinars• DEFER: 457(b) & 403(b) Retirement Savings Plan• Healthy Eating Tips• Hidden Treasures Activity			
Total Recipients:	38,932	Trackable Links (Y/N):	Yes	Total Readers:	1,170
Average Pages Per Session:	2.48	Average Session Duration (MM:SS):	03:01	Hidden Treasures Responses:	93
SBO Actions Based on SEBC Strategic Framework		<ul style="list-style-type: none">• Distribute various communications regarding Centers of Excellence and SurgeryPlus.• Distribute various communications to increase awareness and encourage participation in covered services, including DPP and diabetes management programs.• Distribute various communications regarding health plan features, the value of benefits, and resources available to GHIP members.• Implement training courses to educate GHIP members about their benefits.• Develop communications to educate GHIP members about the bariatric surgery carve-out through SurgeryPlus effective July 1, 2023.			

May	https://dhr.delaware.gov/benefits/news/documents/2023/050123.pdf		
Distribution Mailbox:	SBO Communications	Date Distributed:	05/01/2023
Target Audience:	Benefit-eligible employees of State agencies, K12, DTCC, and DSU		
Articles:	<ul style="list-style-type: none">• 2023 Open Enrollment Begins Today!• Review Additional Benefits• DEFER: 457(b) & 403(b) Retirement Savings Plans• Did You Know? Hearing Aid Discounts• Healthy Vision Month		



	<ul style="list-style-type: none"> • Upcoming Webinars • Mental Health Month • 2023 Lt. Governor's Challenge – Nominations Due May 12 • Hidden Treasures Activity 				
Total Recipients:	39,055	Trackable Links (Y/N):	Yes	Total Readers:	2,251
Average Pages Per Session:	2.74	Average Session Duration (MM:SS):	03:31	Hidden Treasures Responses:	45
SBO Actions Based on SEBC Strategic Framework	<ul style="list-style-type: none"> • Distribute various communications regarding Centers of Excellence and SurgeryPlus. • Distribute various communications regarding health plan features, the value of benefits, and resources available to GHIP members. • Implement training courses to educate GHIP members about their benefits. • Develop communications to educate GHIP members about the bariatric surgery carve-out through SurgeryPlus effective July 1, 2023. 				

June	https://dhr.delaware.gov/benefits/news/documents/2023/060623.pdf				
Distribution Mailbox:	SBO Communications		Date Distributed:	06/06/2023	
Target Audience:	Benefit-eligible employees of State agencies, K12, DTCC, and DSU				
Articles:	<ul style="list-style-type: none">• ASIFlex Account Detail & Mobile App• PTSD Awareness Month• Check Your Mail for New ID Cards• Leapfrog Hospital Safety Grades• Upcoming Webinars• Cheesy Barbecue Chicken Zucchini Boats• Hidden Treasures Activity				
Total Recipients:	38,982	Trackable Links (Y/N):	Yes	Total Readers:	1,366
Average Pages Per Session:	1.80	Average Session Duration (MM:SS):	1:20	Hidden Treasures Responses:	163
SBO Actions Based on SEBC Strategic Framework	<ul style="list-style-type: none">• Distribute various communications regarding Centers of Excellence and SurgeryPlus.• Distribute various communications regarding health plan features, the value of benefits, and resources available to GHIP members.• Implement training courses to educate GHIP members about their benefits.• Notify GHIP membership of the release of Leapfrog’s new hospital safety grades.				



Electronic Communications: State Memos

Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Actions Based on SEBC Strategic Framework
Upcoming Employee Assistance Program (EAP) Webinars	#23-16	04/17/2023	Human Resources and Benefit Managers & Specialist, School Personnel Administrators and Business Managers	563	<ul style="list-style-type: none">Implement training courses to educate GHIP members about their benefits.Distribute various communications regarding resources available to GHIP members.
Additional Outreach to Open Enrollment Non-Completers	#23-17	05/15/2023	Human Resources and Benefit Managers & Specialist, School Personnel Administrators and Business Managers	569	N/A – Purpose of communication is to gain support of HR/Benefit Representatives to encourage their employees to complete Open Enrollment.
Post 2023 Open Enrollment Information	#23-18	05/17/2023	Human Resources and Benefit Managers & Specialist, School Personnel Administrators, and Business Managers	578	N/A – Purpose of communication is to inform HR/Benefits Representatives of the steps they may need to take to help employees complete Open Enrollment.
Seats Available for Upcoming Statewide Benefits Training	#23-19	05/18/2023	Human Resources and Benefit Managers & Specialist, School Personnel Administrators, and Business Managers	568	<ul style="list-style-type: none">Distribute various communications regarding Centers of Excellence and SurgeryPlus.Implement training courses to educate GHIP members about their benefits.Develop communications to educate GHIP members about the bariatric surgery carve-out through SurgeryPlus effective July 1, 2023.Notify GHIP membership of the release of Leapfrog's new hospital safety grades.Distribute various communications to increase awareness and encourage participation in covered services, including DPP and diabetes management programs.Distribute various communications regarding health plan features, appropriate sites of care, member



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Actions Based on SEBC Strategic Framework
					testimonials, wellness and condition care management programs, the value of the benefits, and resources available to GHIP members. <ul style="list-style-type: none">• Develop communications, educate GHIP members, and implement Hinge Health effective January 1, 2023.
COVID-19 National and Public Health Emergency Periods Ending	#23-20	06/20/2023	Human Resources and Benefit Managers & Specialist, School Personnel Administrators, and Business Managers	570	<ul style="list-style-type: none">• Distribute various communications regarding health plan features, appropriate sites of care, and resources available to GHIP members.
Benefit Changes Prior to Open Enrollment	#23-21	06/28/2023	Human Resources and Benefit Managers & Specialist, School Personnel Administrators, and Business Managers	571	N/A – Purpose of communication is to inform HR/Benefits Representatives of the steps they may need to take to help employees complete Open Enrollment.



Electronic Communications: Participating Group Memos

Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Actions Based on SEBC Strategic Framework
Upcoming Employee Assistance Program (EAP) Webinars	#23-11	04/17/2023	Group Health Insurance Plan Participating Group Human Resource and Benefit Managers & Representatives	193	<ul style="list-style-type: none">Implement training courses to educate GHIP members about their benefits.Distribute various communications regarding resources available to GHIP members.
Participating Group Health Plan Payment Submission – New Mailing Address	#23-12	06/14/2023	Group Health Insurance Plan Participating Group Human Resource and Benefit Managers & Representatives	192	N/A – Purpose of communication is to inform HR/Benefits Representatives of a new process/procedure.
COVID-19 National and Public Health Emergency Periods Ending	#23-13	06/20/2023	Group Health Insurance Plan Participating Group Human Resource and Benefit Managers & Representatives	192	<ul style="list-style-type: none">Distribute various communications regarding health plan features, appropriate sites of care, and resources available to GHIP members.



Electronic Communications: Organization Specific Memos

Subject	Date Distributed	Target Audience	Total Recipients	SBO Actions Based on SEBC Strategic Framework
2023 Open Enrollment – HR/Benefit Rep Online Course	04/03/2023	Delaware Association of School Personnel Administrators (DASPA), School Business Managers, and Charter School Business Managers	76	<ul style="list-style-type: none"> Distribute various communications regarding Centers of Excellence and SurgeryPlus. Implement training courses to educate GHIP members about their benefits. Develop communications to educate GHIP members about the bariatric surgery carve-out through SurgeryPlus effective July 1, 2023
Disability Insurance Program (DIP) – Statutory Short Term Disability (STD) Claim Filing Requirement Reminder for Employees Enrolled in the DIP	05/11/2023	State Agency, School District, Charter School, DTCC, and DSU Human Resource, Benefit, and Payroll Representatives with Disability Insurance Program (DIP) and/or Return to Work (RTW) Administrative or Paying Responsibilities	360	N/A – Purpose of communication is to remind HR/Benefits Representatives of a process/procedure.
Disability Insurance Program (DIP) – Statutory Short Term Disability (STD) Claim Filing Requirement Reminder for Employees Enrolled in the DIP	05/11/2023	University of Delaware (UD) and Delaware Solid Waste Authority (DSWA) Human Resource, Benefit, and Payroll Representatives with Disability Insurance Program (DIP) and/or Return to Work (RTW) Administrative or Paying Responsibilities	6	N/A – Purpose of communication is to remind HR/Benefits Representatives of a process/procedure.
New SBO Procedure DIPRTW-005 – Checking DEL for Qualified Return to Work from Disability (RWD) Candidates for Merit Positions & Updated Return to Work FAQs	05/25/2023	Human Resource, Benefit, and Payroll Representatives with Disability Insurance Program (DIP) and/or Return to Work (RTW) Administrative or Paying Responsibilities in Agencies with Merit Positions	136	N/A – Purpose of communication is to inform HR/Benefits Representatives of a new process/procedure.
Disability Insurance Program (DIP)/ Short Term Disability (STD) Process for Reporting Non-Contractual Dates for Less Than Twelve Month Educational Employees	06/01/2023	School District, Charter School, and DSU Human Resource and Benefits Managers & Specialist, School Personnel Administrators, and Business Managers	218	N/A – Purpose of communication is to remind HR/Benefits Representatives of a process/procedure.



Subject	Date Distributed	Target Audience	Total Recipients	SBO Actions Based on SEBC Strategic Framework
Double State Share Verification Form Requirement for Employees/Retirees	06/05/2023	Delaware Transit Corporation, Delaware Solid Waste Authority, Delaware State Housing Authority, University of Delaware	28	N/A – Purpose of communication is to inform HR/Benefits Representatives of the steps they may need to take to help employees complete Open Enrollment.



Electronic Communications: State Alerts

Subject	Alert Number	Date Distributed	Target Audience	Total Recipients	SBO Actions Based on SEBC Strategic Framework
Employee Self-Service and Open Enrollment	#03-23	05/16/2023	HR/Benefits Representatives at State Agencies, K12, DTCC, and DSU	580	N/A – Purpose of communication is to inform HR/Benefits Representatives of the steps they may need to take to help employees complete Open Enrollment.



Electronic Communications: Participating Group Alerts

Subject	Alert Number	Date Distributed	Target Audience	Total Recipients	SBO Actions Based on SEBC Strategic Framework
None were sent for the 4 th quarter of FY2023	N/A	N/A	N/A	N/A	N/A



Electronic Communications: SBO Communications Mailbox Responses

April

Total Email Responses Sent:	91
Response Topics:	<ul style="list-style-type: none">• Open Enrollment Training – 43• Open Enrollment Questions – 17• Emails Forwarded to SBO Customer Service Team – 12• Benefit Inquiries Not Related to Open Enrollment – 9• SBO Master Contact List Updates – 3• Training/DLC Inquiries Not Related to Open Enrollment – 3• Manual Replies to Hidden Treasures Activity – 2• Website Survey Responses – 2

May

Total Email Responses Sent:	119
Response Topics:	<ul style="list-style-type: none">• Open Enrollment Questions – 74• Website Survey Responses – 18• Emails Forwarded to SBO Customer Service Team – 13• Open Enrollment Training – 5• Benefit Inquiries Not Related to Open Enrollment – 3• SBO Master Contact List Updates – 3• Training/DLC Inquiries Not Related to Open Enrollment – 2• Manual Replies to Hidden Treasures Activity – 1

June

Total Email Responses Sent:	52
Response Topics:	<ul style="list-style-type: none">• Emails Forwarded to SBO Customer Service Team – 22• Double State Share Inquiries – 15• Manual Replies to Hidden Treasures Activity – 6• SBO Master Contact List Updates – 3• Training/DLC Inquiries Not Related to Open Enrollment – 3• Open Enrollment Questions – 2• Spousal Coordination of Benefits Inquiries – 1



Electronic Communications: Vendor Communications*

**This section captures general communications that are distributed to the broad audience. Other communications may be sent by vendors based on specific events related to a member.*

Vendor	Communication Description	Distribution Date	Distribution Quantity	SBO Actions Based on SEBC Strategic Framework
ASIFlex	Open Enrollment Reminder Email/Text for Currently Enrolled FSA Members Who Have Not Re-enrolled	05/01/2023	14,146	<ul style="list-style-type: none">• Distribute various communications regarding the value of benefits and resources available to GHIP members
Securian Financial	Open Enrollment Reminder Email for Employees Who Logged into LifeBenefits Without Completing the OE Process	05/02/2023	203	<ul style="list-style-type: none">• Distribute various communications regarding the value of benefits and resources available to GHIP members
Securian Financial	Open Enrollment Reminder Email for Employees Who Logged into LifeBenefits Without Completing the OE Process	05/04/2023	218	<ul style="list-style-type: none">• Distribute various communications regarding the value of benefits and resources available to GHIP members
ASIFlex	Open Enrollment Reminder Email/Text for Currently Enrolled FSA Members Who Have Not Re-enrolled	05/08/2023	10,183	<ul style="list-style-type: none">• Distribute various communications regarding the value of benefits and resources available to GHIP members
Securian Financial	Open Enrollment Reminder Email for Employees Who Logged into LifeBenefits Without Completing the OE Process	05/09/2023	282	<ul style="list-style-type: none">• Distribute various communications regarding the value of benefits and resources available to GHIP members
Securian Financial	Open Enrollment Reminder Email for Employees Who Logged into LifeBenefits Without Completing the OE Process	05/11/2023	147	<ul style="list-style-type: none">• Distribute various communications regarding the value of benefits and resources available to GHIP members
EyeMed	Lens Education for EyeMed Members Enrolled in the Communications	05/15/2023	5,749	<ul style="list-style-type: none">• Distribute various communications regarding the value of benefits and resources available to GHIP members
Securian Financial	Open Enrollment Reminder Email for Employees Who Logged into LifeBenefits Without Completing the OE Process	05/16/2023	382	<ul style="list-style-type: none">• Distribute various communications regarding the value of benefits and resources available to GHIP members
ASIFlex	Open Enrollment Reminder Email/Text for Currently Enrolled FSA Members Who Have Not Re-enrolled	05/17/2023	6,897	<ul style="list-style-type: none">• Distribute various communications regarding the value of benefits and resources available to GHIP members



Printed Communications: Letters/Packets

Description	Target Audience	Mail Date	Quantity	Contents
2023 Open Enrollment Packet	State of Delaware employees who have consented to receive Federal Notices online	04/18/2023	18,948	1. Envelope 2. Variable letter including Open Enrollment action steps and changes for the new plan year
2023 Open Enrollment Packet	State of Delaware employees who have <u>not</u> consented to receive Federal Notices online	04/18/2023	19,909	1. Envelope 2. Variable letter including Open Enrollment action steps and changes for the new plan year 3. Federal Notices
2023 Open Enrollment Packet	State Non-Medicare Eligible pensioners	04/18/2023	13,004	1. Envelope 2. Variable letter including Open Enrollment action steps and changes for the new plan year 3. Pensioner Rate Sheet 4. Health Plan Comparison Chart 5. Dental/Vision Comparison Charts 6. Pensioner benefit applications 7. Summary of Benefits and Coverage for each health plan 8. Federal Notices
2023 Open Enrollment Packet	State Medicare Eligible pensioners	04/18/2023	19,046	1. Envelope 2. Variable letter including Open Enrollment action steps and changes for the new plan year 3. Pensioner Rate Sheet 4. Dental/Vision Comparison Charts 5. Pensioner benefit applications 6. Federal Notices
2023 Open Enrollment Packet	Participating Group employees	04/18/2023	2,175	1. Envelope 2. Static letter including Open Enrollment action steps and changes for the new plan year 3. Summary of Benefits and Coverage for each health plan 4. Federal Notices
2023 Open Enrollment Packet	COBRA participants	04/18/2023	316	1. Envelope 2. Static letter including Open Enrollment action steps and changes for the new plan year 3. Summary of Benefits and Coverage for each health plan 4. Federal Notices



Description	Target Audience	Mail Date	Quantity	Contents
2023 Open Enrollment Packet	COBRA participants (second mailing)	04/23/2023	457	<ol style="list-style-type: none">1. Envelope2. Static letter including Open Enrollment action steps and changes for the new plan year3. Summary of Benefits and Coverage for each health plan4. Federal Notices



Printed Communications: Postcards

1	Description:		Ready, Set... Enroll (Open Enrollment – April Preparations and May Action Steps)						
Mail Date:	03/31/2023			Target Audience:	Benefit-eligible State of Delaware employees		Quantity:	38,854	
QR Code (Y/N):	Yes	Users:	41	Pages/Session:	2.75	Average Session Duration (MM:SS):		1:45	

Ready, Set...

Complete the following in April to prepare for Open Enrollment:

- Update Your Contact Information:**
Now - Access Employee Self-Service through my.delaware.gov to confirm your contact information. Reset your password, if needed.
- Complete the Online Training:**
The week of April 3, learn what's new, the steps you need to take to prepare for Open Enrollment, and the steps you need to complete during Open Enrollment.
- Compare Your Health Plan Options:**
The week of April 10, look for a personalized enrollment recommendation based on your use of healthcare benefits and compare estimated costs by plan with myBenefitsMentor.



Visit de.gov/statewidebenefits and select *Open Enrollment* to learn more.






... Enroll

Open Enrollment is May 1-17, 2023
Benefit Selections Effective July 1, 2023

- Access Employee Self-Service through my.delaware.gov to enroll, confirm, or waive your health, dental, and/or vision coverage.
- Complete the online Spousal Coordination of Benefits Form if you will be covering your spouse under a Highmark or Aetna health plan as of July 1, 2023.
- Check out the additional benefits:
 - Flexible Spending Account
 - Accident & Critical Illness Insurance
 - State Group Universal Life Insurance

IMPORTANT: All benefit-eligible employees are required to actively participate.



State of Delaware
 Statewide Benefits Office
 97 Commerce Way, Suite 201
 Dover, DE 19904-7802

Have questions? Call 1-800-489-8933

FIRST CLASS MAIL
 PRESCRIPTED
 U.S. POSTAGE
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 WILMINGTON, DE
 PERMIT NO. 1358



Printed Communications: Posters/Flyers

1	Description:		Pre-Open Enrollment Poster				
Mail/Post Date:	4/3/2023		Target Audience:	State of Delaware benefit-eligible employees		Quantity:	1,070 printed and it was posted online
QR Code (Y/N):	Yes	Users:	3	Pages/Session:	3.00	Average Session Duration (MM:SS):	5:15

Ready, Set, Enroll!

Prepare for Open Enrollment

Update Your Contact Information

Now - Access Employee Self-Service through my.delaware.gov to confirm your contact information. Reset your password, if needed.

Complete the Online Training

Week of April 3 - Learn what's new, the steps you need to take to prepare for Open Enrollment, and the steps you need to complete during Open Enrollment.

Compare Your Health Plan Options

Week of April 10 - Look for a personalized enrollment recommendation based on your use of healthcare benefits and compare estimated costs by plan with myBenefitsMentor.

2023 Open Enrollment May 1 - 17, 2023

Have questions? Call 1-800-489-8933
 Learn more: de.gov/statewidebenefits (*Select Open Enrollment*)



2	Description: Open Enrollment Poster						
Mail/Post Date:	5/1/2023	Target Audience:	State of Delaware benefit-eligible employees			Quantity:	1,070 printed and it was posted online
QR Code (Y/N):	Yes	Users:	12	Pages/Session:	2.09	Average Session Duration (MM:SS):	1:14



The poster features a checkered racing flag at the top, partially covering a green wavy background. The SBO logo is in the top right corner. The main title 'Ready, Set, Enroll!' is in large black font. Below it, 'Open Enrollment May 1-17, 2023' is in green, with 'Benefit Selections Effective July 1, 2023' in smaller black text. An 'IMPORTANT' notice states that all benefit-eligible employees must participate. Three bullet points provide instructions on how to enroll, complete spousal coordination forms, and check out additional benefits like FSA, Accident & Critical Illness Insurance, and State Group Universal Life Insurance. A QR code is in the bottom right, and the State of Delaware seal is in the bottom left. Contact information and a link to learn more are at the bottom.

Ready, Set, Enroll!

Open Enrollment May 1-17, 2023
Benefit Selections Effective July 1, 2023

IMPORTANT: All benefit-eligible employees are required to actively participate.

- ▶ Access **Employee Self-Service** through my.delaware.gov to enroll, confirm, or waive your health, dental, and/or vision coverage.
- ▶ Complete the **Spousal Coordination of Benefits Form** if you will be covering your spouse under a Highmark or Aetna health plan as of July 1, 2023.
- ▶ Check out the **Additional Benefits** available:
 - Flexible Spending Account (FSA)
 - Accident & Critical Illness Insurance
 - State Group Universal Life Insurance

Have questions? Call 1-800-489-8933
Learn more: de.gov/statewidebenefits (*Select Open Enrollment*)



3	Description: SBO Contact Information Flyer						
Mail/Post Date:	5/11/2023	Target Audience:	State of Delaware benefit-eligible employees			Quantity:	Posted online
QR Code (Y/N):	No	Users:	N/A	Pages/Session:	N/A	Average Session Duration (MM:SS):	N/A

STATEWIDE BENEFITS OFFICE





ABOUT US

Our motto “Benefits Made Easy” focuses on the goal of helping our members understand their benefits by giving them the information, resources, and tools they need when they need them, so they can make the most of their benefits and healthcare dollars.

BENEFITS WE ADMINISTER

- ☒ Health
- ☒ Prescription
- ☒ Dental
- ☒ Vision
- ☒ Employee Assistance Program (EAP)
- ☒ Surgeons of Excellence
- ☒ Flexible Spending Account (FSA)
- ☒ Accident & Critical Illness Insurance
- ☒ Group Universal Life Insurance
- ☒ Pre-Tax Commuter Benefit
- ☒ Disability Insurance

CONTACT US

 1-800-489-8933

 de.gov/statewidebenefits

 302-739-8339

 benefits@delaware.gov



4	Description: EAP Webinar Informational Flyer						
Mail/Post Date:	5/18/2023	Target Audience:	State of Delaware and Participating Group employees and their family			Quantity:	Posted online
QR Code (Y/N):	Yes	Users:	N/A	Pages/Session:	N/A	Average Session Duration (MM:SS):	N/A

Upcoming Webinars through ComPsych® GuidanceResources®



August

Informed or Informed? Healthy Media Consumption and Social Media Usage

- **Dates:**
 - August 2, 2023 from 12:00 pm - 1:00 pm
 - August 29, 2023 from 5:00 pm - 6:00 pm
- **Description:** Are your media consumption habits helping you make good decisions or are they making you sick? The news and social media are significant sources of stress and anxiety for many people. Participating in social media discussions, reading newspapers, following your favorite political pundits, and watching election news on TV can help you feel informed and engaged. If you're not careful, however, you may use media in unhealthy ways that make you feel worse. This training can help you implement healthy media consumption habits that don't damage your mental and physical well-being.

Register at de.gov/statewidebenefits
(Select your group, then ComPsych *)





Printed Communications: Vendor Communications*

**This section captures general communications that are distributed to the broad audience. Other communications may be sent by vendors based on specific events related to a member.*

Vendor	Communication Description	Distribution Date	Distribution Quantity	SBO Actions Based on SEBC Strategic Framework
Securian Financial	Open Enrollment Opportunities for GUL and A&CI Insurance Benefits Postcard	04/21/2023	42,964	<ul style="list-style-type: none"> Distribute various communications regarding the value of benefits and resources available to GHIP members
Aetna	ER Site of Care Postcard for HMO Members	04/26/2023	14	<ul style="list-style-type: none"> Distribute various communications regarding wellness and condition care management programs, the value of the benefits, and resources available to GHIP members
Aetna	ER Site of Care Postcard for CDH Gold Members	04/26/2023	5	<ul style="list-style-type: none"> Distribute various communications regarding wellness and condition care management programs, the value of the benefits, and resources available to GHIP members
Aetna	Lab Site of Care Postcard for HMO Members	04/26/2023	326	<ul style="list-style-type: none"> Distribute various communications regarding wellness and condition care management programs, the value of the benefits, and resources available to GHIP members
Aetna	Lab Site of Care Postcard for CDH Gold Members	04/26/2023	114	<ul style="list-style-type: none"> Distribute various communications regarding wellness and condition care management programs, the value of the benefits, and resources available to GHIP members
Aetna	Imaging Site of Care Postcard for HMO Members	04/26/2023	134	<ul style="list-style-type: none"> Distribute various communications regarding wellness and condition care management programs, the value of the benefits, and resources available to GHIP members
Aetna	Imaging Site of Care Postcard for CDH Gold Members	04/26/2023	42	<ul style="list-style-type: none"> Distribute various communications regarding wellness and condition care management programs, the value of the benefits, and resources available to GHIP members
CVS Caremark	Standard Control Formulary and ACSF Updates for 07/01/2023	05/01/2023	1,261	N/A – Purpose of letter was to notify members who were negatively affected by tier changes or drug exclusions.



Vendor	Communication Description	Distribution Date	Distribution Quantity	SBO Actions Based on SEBC Strategic Framework
Highmark Delaware	CCMU Postcard	05/12/2023	34,158	<ul style="list-style-type: none">Distribute various communications regarding health plan features, the value of the benefits, and resources available to GHIP members
ComPsych GuidanceResources	EAP Information Posters	05/15/2023	1,528 posters sent to various State organizations to display	<ul style="list-style-type: none">Distribute various communications regarding wellness and condition care management programs, the value of the benefits, and resources available to GHIP members
ASICOBRA	Open Enrollment Letter	05/18/2023	772	N/A – Purpose of the letter was to notify members of action they needed to take for Open Enrollment.
Highmark Delaware	Lab/Imaging Site of Care Postcard for Comprehensive PPO Members	05/22/2023	5,656	<ul style="list-style-type: none">Distribute various communications regarding health plan features, appropriate sites of care, the value of the benefits, and resources available to GHIP members
Highmark Delaware	Lab/Imaging Site of Care Postcard for First State Basic Members	05/22/2023	534	<ul style="list-style-type: none">Distribute various communications regarding health plan features, appropriate sites of care, the value of the benefits, and resources available to GHIP members
Highmark Delaware	ER Site of Care Postcard for Members	05/22/2023	700	<ul style="list-style-type: none">Distribute various communications regarding health plan features, appropriate sites of care, the value of the benefits, and resources available to GHIP members
CVS Caremark	PrudentRx Implementation Welcome Letter	05/24/2023	1,194	<ul style="list-style-type: none">Distribute various communications regarding health plan features, appropriate sites of care, and resources available to GHIP members.
Aetna	ER Site of Care Postcard for HMO Members	05/31/2023	10	<ul style="list-style-type: none">Distribute various communications regarding wellness and condition care management programs, the value of the benefits, and resources available to GHIP members
Aetna	ER Site of Care Postcard for CDH Gold Members	05/31/2023	4	<ul style="list-style-type: none">Distribute various communications regarding wellness and condition care management programs, the value of the benefits, and resources available to GHIP members
Aetna	Lab Site of Care Postcard for HMO Members	05/31/2023	273	<ul style="list-style-type: none">Distribute various communications regarding wellness and condition care management programs, the value of the benefits, and resources available to GHIP members



Vendor	Communication Description	Distribution Date	Distribution Quantity	SBO Actions Based on SEBC Strategic Framework
Aetna	Lab Site of Care Postcard for CDH Gold Members	05/31/2023	122	<ul style="list-style-type: none">Distribute various communications regarding wellness and condition care management programs, the value of the benefits, and resources available to GHIP members
Aetna	Imaging Site of Care Postcard for HMO Members	05/31/2023	132	<ul style="list-style-type: none">Distribute various communications regarding wellness and condition care management programs, the value of the benefits, and resources available to GHIP members
Aetna	Imaging Site of Care Postcard for CDH Gold Members	05/31/2023	37	<ul style="list-style-type: none">Distribute various communications regarding wellness and condition care management programs, the value of the benefits, and resources available to GHIP members
Aetna	ER Site of Care Postcard for HMO Members	06/28/2023	13	<ul style="list-style-type: none">Distribute various communications regarding wellness and condition care management programs, the value of the benefits, and resources available to GHIP members
Aetna	ER Site of Care Postcard for CDH Gold Members	06/28/2023	1	<ul style="list-style-type: none">Distribute various communications regarding wellness and condition care management programs, the value of the benefits, and resources available to GHIP members
Aetna	Lab Site of Care Postcard for HMO Members	06/28/2023	302	<ul style="list-style-type: none">Distribute various communications regarding wellness and condition care management programs, the value of the benefits, and resources available to GHIP members
Aetna	Lab Site of Care Postcard for CDH Gold Members	06/28/2023	103	<ul style="list-style-type: none">Distribute various communications regarding wellness and condition care management programs, the value of the benefits, and resources available to GHIP members
Aetna	Imaging Site of Care Postcard for HMO Members	06/28/2023	113	<ul style="list-style-type: none">Distribute various communications regarding wellness and condition care management programs, the value of the benefits, and resources available to GHIP members
Aetna	Imaging Site of Care Postcard for CDH Gold Members	06/28/2023	38	<ul style="list-style-type: none">Distribute various communications regarding wellness and condition care management programs, the value of the benefits, and resources available to GHIP members



Website Statistics: Google Analytics*

*A session is a single users visit to the SBO website until the browser window is closed. During a session, an individual may view multiple pages. And the same user may have more than one session if they visit the site more than once during the month.

April			
Sessions:	35,918	Total Page Views:	101,850
Average Session Duration (MM:SS):	4:18	Pages Per Session:	2.84
Top Ten Page Views:	<ol style="list-style-type: none"> 1. Homepage (16,082) 2. Open Enrollment Course – K12, DTCC, & DSU Employees (8,169) 3. State Agency Employees Main Page (6,475) 4. K12, DTCC, & DSU Employees Main Page (3,635) 5. Agency Dental Rates (2,704) 6. Open Enrollment Agency Page (2,672) 7. Agency Vision Rates (2,605) 8. SEBC Page (2,337) 9. Highmark Comprehensive PPO Plan Page (2,132) 10. Agency Health Plan Page (2,104) 		

May			
Sessions:	58,297	Total Page Views:	191,572
Average Session Duration (MM:SS):	4:16	Pages Per Session:	3.29
Top Ten Page Views:	<ol style="list-style-type: none"> 1. Homepage (43,470) 2. State Agency Employees Main Page (15,481) 3. K12, DTCC, & DSU Employees Main Page (10,573) 4. Open Enrollment Agency Page (9,446) 5. Open Enrollment Education Page (6,749) 6. FSA Page (5,566) 7. Open Enrollment Landing Page (5,478) 8. SEBC Page (2,337) 9. Benefits Bulletin Page (3,211) 10. Group Universal Life Insurance Page (3,106) 		



June			
Sessions:	21,681	Total Page Views:	59,206
Average Session Duration (MM:SS):	2:32	Pages Per Session:	2.73
Top Ten Page Views:	<ol style="list-style-type: none">1. Homepage (16,082)2. Open Enrollment Course – K12, DTCC, & DSU Employees (8,169)3. State Agency Employees Main Page (6,475)4. K12, DTCC, & DSU Employees Main Page (3,635)5. Agency Dental Rates (2,704)6. Open Enrollment Agency Page (2,672)7. Agency Vision Rates (2,605)8. SEBC Page (2,337)9. Highmark Comprehensive PPO Plan Page (2,132)10. Agency Health Plan Page (2,104)		



Website Statistics: Website Updates

April

Total Website Updates Requested	58
Update Topics:	<ul style="list-style-type: none">• Health: 17• Communications: 17• Online Training: 8• Open Enrollment: 7• Rx: 3• DIP: 2• FSA: 2• Health Observances Announcement: 1• Gym Discounts: 1

May

Total Website Updates Requested	40
Update Topics:	<ul style="list-style-type: none">• Communications: 10• Online Training: 6• Health: 6• DIP: 3• Open Enrollment: 9• FSA: 2• Rx: 2• Health Observance Announcement: 1• Vision: 1

June

Total Website Updates Requested	46
Update Topics:	<ul style="list-style-type: none">• Health: 14• Communications: 9• SurgeryPlus: 4• Online Training: 3• FSA: 3• Secure Ben Rep Sites: 3• GUL: 2• Health Observance Announcement: 2• Rx: 2• DSS Form: 1• DIP: 1• Home Page Banner: 1• Open Enrollment: 1



Website Statistics: Website Survey Responses

April

Total Surveys Received:	42
Survey Topics:	<ul style="list-style-type: none">• Thank You / No Comment / Found Information – 35• Did Not Find Content / No Comment – 2• Spousal Coordination of Benefits – 1• Open Enrollment – 1• Mail Sent to the Wrong Address – 1• SurgeryPlus – 1• Technical Issues - 1

May

Total Email Responses Sent:	36
Response Topics:	<ul style="list-style-type: none">• Thank You / No Comment / Found Information – 11• Spousal Coordination of Benefits – 10• Technical Issues – 3• Did Not Find Content / No Comment – 2• Personal Benefit Inquiry – 2• Cost Comparison Inquiry – 2• SurgeryPlus – 2• Flexible Spending Account Inquiry – 1• Group Universal Life Inquiry – 1• Employee Self Service Inquiry – 1• Double State Share Inquiry – 1

June

Total Email Responses Sent:	0
Response Topics:	<ul style="list-style-type: none">• N/A



Training: Instructor-Led Training (ILT)

1	Title:	Benefits 101		
Target Audience:	Benefit-eligible employees at Courts	Date(s):	04/27/2023	
Attendance:	26	Facilitated:	Virtually	
Evaluation Feedback				
<div>1. 93% of respondents Strongly Agree or Agree that they would recommend this course to others.</div> <div>2. 92% of respondents Strongly Agree or Agree that the course learning objectives were met.</div> <div>3. 92% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.</div> <div>4. 93% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.</div> <div>5. 92% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.</div> <div>6. 93% of respondents Strongly Agree or Agree that it is clear how they will apply this information on their job.</div> <div>7. 93% of respondents Strongly Agree or Agree that overall, they are satisfied with the training.</div>				

2	Title:	Statewide Benefits		
Target Audience:	State of Delaware HR/Benefit Representatives	Date(s):	06/06/2023 and 06/08/2023	
Attendance:	27	Facilitated:	Virtually	
Evaluation Feedback				
<div>1. 88% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.</div> <div>2. 88% of respondents Strongly Agree or Agree that the course learning objectives were met.</div> <div>3. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.</div> <div>4. 88% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.</div> <div>5. 88% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.</div> <div>6. 88% of respondents Strongly Agree or Agree that it is clear how they will apply this information on their job.</div> <div>7. 83% of respondents Strongly Agree or Agree that they would recommend this course to others.</div> <div>8. 83% of respondents Strongly Agree or Agree that overall, they are satisfied with the training.</div>				

3	Title:	Benefits 101		
	Target Audience:	Benefit-eligible employees at DSCYF	Date(s):	06/28/2023
	Attendance:	27	Facilitated:	Virtually
Evaluation Feedback				
<div>1. 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.</div> <div>2. 100% of respondents Strongly Agree or Agree that the course learning objectives were met.</div> <div>3. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.</div> <div>4. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.</div>				



5. 82% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.
6. 100% of respondents Strongly Agree or Agree that it is clear how they will apply this information on their job.
7. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.
8. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the training.



Training: Computer-Based Training (CBT)*

*While the "Fiscal Year Training/Communications Summary" contains all CBTs offered each month, this section only contains data for CBTs that were closed during the quarter. The next quarterly report will contain data thus far for FY24 CBTs including, FY24 Highmark First State Basic Plan, FY24 Aetna CDH Gold Plan, FY24 Aetna HMO Plan, FY24 Highmark Comprehensive PPO Plan, FY24 How to Select a Health Plan, FY24 Choosing the Right Care, Spousal Coordination of Benefits, Dependent Coordination of Benefits, Qualifying Events, Accident and Critical Illness Insurance, FY24 Flexible Spending Account (FSA), State Group Universal Life (GUL) Insurance, and HIPAA Training for Members of the HIPAA Workforce. The report will also contain closing data for the old versions of the following CBTs: Disability Insurance Program Overview, Short Term Disability, Long Term Disability, and Return to Work. These four courses are being redesigned and a new version will be available by the end of Q1 FY24.

1	Title:	FY23 Flexible Spending Account (FSA)	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	04/04/2022 – 07/05/2023
Total Completions: (20)	<ul style="list-style-type: none"> DLC = 11 Website = 9 	Assigned:	N/A
Evaluations Submitted: (10)	<ul style="list-style-type: none"> DLC = 1 Website = 9 		
Evaluation Feedback			
<ol style="list-style-type: none"> 100% of respondents Strongly Agree or Agree that the content was presented clearly. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 100% of respondents Strongly Agree or Agree that they have a better understanding of the Flexible Spending Account (FSA) and how it can help people save money. 100% of respondents Strongly Agree or Agree that they feel more confident in my ability to make informed decisions about participation in the Flexible Spending Account (FSA). 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree that overall, they found this course to be informative. 			

2	Title:	2023 Open Enrollment Guide	
Version(s):	<ul style="list-style-type: none"> State Agency (DLC) State Agency (Website) Education Employees (Website) Participating Group Employees (Website) Non-Medicare Pensioners (Website) 	Availability:	04/04/2023 – 07/05/2023
Assigned: (33,819)	<ul style="list-style-type: none"> Agency – 12,762 Education – 21,057 	Completed: (13,341)	<ul style="list-style-type: none"> Agency – 10,090 Education – 3,200 Participating Groups – 44 Non-Medicare Pensioners – 7
Completion Percentage Based on Assignment: (39.3%)	<ul style="list-style-type: none"> Agency – 79.1% Education – 15.2% 	Evaluations Submitted: (4,065)	<ul style="list-style-type: none"> Agency – 814 Education – 3,200 Participating Groups – 44 Non-Medicare Pensioners – 7
Evaluation Feedback			
<ol style="list-style-type: none"> 98% of respondents Strongly Agree or Agree that the content was organized and easy to understand. 98% of respondents Strongly Agree or Agree that they learned about the benefit changes for the new plan year. 98% of respondents Strongly Agree or Agree that they learned about the steps that they need to complete before and during Open Enrollment. Which of the following Open Enrollment resources do you plan on using (select all that apply). 			



- a. SBO Website = 62.5%
- b. myBenefitsMentor online tool = 30.6%
- c. Enrollment Action Checklist = 36.9%
- d. Health/Dental/Vision Plan Comparison Charts = 53.6%
- e. Other online courses provided by the Statewide Benefits Office = 11.9%
- f. None of the above = 5.6%

3	Title: 2023 HR/Ben Rep Responsibilities for Open Enrollment		
Version(s):	<ul style="list-style-type: none"> State Agency (Website) Education Employees (Website) Participating Group Employees (Website) 	Availability:	04/03/2023 – 07/05/2023
Total Completions: (301)	<ul style="list-style-type: none"> Agency – 123 Education – 85 Participating Groups – 93 	Assigned: (452)	<ul style="list-style-type: none"> Agency – 159 Education – 139 Participating Groups – 154
Completion Percentage Based on Assignment: (66.6%)	<ul style="list-style-type: none"> Agency – 77.4% Education – 61.2% Participating Groups – 60.4% 	Evaluations Submitted: (301)	<ul style="list-style-type: none"> Agency – 123 Education – 85 Participating Groups – 93
Evaluation Feedback			
<ol style="list-style-type: none"> 99% of respondents Strongly Agree or Agree that the content was organized and easy to understand. 97% of respondents Strongly Agree or Agree that they learned about the steps that HR/Benefit Representatives need to complete before Open Enrollment in April. 98% of respondents Strongly Agree or Agree that they learned about the steps that HR/Benefit Representatives need to complete during Open Enrollment in May. 99% of respondents Strongly Agree or Agree that they learned about resources to help them assist employees with the Open Enrollment process. 			

4	Title:	FY23 How to Select a Health Plan		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	04/05/2021 – 07/05/2023	
Total Completions: (73)	<ul style="list-style-type: none">DLC = 23Website = 50	Assigned:	N/A	
Evaluations Submitted: (50)	<ul style="list-style-type: none">DLC = 0Website = 50			
Evaluation Feedback				
<div>1. 98% of respondents Strongly Agree or Agree that the content was presented clearly.</div> <div>2. 98% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</div> <div>3. 96% of respondents Strongly Agree or Agree that they learned about resources to help them select the best coverage based on their anticipated needs.</div> <div>4. 96% of respondents Strongly Agree or Agree that they would recommend this course to others.</div> <div>5. 94% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</div>				



5	Title:	FY23 Choosing the Right Care		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	07/15/2022 – 07/05/2023	
Total Completions: (31)	<ul style="list-style-type: none">DLC = 15Website = 16	Assigned:	N/A	
Evaluations Submitted: (18)	<ul style="list-style-type: none">DLC = 2Website = 16			
Evaluation Feedback				
<div>1. 100% of respondents Strongly Agree or Agree that the content was presented clearly.</div> <div>2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</div> <div>3. 100% of respondents Strongly Agree or Agree that they learned ways to save money by choosing the right care throughout the plan year.</div> <div>4. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</div> <div>5. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the course.</div>				

6	Title:	FY23 Highmark First State Basic Plan		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	07/14/2022 – 07/05/2023	
Total Completions: (9)	<ul style="list-style-type: none">DLC = 0Website = 9	Assigned:	N/A	
Evaluations Submitted: (9)	<ul style="list-style-type: none">DLC = 0Website = 9			
Evaluation Feedback				
<div>1. 100% of respondents Strongly Agree or Agree that the content was presented clearly.</div> <div>2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</div> <div>3. 100% of respondents Strongly Agree or Agree that they have a better understanding of the of the First State Basic Plan.</div> <div>4. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</div> <div>5. 100% of respondents Strongly Agree or Agree that overall, they found this course to be informative.</div>				

7	Title:	FY23 Aetna CDH Gold Plan		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	08/17/2022 – 07/05/2023	
Total Completions: (8)	<ul style="list-style-type: none">DLC = 0Website = 8	Assigned:	N/A	
Evaluations Submitted: (8)	<ul style="list-style-type: none">DLC = 0Website = 8			
Evaluation Feedback				
<div>1. 100% of respondents Strongly Agree or Agree that the content was presented clearly.</div> <div>2. 88% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</div> <div>3. 100% of respondents Strongly Agree or Agree that they have a better understanding of the CDH Gold Plan.</div> <div>4. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</div> <div>5. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</div>				



8	Title:	FY23 Aetna HMO Plan		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	05/26/2022 – 07/05/2023	
Total Completions: (10)	<ul style="list-style-type: none">DLC = 0Website = 10	Assigned:	N/A	
Evaluations Submitted: (10)	<ul style="list-style-type: none">DLC = 0Website = 10			
Evaluation Feedback				
<div>1. 90% of respondents Strongly Agree or Agree that the content was presented clearly.</div> <div>2. 90% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</div> <div>3. 90% of respondents Strongly Agree or Agree that they have a better understanding of the HMO Plan.</div> <div>4. 90% of respondents Strongly Agree or Agree that they would recommend this course to others.</div> <div>5. 90% of respondents Strongly Agree or Agree that overall, they found this course to be informative.</div>				

9	Title:	FY23 Highmark Comprehensive PPO Plan		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	05/26/2022 – 07/05/2023	
Total Completions: (22)	<ul style="list-style-type: none">DLC = 0Website = 22	Assigned:	N/A	
Evaluations Submitted: (22)	<ul style="list-style-type: none">DLC = 0Website = 22			
Evaluation Feedback				
<div>1. 91% of respondents Strongly Agree or Agree that the content was presented clearly.</div> <div>2. 91% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</div> <div>3. 91% of respondents Strongly Agree or Agree that they have a better understanding of the Comprehensive PPO Plan.</div> <div>4. 91% of respondents Strongly Agree or Agree that they would recommend this course to others.</div> <div>5. 91% of respondents Strongly Agree or Agree that overall, they found this course to be informative.</div>				



Training: Vendor Webinars

Vendor	Webinar	Date	Attendance	Evaluation Feedback
Aetna	Power of Volunteering	04/06/2023 at 12:00pm	2	None provided
Delta Dental	Oral Health and Wellness – The Whole “Tooth” About a Health Smile	04/11/2023 at 4:00pm	0	N/A
The Hartford	THAA Access and Navigation	04/18/2023 at 9:00am	55	None provided
Aetna	Power of Positivity	04/24/2023 at 5:00pm	1	None provided
ComPsych GuidanceResources	Mental Health Awareness	05/04/2023 at 5:00pm	10	<ul style="list-style-type: none">• The information provided was useful (1-worst, 5-best) = 4.75• The facilitator was effective at holding my interest (1-worst, 5-best) = 4.875
Aetna	Leadership	05/10/2023 at 5:00pm	0	N/A
ComPsych GuidanceResources	Mental Health Awareness	05/16/2023 at 11:00am	58	<ul style="list-style-type: none">• The information provided was useful (1-worst, 5-best) = 4.69• The facilitator was effective at holding my interest (1-worst, 5-best) = 4.54
Delta Dental	Oral Health and Wellness – The Whole “Tooth” About a Health Smile	05/23/2023 at 12:00pm	1	None provided
Aetna	Motivate, Recognize, and Energize	05/25/2023 at 12:00pm	1	None provided
The Hartford	THAA Access and Navigation for DIP/RTW Reps	06/13/2023 at 9:00am	39	None provided
Aetna	Creating a Great Place to Work in Ten Easy Steps	06/14/2023 at 12:00pm	2	None provided
Delta Dental	Oral Health and Wellness – The Whole “Tooth” About a Health Smile	6/15/2023 at 4:00pm	2	None provided
Aetna	Sun Protection	06/26/2023 at 5:00pm	0	N/A