

Statewide Benefits Office Training/Communications Report

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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 completions per course for courses that are not assigned = 26 people per course during the first half of FY2024
- Computer based training completion rate for *Choosing the Right Care* course assigned to employees:
 - Total = 30.5%
 - Agency = 70.3%
 - Education = 6.3%
- Average readership of the Benefits Bulletin (monthly e-newsletter) for the fourth quarter of FY2024 = 2.22%

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 2023</i>	<i>Aug 2023</i>	<i>Sept 2023</i>	<i>Oct 2023</i>	<i>Nov 2023</i>	<i>Dec 2023</i>	<i>Jan 2024</i>	<i>Feb 2024</i>	<i>Mar 2024</i>	<i>Apr 2024</i>	<i>May 2024</i>	<i>June 2024</i>
Targeted Emails Distributed	9	4	4	5	7	9						
Benefits Bulletin Distributed	1	1	1	1	1	1						
State Memos Distributed	3	2	4	4	1	5						
Participating Group Memos Distributed	4	2	4	3	1	3						
Organization Specific Memos Distributed	2	2	3	3	0	3						
State Alerts Distributed	0	0	2	0	0	0						
Participating Group Alerts Distributed	0	0	2	0	0	0						
SBO Communications Mailbox Responses	21	36	17	40	52	45						
Electronic Communications Distributed by Vendors	1	1	2	2	2	2						
Letters/Packets Distributed	0	1	0	3	0	0						
Postcards Distributed	0	0	0	0	0	0						
Posters/Flyers Distributed	4	1	1	0	0	0						
Printed Communications Distributed by Vendors	2	2	1	2	4	1						
Total SBO Website Sessions	15,206	14,304	13,863	13,974	14,622	14,922						
Total SBO Website Updates	43	42	43	55	24	41						
Website Surveys Received	2	3	0	6	21	14						
SBO Instructor-Led Training Sessions	0	2	3	2	3	3						
SBO Computer-Based Training Courses Available	17	17	17	17	17	17						
Vendor Webinars	2	4	4	6	5	4						



Electronic Communications: Targeted Emails

Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
Employee Assistance Program (EAP) August Webinars	SBO	07/11/2023	State agency, K12, DTCC, and DSU benefit-eligible employees	38,890	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your Health Plan	SBO	07/12/2023	State agency, K12, DTCC, and DSU benefit-eligible employees enrolled in the Highmark First State Basic health plan for the FY24 plan year	2,981	<ul style="list-style-type: none"> Continue to promote educational tools and resources that help members identify high quality, high value providers. Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles. Continue to offer access to physical therapy in multiple formats. Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care. Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs. Continue to monitor utilization of the third-party Centers of Excellence benefit and drive



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
					<p>engagement through additional member education and ongoing review of incentives.</p> <ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your Health Plan	SBO	07/12/2023	State agency, K12, DTCC, and DSU benefit-eligible employees enrolled in the Aetna CDH Gold health plan for the FY24 plan year	2,543	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high quality, high value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
Important Information Regarding Your Health Plan	SBO	07/12/2023	State agency, K12, DTCC, and DSU benefit-eligible employees enrolled in the Aetna HMO health plan for the FY24 plan year	5,824	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.• Continue to promote educational tools and resources that help members identify high quality, high value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to communicate the value of benefits provided along with member education resources.



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
Important Information Regarding Your Health Plan	SBO	07/12/2023	State agency, K12, DTCC, and DSU benefit-eligible employees enrolled in the Highmark Comprehensive PPO health plan for the FY24 plan year	21,966	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high quality, high value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to communicate the value of benefits provided along with member education resources.
Learn About Your Benefits!	SBO	07/13/2023	State agency benefit-eligible employees	14,642	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high quality, high value providers.



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					<ul style="list-style-type: none">• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to communicate the value of benefits provided along with member education resources.
7/14/2024 Group Universal Life Insurance Deduction	SBO	07/14/2023	GUL members impacted by the 07/14/2024 Pay File	1,503	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.
Flexible Spending Account Enrollment in the FY24 Plan Year	SBO	07/26/2023	State agency, K12, DTCC, and DSU employees currently enrolled in the FSA plan	8,725	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
Review/Update GUL Beneficiary Designation(s)	SBO	07/27/2023	(Health Care and/or Dependent Care) State agency, K12, DTCC, and DSU employees currently enrolled in GUL Insurance	12,615	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Accident and/or Critical Illness Insurance in the FY24 Plan Year	SBO	08/03/2023	State agency, K12, DTCC, and DSU employees enrolled in A&CI Insurance	2,903	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Seats Are Still Available for Benefits Training!	SBO	08/15/2023	State agency benefit-eligible employees	14,700	<ul style="list-style-type: none"> Continue to promote educational tools and resources that help members identify high quality, high value providers. Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles. Continue to offer access to physical therapy in multiple formats. Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care. Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs. Continue to monitor utilization of the third-party Centers of Excellence benefit and drive



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					<ul style="list-style-type: none"> engagement through additional member education and ongoing review of incentives. Continue to communicate the value of benefits provided along with member education resources.
Attention School Employees! Employee Assistance Program (EAP) September Live and Recorded Webinars	SBO	08/17/2023	Benefit-eligible K12, DTCC, and DSU employees	24,024	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Employee Assistance Program (EAP) September Live and Recorded Webinars	SBO	08/17/2023	Benefit-eligible State agency employees	14,701	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Mandatory HIPAA Training	SBO	09/07/2023	Members of the HIPAA Workforce who are out of compliance with the training policy	111	<ul style="list-style-type: none"> N/A
Delta Dental Live and Recorded Webinars	SBO	09/20/2023	State agency, K12, DTCC, and DSU benefit-eligible employees	39,023	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Attention School Employees! Employee Assistance Program (EAP) October Live and Recorded Webinars	SBO	09/22/2023	Benefit-eligible K12, DTCC, and DSU employees	24,307	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Employee Assistance Program (EAP) October Live and Recorded Webinars	SBO	09/22/2023	Benefit-eligible State agency employees	14,713	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Seats Are Still Available for Benefits Training!	SBO	10/10/2023	State agency benefit-eligible employees	14,787	<ul style="list-style-type: none"> Continue to promote educational tools and resources that help members identify high quality, high value providers. Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including



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					<p>coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.</p> <ul style="list-style-type: none"> • Continue to offer access to physical therapy in multiple formats. • Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. • Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. • Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care. • Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs. • Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives. • Continue to communicate the value of benefits provided along with member education resources.
Blood Bank of Delmarva Needs Your Help	SBO	10/12/2023	State agency, K12, DTCC, and DSU benefit-eligible employees	39,432	<ul style="list-style-type: none"> • N/A
Make Your Dental Health a Top Priority	SBO	10/16/2023	State agency, K12, DTCC, and DSU employees enrolled in Delta Dental plan	18,364	<ul style="list-style-type: none"> • Continue to communicate the value of benefits provided along with member education resources.
Make Your Dental Health a Top Priority	SBO	10/16/2023	State agency, K12, DTCC, and DSU employees enrolled in Dominion National plan	1,820	<ul style="list-style-type: none"> • Continue to communicate the value of benefits provided along with member education resources.



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National Chiropractic Health Month	SBO	10/26/2023	State agency, K12, DTCC, and DSU employees enrolled in a non-Medicare health plan	33,038	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to offer access to physical therapy in multiple formats. Continue to engage with the Delaware Chiropractic Network on collaborative efforts to make GHIP members aware of the benefits of chiropractic care and the services covered under the GHIP.
Attention School Employees! Get the Most Out of Your Health Plan – Complete SBO’s Choosing the Right Care Online Course by 12/29/2023	SBO	11/1/2023	K12, DTCC, and DSU employee enrolled in a State of Delaware non-Medicare health plan	20,359	<ul style="list-style-type: none"> Continue to promote educational tools and resources that help members identify high quality, high value providers. Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care. Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives. Continue to communicate the value of benefits provided along with member education resources.
Get the Most Out of Your Health Plan – Complete SBO’s Choosing the Right Care Online Course by 12/29/2023	SBO	11/1/2023	State agency employees enrolled in a State of Delaware non-Medicare health plan but not in the DLC	120	<ul style="list-style-type: none"> Continue to promote educational tools and resources that help members identify high quality, high value providers. Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.



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					<ul style="list-style-type: none"> • Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care. • Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives. • Continue to communicate the value of benefits provided along with member education resources.
Choosing the Right Care – Online Course	SBO	11/1/2023	State agency, K12, DTCC, and DSU employees who completed the Choosing the Right Care online course between July 1, 2023 – October 30, 2023	10	<ul style="list-style-type: none"> • Continue to promote educational tools and resources that help members identify high quality, high value providers. • Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. • Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care. • Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives. • Continue to communicate the value of benefits provided along with member education resources.
TRAINING ASSIGNED: Choosing the Right Care (Due 12/29/2023)	DLC	11/1/2023	State agency employees enrolled in a State of Delaware non-Medicare health plan	12,546	<ul style="list-style-type: none"> • Continue to promote educational tools and resources that help members identify high quality, high value providers. • Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.



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<p>REMINDER – Attention School Employees! Complete SBO’s Choosing the Right Care Online Course by 12/29/2023 to Learn How to Get the Most Out of Your Health Plan</p>	SBO	11/21/2023	K12, DTCC, and DSU employees enrolled in a State of Delaware non-Medicare health plan who have not completed the online course	20,073	<ul style="list-style-type: none"> • Continue to promote educational tools and resources that help members identify high quality, high value providers. • Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. • Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care. • Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives. • Continue to communicate the value of benefits provided along with member education resources.
<p>REMINDER: Choosing the Right Care (Due 12/29/2023)</p>	DLC	11/21/2023	State agency employees enrolled in a State of Delaware non-Medicare health plan who have not completed the online course	8,756	<ul style="list-style-type: none"> • Continue to promote educational tools and resources that help members identify high quality, high value providers. • Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.



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					<ul style="list-style-type: none">• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to communicate the value of benefits provided along with member education resources.
Seats Are Still Available for Benefits Training!	SBO	11/30/2023	State agency benefit-eligible employees	14,850	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high quality, high value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
					<ul style="list-style-type: none"> Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives. Continue to communicate the value of benefits provided along with member education resources.
Find Cancer Early – Take Control of Your Health	SBO	12/04/2023	State agency, K12, DTCC, and DSU benefit-eligible employees	39,779	<ul style="list-style-type: none"> Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.
Consent to Receive Information Online	SBO	12/06/2023	State agency, K12, DTCC, and DSU benefit-eligible employees	39,779	<ul style="list-style-type: none"> N/A
Get the Facts on What’s Happening	SBO	12/14/2023	State agency, K12, DTCC, and DSU benefit-eligible employees	39,779	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Delta Dental Live and Recorded Webinars on Oral Health	SBO	12/19/2023	State agency, K12, DTCC, and DSU benefit-eligible employees	39,779	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
REMINDER – Attention School Employees! Complete SBO’s Choosing the Right Care Online Course by 12/29/2023 to Learn How to Get the Most Out of Your Health Plan	SBO	12/20/2023	K12, DTCC, and DSU employees enrolled in a State of Delaware non-Medicare health plan who have not completed the online course	19,730	<ul style="list-style-type: none"> Continue to promote educational tools and resources that help members identify high quality, high value providers. Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care. Continue to monitor utilization of the third-party Centers of Excellence benefit and drive



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					<p>engagement through additional member education and ongoing review of incentives.</p> <ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
REMINDER: Choosing the Right Care (Due 12/29/2023)	DLC	12/20/2023	State agency employees enrolled in a State of Delaware non-Medicare health plan who have not completed the online course	6,430	<ul style="list-style-type: none"> Continue to promote educational tools and resources that help members identify high quality, high value providers. Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care. Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives. Continue to communicate the value of benefits provided along with member education resources.
Upcoming Changes to Digital Platform for Mental Health Care Access through EAP	SBO	12/21/2023	State agency, K12, DTCC, and DSU benefit-eligible employees	39,779	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
FINAL REMINDER – Attention School Employees! Complete SBO’s Choosing the Right Care Online Course by 12/29/2023 to Learn How to Get the Most Out of Your Health Plan	SBO	12/29/2023	K12, DTCC, and DSU employees enrolled in a State of Delaware non-Medicare health plan who have not completed the online course	19,360	<ul style="list-style-type: none"> Continue to promote educational tools and resources that help members identify high quality, high value providers. Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.



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FINAL REMINDER: Choosing the Right Care (Due 12/29/2023)	DLC	12/29/2023	State agency employees enrolled in a State of Delaware non-Medicare health plan who have not completed the online course	4,551	<ul style="list-style-type: none">• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to communicate the value of benefits provided along with member education resources. <ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high quality, high value providers.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to communicate the value of benefits provided along with member education resources.



Electronic Communications: Benefits Bulletin

July	https://dhr.delaware.gov/benefits/news/documents/2023/070623.pdf				
Distribution Mailbox:	SBO Communications	Date Distributed:	07/06/2023		
Target Audience:	Benefit-eligible employees of State agencies, K12, DTCC, and DSU				
Articles:	<ul style="list-style-type: none"> • New Plan Year • Did You Know? • State Employee Benefits Committee (SEBC) Corner • Ultraviolet (UV) Safety Month • Upcoming Webinars • Employee Spotlight – Hinge Health • Lobster Roll • Hidden Treasures Activity 				
Total Recipients:	38,892	Trackable Links (Y/N):	Yes	Total Readers:	Unavailable*
Sessions:	Unavailable*	Average Session Duration (MM:SS):	Unavailable*	Hidden Treasures Responses:	48
SBO Tactics Based on SEBC Strategic Framework	<ul style="list-style-type: none"> • Continue to promote educational tools and resources that help members identify high quality, high value providers. • Continue to offer access to physical therapy in multiple formats. • Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. • Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care. • Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives. • Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. • Continue to communicate the value of benefits provided along with member education resources. 				

*SBO transitioned from standard Google Analytics to GA4 and data information was not available at this time.

August	https://dhr.delaware.gov/benefits/news/documents/2023/080223.pdf				
Distribution Mailbox:	SBO Communications	Date Distributed:	08/02/2023		
Target Audience:	Benefit-eligible employees of State agencies, K12, DTCC, and DSU				



Articles:	<ul style="list-style-type: none"> • Flexible Spending Account (FSA) Deadlines • Children’s Eye Health and Safety Month • Back to School • National Immunization Month • Share Your Experience • Upcoming Webinars • State Employee Benefits Committee (SEBC) Corner • Frozen Fruit Pops • Hidden Treasures Activity 				
Total Recipients:	38,724	Trackable Links (Y/N):	Yes	Total Readers:	795
Sessions:	1,653	Average Session Duration (MM:SS):	0:53	Hidden Treasures Responses:	54
SBO Tactics Based on SEBC Strategic Framework	<ul style="list-style-type: none"> • Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. • Continue to communicate the value of benefits provided along with member education resources. 				

September	https://dhr.delaware.gov/benefits/news/documents/2023/090623.pdf				
Distribution Mailbox:	SBO Communications	Date Distributed:	09/06/2023		
Target Audience:	Benefit-eligible employees of State agencies, K12, DTCC, and DSU				
Articles:	<ul style="list-style-type: none"> • Pain Awareness Month • Flu and COVID-19 Vaccines • Employee Spotlight • Cholesterol Education Month • Retiree <i>Healthcare</i> Newsletter • Upcoming Webinars • State Employee Benefits Committee (SEBC) Corner • Apple Raisin Salad • Hidden Treasures Activity 				
Total Recipients:	39,019	Trackable Links (Y/N):	Yes	Total Readers:	898
Sessions:	1,750	Average Session Duration (MM:SS):	0:53	Hidden Treasures Responses:	72



SBO Tactics Based on SEBC Strategic Framework	<ul style="list-style-type: none"> • Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. • Continue to offer access to physical therapy in multiple formats. • Continue to communicate the value of benefits provided along with member education resources.
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October	https://dhr.delaware.gov/benefits/news/documents/2023/100423.pdf?ver=1004				
Distribution Mailbox:	SBO Communications	Date Distributed:	10/04/2023		
Target Audience:	Benefit-eligible employees of State agencies, K12, DTCC, and DSU				
Articles:	<ul style="list-style-type: none"> • Obtain and/or Increase GUL Coverage Year Round • National Chiropractic Health Month • National Dental Hygiene Month • Breast Cancer Awareness Month • National Disability Employment Awareness Month • Upcoming Webinars • State Employee Benefits Committee (SEBC) Corner • Philly Cheesesteak Stuffed Peppers • Hidden Treasures Activity 				
Total Recipients:	39,432	Trackable Links (Y/N):	Yes	Total Readers:	978
Sessions:	2,126	Average Session Duration (MM:SS):	0:50	Hidden Treasures Responses:	100
SBO Tactics Based on SEBC Strategic Framework	<ul style="list-style-type: none"> • Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. • Continue to offer access to physical therapy in multiple formats. • Continue to engage with the Delaware Chiropractic Network on collaborative efforts to make GHIP members aware of the benefits of chiropractic care and the services covered under the GHIP. • Continue to communicate the value of benefits provided along with member education resources. 				

November	https://dhr.delaware.gov/benefits/news/documents/2023/110723.pdf				
Distribution Mailbox:	SBO Communications	Date Distributed:	11/07/2023		
Target Audience:	Benefit-eligible employees of State agencies, K12, DTCC, and DSU				



Articles:	<ul style="list-style-type: none"> • Group Universal Life Cash Value Account • National Diabetes Month • Grateful for Gratitude • The Spirit of Giving – Donate Blood • State Employee Benefits Committee (SEBC) Corner • Upcoming Webinars • Diabetes Plate Method • Hidden Treasures Activity 				
Total Recipients:	39,620	Trackable Links (Y/N):	Yes	Total Readers:	898
Sessions:	1,836	Average Session Duration (MM:SS):	0:51	Hidden Treasures Responses:	75
SBO Tactics Based on SEBC Strategic Framework	<ul style="list-style-type: none"> • Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles. • Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. • Continue to communicate the value of benefits provided along with member education resources. 				

December	https://dhr.delaware.gov/benefits/news/documents/2023/121323.pdf				
Distribution Mailbox:	SBO Communications	Date Distributed:	12/13/2023		
Target Audience:	Benefit-eligible employees of State agencies, K12, DTCC, and DSU				
Articles:	<ul style="list-style-type: none"> • Holiday Health • Leapfrog Hospital Safety Grade • State Employee Benefits Committee (SEBC) Corner • New ComPsych® Platform in 2024! • Employee Spotlight • Upcoming Webinars • Choosing Wisely • Salmon with Honey & Balsamic Glaze • Hidden Treasures Activity 				
Total Recipients:	39,779	Trackable Links (Y/N):	Yes	Total Readers:	791
Sessions:	1,300	Average Session Duration (MM:SS):	1:03	Hidden Treasures Responses:	64



**SBO Tactics
Based on SEBC
Strategic
Framework**

- Continue to promote educational tools and resources that help members identify high quality, high value providers.
- Continue to offer access to physical therapy in multiple formats.
- Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.
- Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.
- Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.
- Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.
- Continue to communicate the value of benefits provided along with member education resources.



Electronic Communications: State Memos

Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Upcoming Employee Assistance Program (EAP) Webinars	#23-22	07/05/2023	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	572	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Open Enrollment Participation Stats	#23-23	07/13/2023	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	580	<ul style="list-style-type: none"> N/A
Updated Qualifying Events Online Training Course Available	#23-24	07/31/2023	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	578	<ul style="list-style-type: none"> N/A
New SBO and ICO Address Effective August 22, 2023	#23-25	08/08/2023	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	609	<ul style="list-style-type: none"> N/A
Upcoming Employee Assistance Program (EAP) Webinars	#23-26	08/16/2023	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	569	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Updated New Hire Notices and Related Procedures – HIPAA Privacy, ACA Exchange and Medicare Enrollment	#23-27	09/07/2023	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	550	<ul style="list-style-type: none"> N/A
Group Health Insurance Plan Eligibility and Enrollment Rule Revisions Pursuant to House Bill 185- Elimination of State Share Waiting Period	#23-28	09/13/2023	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	572	<ul style="list-style-type: none"> N/A
Upcoming Employee Assistance Program (EAP) Webinars	#23-29	09/21/2023	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	578	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Flu and COVID-19 Vaccines	#23-30	09/27/2023	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	566	<ul style="list-style-type: none"> Continue to educate members on the availability of preventive care and condition-specific resources to support



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
NEW SBO External Procedure ACC-017 One-Time Exception for Duplicate Coverage (Non-Compliance) Mid-Year Election Change	#23-31	10/02/2023	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	566	lifestyle risk reduction through the GHIP and other community resources. <ul style="list-style-type: none"> • N/A
Choosing the Right Care Online Course Completion	#23-32	10/05/2023	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	566	<ul style="list-style-type: none"> • Continue to promote educational tools and resources that help members identify high quality, high value providers. • Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. • Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care. • Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.
Blood Bank of Delmarva (BBD) Needs Your Help – Host Blood Drives	#23-33	10/11/2023	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	567	<ul style="list-style-type: none"> • N/A
ACA Reporting- Important Deadline for November and December 2023 Reporting	#23-34	10/18/2023	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	566	<ul style="list-style-type: none"> • N/A
Special Enrollment Period (SEP) Extension Due to Medicaid Coverage Redeterminations	#23-35	11/01/2023	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	565	<ul style="list-style-type: none"> • N/A



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
New Resource Document – Get the Facts on What’s Happening	#23-36	12/12/2023	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	571	<ul style="list-style-type: none">• N/A
Paid Family and Medical Leave (PFML) Insurance Program	#23-37	12/15/2023	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	585	<ul style="list-style-type: none">• N/A
Assistance Needed - Achieving Higher Participation in Choosing the Right Care Course	#23-38	12/18/2023	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	585	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high quality, high value providers.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.
Upcoming Changes to Digital Platform for Mental Health Care Access through EAP	#23-39	12/19/2023	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	576	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.
Calendar Year (CY) 2024 Pre-Tax Commuter and Fiscal Year (FY) 2025 Health Care Flexible Spending Account (FSA) Max Limit Increase	#23-40	12/27/2023	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	555	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.



Electronic Communications: Participating Group Memos

Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
NEBS User Manual Updates	#23-14	07/03/2023	Group Health Insurance Plan Participating Group Human Resource and Benefit Managers & Representatives	185	<ul style="list-style-type: none"> N/A
Upcoming Employee Assistance Program (EAP) Webinars	#23-15	07/05/2023	Group Health Insurance Plan Participating Group Human Resource and Benefit Managers & Representatives	185	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Site of Care Flyer/Cards Available on SBO Website	#23-16	07/20/2023	Group Health Insurance Plan Participating Group Human Resource and Benefit Managers & Representatives	186	<ul style="list-style-type: none"> Continue to promote educational tools and resources that help members identify high quality, high value providers. Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care. Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.
Updated Qualifying Events Online Training Course Available	#23-17	07/31/2023	Group Health Insurance Plan Participating Group Human Resource and Benefit Managers & Representatives	187	<ul style="list-style-type: none"> N/A
New SBO and ICO Address Effective August 22, 2023	#23-18	08/08/2023	Group Health Insurance Plan Participating Group Human Resource and Benefit Managers & Representatives	188	<ul style="list-style-type: none"> N/A



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Upcoming Employee Assistance Program (EAP) Webinars	#23-19	08/16/2023	Group Health Insurance Plan Participating Group Human Resource and Benefit Managers & Representatives	190	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Updated SBO Procedure – HIPAA Privacy Notice for Participating Groups	#23-20	09/11/2023	Group Health Insurance Plan Participating Group Human Resource and Benefit Managers & Representatives	190	<ul style="list-style-type: none"> N/A
Group Health Insurance Plan Eligibility and Enrollment Rule Revisions Pursuant to House Bill 185- Elimination of State Share Waiting Period	#23-21	09/14/2023	Group Health Insurance Plan Participating Group Human Resource and Benefit Managers & Representatives	190	<ul style="list-style-type: none"> N/A
Upcoming Employee Assistance Program (EAP) Webinars	#23-22	09/21/2023	Group Health Insurance Plan Participating Group Human Resource and Benefit Managers & Representatives	190	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Flu and COVID-19 Vaccines	#23-23	09/27/2023	Group Health Insurance Plan Participating Group Human Resource and Benefit Managers & Representatives	189	<ul style="list-style-type: none"> Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.
NEW SBO External Procedure ACC-018 One-Time Exception for Duplicate Coverage (Non-Compliance) Mid-Year Election Change - Participating Groups	#23-24	10/02/2023	Group Health Insurance Plan Participating Group Human Resource and Benefit Managers & Representatives	189	<ul style="list-style-type: none"> N/A
Choosing the Right Care Online Course Completion	#23-25	10/06/2023	Group Health Insurance Plan Participating Group Human Resource and Benefit Managers & Representatives	190	<ul style="list-style-type: none"> Continue to promote educational tools and resources that help members identify high quality, high value providers. Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. Continue to educate GHIP members on lower cost alternatives to the



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
					<p>emergency room for non-emergency care.</p> <ul style="list-style-type: none">• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.
Blood Bank of Delmarva (BBD) Needs Your Help – Host Blood Drives	#23-26	10/11/2023	Group Health Insurance Plan Participating Group Human Resource and Benefit Managers & Representatives	190	<ul style="list-style-type: none">• N/A
Special Enrollment Period (SEP) Extension Due to Medicaid Coverage Redeterminations	#23-27	11/01/2023	Group Health Insurance Plan Participating Group Human Resource and Benefit Managers & Representatives	190	<ul style="list-style-type: none">• N/A
New Resource Document – Get the Facts on What’s Happening	#23-28	12/12/2023	Group Health Insurance Plan Participating Group Human Resource and Benefit Managers & Representatives	191	<ul style="list-style-type: none">• N/A
Group Health Insurance Plan FY25 Deficit and Potential Rate Action	#23-29	12/13/2023	Group Health Insurance Plan Participating Group Human Resource and Benefit Managers & Representatives	190	<ul style="list-style-type: none">• N/A
Upcoming Changes to Digital Platform for Mental Health Care Access through EAP	#23-30	12/19/2023	Group Health Insurance Plan Participating Group Human Resource and Benefit Managers & Representatives	190	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.



Electronic Communications: Organization Specific Memos

Subject	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
FY24 Pay Plan Instructions – Short Term Disability (STD) Program	07/07/2023	State Agency Human Resource, Benefit, and Payroll Representatives with Disability Insurance Program (DIP) and/or Return to Work (RTW) Administrative or Paying Responsibilities	187	<ul style="list-style-type: none"> • N/A
Virtual Instructor-Led Benefit Training	07/11/2023	State Agency Human Resource and Benefit Managers & Specialists	223	<ul style="list-style-type: none"> • Continue to promote educational tools and resources that help members identify high quality, high value providers. • Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles. • Continue to offer access to physical therapy in multiple formats. • Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. • Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. • Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care. • Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs. • Continue to monitor utilization of the third-party Centers of Excellence benefit and drive



Subject	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
				engagement through additional member education and ongoing review of incentives. <ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Disability Insurance Program (DIP) - Data Security Incident Involving Hartford’s Claim Vendor	08/03/2023	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	423	<ul style="list-style-type: none"> N/A
Disability Insurance Program (DIP) - Data Security Incident Involving Hartford’s Claim Vendor	08/03/2023	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	30	<ul style="list-style-type: none"> N/A
Disability Insurance Program (DIP) – Instructions for Implementation of Fiscal Year 2024 Pay Plan and 6% Supplement	09/19/2023	School District and Charter School Human Resource, Benefits, and Payroll Representatives with Disability Insurance Program (DIP) and/or Return to Work (RTW) Administrative or Paying Responsibilities	192	<ul style="list-style-type: none"> N/A
Disability Insurance Program (DIP) – Required New Virtual “Getting the Most out of THAA” Demo Training on The Hartford Ability Advantage (THAA) System and Virtual “THAA Access & Navigation” Presentation	09/20/2023	State Agency, School District, Charter School, DTCC, and DSU Human Resource, Benefits and Payroll Representatives with Disability Insurance Program (DIP) and/or Return to Work (RTW) Administrative or Paying Responsibilities	364	<ul style="list-style-type: none"> N/A
Disability Insurance Program (DIP) – Required New Virtual “Getting the Most out of THAA” Demo Training on The Hartford Ability Advantage (THAA) System	09/20/2023	University of Delaware (UD) and Delaware Solid Waste Authority (DSWA) Human Resource, Benefits and Payroll Representatives with Disability Insurance Program (DIP) and/or Return to Work	6	<ul style="list-style-type: none"> N/A



Subject	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
and Virtual “THAA Access & Navigation” Presentation		(RTW) Administrative or Paying Responsibilities		
Disability Insurance Program (DIP) – PHRST’s Instructions for Entering 6% Supplement in Additional Pay	10/19/2023	School District and Charter School Human Resource, Benefits, and Payroll Representatives with Disability Insurance Program (DIP) and/or Return to Work (RTW) Administrative or Paying Responsibilities	160	<ul style="list-style-type: none"> • N/A
Template Emails for Choosing the Right Care Online Course Completion	10/20/2023	School District, Charter School, DTCC, and DSU Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	189	<ul style="list-style-type: none"> • Continue to promote educational tools and resources that help members identify high quality, high value providers. • Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. • Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care. • Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.
Template Emails for Choosing the Right Care Online Course Completion	10/20/2023	State Agency Human Resource and Benefits Managers & Specialists	198	<ul style="list-style-type: none"> • Continue to promote educational tools and resources that help members identify high quality, high value providers. • Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. • Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care. • Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.



Subject	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
HIPAA Training for Supervisors and Managers	12/04/2023	State Agency Human Resource and Benefits Managers & Specialists	220	• N/A
Disability Insurance Program (DIP) – Virtual “Getting the Most out of THAA” Demo Training on The Hartford Ability Advantage (THAA) System and Virtual “THAA Access & Navigation” Presentation – 2024 Training Dates	12/13/2023	State Agency, School District, Charter School, DTCC, and DSU Human Resource, Benefits, and Payroll Representatives with Disability Insurance Program (DIP) and/or Return to Work (RTW) Administrative or Paying Responsibilities	350	• N/A
Disability Insurance Program (DIP) – Virtual “Getting the Most out of THAA” Demo Training on The Hartford Ability Advantage (THAA) System and Virtual “THAA Access & Navigation” Presentation – 2024 Training Dates	12/13/2023	University of Delaware (UD) and Delaware Solid Waste Authority (DSWA) Human Resource, Benefits and Payroll Representatives with Disability Insurance Program (DIP) and/or Return to Work (RTW) Administrative or Paying Responsibilities	6	• N/A



Electronic Communications: State Alerts

Subject	Alert Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Disability Insurance Program (DIP) – FY24 27th Pay Period, Less Than Twelve Month Educational Employees	#04-23	09/08/2023	Human Resource, Benefits, and Payroll Representatives with Disability Insurance Program (DIP) and/or Return to Work (RTW) Administrative or Paying Responsibilities	173	<ul style="list-style-type: none">N/A
Disability Insurance Program (DIP) – Create a Security PIN for THAA	#05-23	09/11/2023	Human Resource, Benefits, and Payroll Representatives with Disability Insurance Program (DIP) and/or Return to Work (RTW) Administrative or Paying Responsibilities	402	<ul style="list-style-type: none">N/A



Electronic Communications: Participating Group Alerts

Subject	Alert Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Disability Insurance Program (DIP) – FY24 27th Pay Period, Less Than Twelve Month Educational Employees	#03-23	09/08/2023	University of Delaware’s Human Resource, Benefits, and Payroll Representatives with Disability Insurance Program (DIP) and/or Return to Work (RTW) Administrative or Paying Responsibilities	4	<ul style="list-style-type: none">• N/A
Disability Insurance Program (DIP) – Create a Security PIN for THAA	#04-23	09/11/2023	University of Delaware and Delaware Solid Waste Authority Human Resource, Benefits, and Payroll Representatives with Disability Insurance Program (DIP) and/or Return to Work (RTW) Administrative or Paying Responsibilities	30	<ul style="list-style-type: none">• N/A



Electronic Communications: SBO Communications Mailbox Responses

July	
Total Email Responses Sent:	21
Response Topics:	<ul style="list-style-type: none">• Benefit Inquiries – 11• Emails Forwarded to SBO Customer Service Team – 6• SBO Master Contact List Updates – 1• Training/DLC Inquiries – 1• Recipient hit “reply” instead of “forward” – 1• Spousal Coordination of Benefits Inquiries – 1

August	
Total Email Responses Sent:	36
Response Topics:	<ul style="list-style-type: none">• Training/DLC Inquiries – 16• Emails Forwarded to SBO Customer Service Team – 6• Benefit Inquiries – 5• Website Survey Responses – 3• SBO Master Contact List Updates – 3• Manual Replies to Hidden Treasures Activity – 1• Wants to Unsubscribe – 1• Gym Discounts – 1

September	
Total Email Responses Sent:	17
Response Topics:	<ul style="list-style-type: none">• SBO Master Contact List Updates – 6• Training/DLC Inquiries – 4• Emails Forwarded to SBO Customer Service Team – 4• Benefit Inquiries – 2• Gym Discounts – 1

October	
Total Email Responses Sent:	40
Response Topics:	<ul style="list-style-type: none">• Emails Forwarded to SBO Customer Service Team – 15• Training/DLC Inquiries – 6• Website Survey Responses – 5



	<ul style="list-style-type: none">• Blood Bank – 4• Benefit Inquiries – 3• Manual Replies to Hidden Treasures Activity – 3• SBO Master Contact List Updates – 2• Emails Forwarded to SEBC – 1• Benefits Bulletin Comments – 1
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November	
Total Email Responses Sent:	52
Response Topics:	<ul style="list-style-type: none">• Training/DLC Inquiries – 30• Emails Forwarded to SBO Customer Service Team – 11• Benefit Inquiries – 5• Manual Replies to Hidden Treasures Activity – 2• Website Survey Responses – 2• Blood Bank – 1• Gym Discounts Outreach – 1

December	
Total Email Responses Sent:	45
Response Topics:	<ul style="list-style-type: none">• Emails Forwarded to SBO Customer Service Team – 11• Training/DLC Inquiries – 19• SBO Master Contact List Updates – 5• Manual Replies to Hidden Treasures Activity – 5• Consent Campaign – 2• Website Survey Responses – 2• Benefit 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 Tactics Based on SEBC Strategic Framework
ASIFlex	Plan Deadline Reminders	07/15/2023	Email = 6,011 Text = 3,520	• N/A
EyeMed	Back School Text	08/22/2023	Members who opted into text messages and have dependents	• N/A
ASIFlex	Plan Deadline Reminders	09/15/2023	Email = 1,987 Text = 967	• N/A
EyeMed	Varilux Lenses Text	09/19/2023	Members who opted into text messages	• N/A
EyeMed	LASIK Text	10/10/2023	Members who opted into text messages	• N/A
EyeMed	Q3 Special Offers Email	10/30/2023	Members who opted into email messages and have not used benefits	• N/A
EyeMed	Know Before You Go Text	11/07/2023	Members who opted into text messages	• N/A
EyeMed	Q3 InSIGHTS - Myopia Email	10/30/2023	Members who opted into email messages	• N/A
EyeMed	Holiday Gift Guide	12/05/2023	Members who opted into text messages	• N/A
EyeMed	Q4 InSIGHTS – Holiday Gift Guide	12/15/2023	Members who opted into email messages	• N/A



Printed Communications: Letters/Packets

Description	Target Audience	Mail Date	Quantity	Contents
Retiree Healthcare Newsletter	Medicare and Non-Medicare Pensioners	08/15/2023	33,000	Articles related to all pensioners, State non-Medicare eligible pensioners, and State Medicare eligible pensioners
2023 Medicare Open Enrollment Packet	Pensioners currently enrolled in the Special Medicfill with Prescription	10/02/2023	22,000	1. Letter 2. Rate Sheet
2023 Medicare Open Enrollment Packet	Pensioners currently enrolled in the Special Medicfill without prescription	10/02/2023	530	1. Letter 2. Rate Sheet 3. Health Application
2023 Medicare Open Enrollment Packet	Pensioners not currently enrolled in the Special Medicfill Plan	10/02/2023	5,535	1. Letter 2. Rate Sheet 3. Health Application



Printed Communications: Postcards

SBO did not design or distribute any postcards during FY24 Q1 or Q2.



Printed Communications: Posters/Flyers

1	Description: Highmark Comprehensive PPO Site of Care Flyer and Wallet Card						
Mail/Post Date:	07/07/2023	Target Audience:	Individuals enrolled in a non-Medicare State GHIP health plan	Quantity:	Posted online		
QR Code (Y/N):	Yes	Users:	N/A	Pages/Session:	N/A	Average Session Duration (MM:SS):	N/A

Statewide Benefits Office
SBO
Benefits Made Easy

Be Confident In Your Healthcare Choices

HIGHMARK Delaware

Highmark Delaware Comprehensive PPO Plan Members

- Know where to go for common healthcare services.
- Know how much the healthcare service will cost.
- Cut out the wallet card* below, fold it on the solid line, and put it with your health plan member ID card.

7/1/2023 - 6/30/2024 Health Plan Costs

- Outpatient Lab Work (Blood Work)**
 - In Delaware, LabCorp/Quest Diagnostics: \$10 copay
 - Other lab facility: \$50 copay
- Outpatient Imaging/Radiology**
 - Basic (X-ray, ultrasound, diagnostic 2D/3D mammography)
 - In-network, non-hospital affiliated: \$0 copay
 - In-network hospital affiliated: \$50 copay
 - High-Tech (CT scan, MRI) - requires prior authorization
 - In-network, non-hospital affiliated: \$0 copay
 - In-network hospital affiliated: \$100 copay
 - In-network Urgent Care Facility: \$20 copay

My Highmark: Virtual Health (Telemedicine): \$0 copay
Emergency Room: \$200 copay
Outpatient Surgery

- In-network, non-hospital affiliated ASC: \$50 copay
- In-network, hospital affiliated: \$150 copay

Contact Highmark: 1-844-459-6452

View Provider Locations/Prices

*If you are using facilities in states other than Delaware, please access the "View Provider Locations/Prices" QR code to determine which in-network non-hospital affiliated facilities are in your area.



2	Description: Aetna HMO Site of Care Flyer and Wallet Card						
Mail/Post Date:	07/07/2023	Target Audience:	Individuals enrolled in a non-Medicare State GHIP health plan		Quantity:	Posted online	
QR Code (Y/N):	Yes	Users:	N/A	Pages/Session:	N/A	Average Session Duration (MM:SS):	N/A





Statewide Benefits Office
SBO
Benefits Made Easy

Be Confident In Your Healthcare Choices





Aetna HMO Plan Members



Know where to go for common healthcare services.



Know how much the healthcare service will cost.



Cut out the wallet card below, fold it on the solid line, and put it with your health plan member ID card.

<p>7/1/2023 - 6/30/2024 Health Plan Costs</p> <p>Outpatient Lab Work (Blood Work)</p> <ul style="list-style-type: none"> LabCorp/Quest Diagnostics: \$10 copay Other lab facility: \$50 copay <p>Outpatient Imaging/Radiology</p> <p>Basic (X-ray, ultrasound, diagnostic 2D/3D mammography)</p> <ul style="list-style-type: none"> In-network, non-hospital affiliated: \$0 copay In-network hospital affiliated: \$50 copay <p>High-Tech (CT scan, MRI) - requires prior authorization</p> <ul style="list-style-type: none"> In-network, non-hospital affiliated: \$0 copay In-network hospital affiliated: \$100 copay <p>In-network Urgent Care Facility: \$15 copay</p>		<p>Teladoc Health (Telemedicine): \$0 copay</p> <ul style="list-style-type: none"> 1-855-835-2362 <p>Emergency Room: \$200 copay</p> <p>Outpatient Surgery</p> <ul style="list-style-type: none"> In-network, non-hospital affiliated ASC: \$50 copay In-network, hospital affiliated: \$150 copay <p>Contact Aetna: 1-877-542-3862</p> <p>View Provider Locations/Prices</p> <div style="display: flex; justify-content: space-around;">    </div>
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3	Description: Aetna CDH Gold Site of Care Flyer and Wallet Card						
Mail/Post Date:	07/07/2023	Target Audience:	Individuals enrolled in a non-Medicare State GHIP health plan		Quantity:	Posted online	
QR Code (Y/N):	Yes	Users:	N/A	Pages/Session:	N/A	Average Session Duration (MM:SS):	N/A





Statewide Benefits Office
SBO
Benefits Made Easy

Be Confident In Your Healthcare Choices





Aetna CDH Gold Plan Members



Know where to go for common healthcare services.



Know how much the healthcare service will cost.

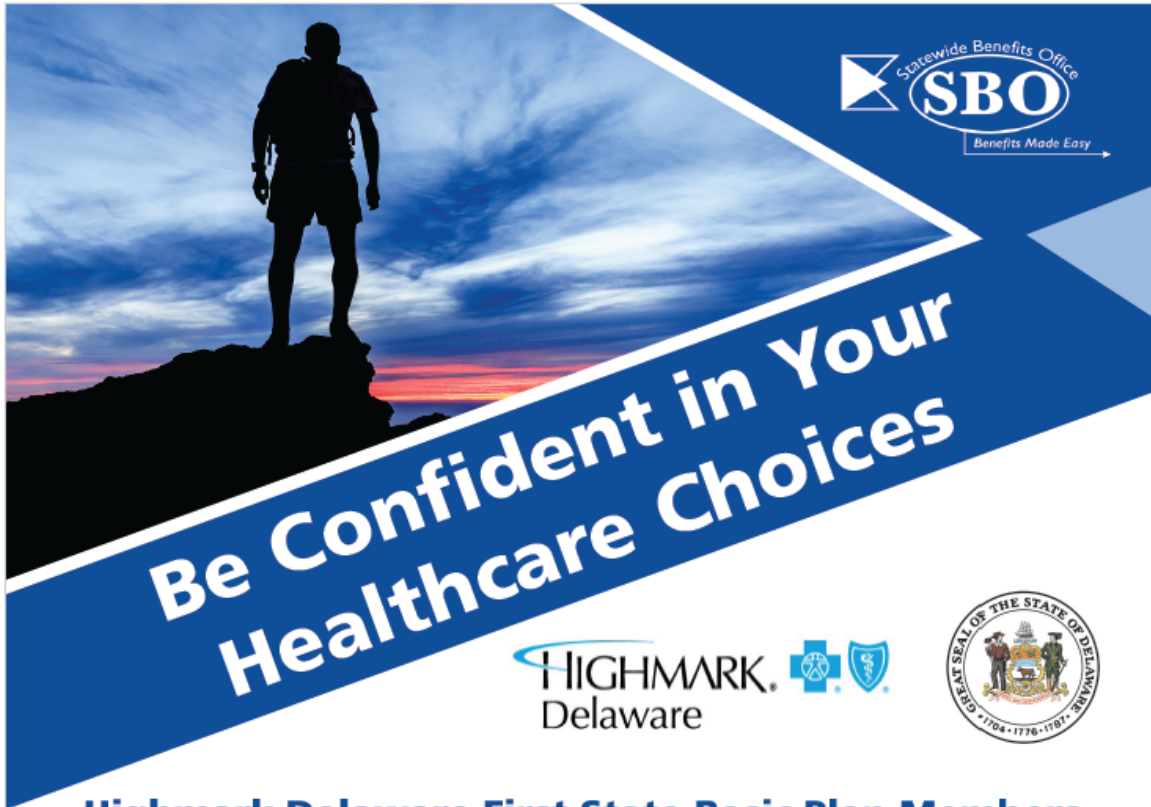


Cut out the wallet card below, fold it on the solid line, and put it with your health plan member ID card.

<p>7/1/2023 - 6/30/2024 Health Plan Costs</p> <p>Outpatient Lab Work (Blood Work)</p> <ul style="list-style-type: none"> 10% coinsurance after deductible The average cost is lower at LabCorp or Quest Diagnostics than at other lab facilities <p>Outpatient Imaging/Radiology</p> <ul style="list-style-type: none"> 10% coinsurance after deductible The average cost is lower at in-network, non-hospital affiliated facilities High-tech imaging requires prior authorization <p>Emergency Room: 10% coinsurance after deductible</p> <p>In-network Urgent Care: 10% coinsurance after deductible</p>		<p>Outpatient Surgery</p> <ul style="list-style-type: none"> 10% coinsurance after deductible The average cost is lower at in-network, non-hospital affiliated ASCs <p>Teladoc Health (Telemedicine): 1-855-835-2362</p> <ul style="list-style-type: none"> 100% covered, not subject to deductible <p>Contact Aetna: 1-877-542-3862</p> <p>View Provider Locations/Prices</p> <div style="display: flex; justify-content: space-around;">    </div>
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4	Description: Highmark First State Basic Site of Care Flyer and Wallet Card						
Mail/Post Date:	07/07/2023	Target Audience:	Individuals enrolled in a non-Medicare State GHIP health plan		Quantity:	Posted online	
QR Code (Y/N):	Yes	Users:	N/A	Pages/Session:	N/A	Average Session Duration (MM:SS):	N/A



Highmark Delaware First State Basic Plan Members



Know where to go for common healthcare services.



Know how much the healthcare service will cost.



Cut out the wallet card* below, fold it on the solid line, and put it with your health plan member ID card.

7/1/2023 - 6/30/2024 Health Plan Costs	
<p>Outpatient Lab Work (Blood Work)</p> <ul style="list-style-type: none"> 10% coinsurance after deductible In Delaware, the average cost is lower at LabCorp or Quest Diagnostics than at other lab facilities <p>Outpatient Imaging/Radiology</p> <ul style="list-style-type: none"> 10% coinsurance after deductible The average cost is lower at in-network non-hospital affiliated facilities High-tech imaging requires prior authorization <p>Emergency Room: 10% coinsurance after deductible</p> <p>In-network Urgent Care Facility: \$25 copay</p>	<p>Outpatient Surgery</p> <ul style="list-style-type: none"> 10% coinsurance after deductible The average cost is lower at in-network, non-hospital affiliated ASCs <p>My Highmark: Virtual Health (Telemedicine)</p> <ul style="list-style-type: none"> 100% covered, not subject to deductible <p>Contact Highmark: 1-844-459-6452</p> <p style="text-align: right;">View Provider Locations/Prices</p>

*If you are using facilities in states other than Delaware, please access the "View Provider Locations/Prices" QR code to determine which in-network non-hospital affiliated facilities are in your area.



5	Description: September EAP Webinar Flyer						
Mail/Post Date:	08/04/2023	Target Audience:	Individuals enrolled in a non-Medicare State GHIP health plan		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®



SEPTEMBER

GuidanceResources® Program Orientation for Supervisors

- **Date/Time:** September 13, 2023 from 3:00pm - 4:00pm
- **Description:** Learn about the Employee Assistance Program (EAP) services that ComPsych® GuidanceResources® provides. Managers and supervisors can use the EAP as a free source for confidential support, expert information, and valuable resources to support their employees when they need it the most.

GuidanceResources® Program Orientation for Employees

- **Date/Time:** September 14, 2023 from 3:00pm - 4:00pm
- **Description:** Learn about the Employee Assistance Program (EAP) services that ComPsych® Guidance Resources® provides. Through the EAP, you can access free confidential emotional support, online support, interactive digital tools, work-life solutions, legal guidance, financial resources, and identity theft services.

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





6	Description: October/December EAP Webinar Flyer						
Mail/Post Date:	09/11/2023	Target Audience:	Individuals enrolled in a non-Medicare State GHIP health plan		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®



October/December

Managing Holiday Stress

- **Date/Time:** October 18, 2023 from 11:00am - 12:00pm
- **Description:** The approaching holiday season brings many expectations. Often this makes us feel like we are being pulled in a hundred different directions. There are office parties to attend, family get-togethers to schedule, children's holiday recitals, and gifts to buy. The holidays can be one of the happiest times of the year, yet it can also be one of the most stressful. Maintaining balance and keeping stress from overwhelming you are the keys to an enjoyable holiday season. This workshop provides an overview of common stressors people encounter during the holidays and offers "stress buster" tips to help you get the most possible enjoyment out of the season.

Financial Planning for Life

- **Date/Time:** December 14, 2023 from 3:00pm - 4:00pm
- **Description:** Financial goals are the specific long- and short-term objectives to be attained through financial planning and management efforts. Among personal financial goals are things such as: 1) financial security, 2) travel, 3) education planning, 4) retirement planning, and 5) estate planning. Being able to succeed in reaching these goals requires a structure and plan with appropriate milestones, along with the ability to make adjustments along the way.

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 Tactics Based on SEBC Strategic Framework
SurgeryPlus	Member ID Card Mailer	07/18/2023	45,334	<ul style="list-style-type: none"> Continue to promote educational tools and resources that help member identify high-quality, high value providers Continue to offer access to providers who deliver high-quality, cost efficient health care Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives
Aetna	July Site of Care Postcards	07/31/2023	501	<ul style="list-style-type: none"> Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care
EyeMed	Q3 At Risk Mailer	08/15/2023	783	<ul style="list-style-type: none"> N/A
Aetna	August Site of Care Postcards	08/31/2023	641	<ul style="list-style-type: none"> Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care
EyeMed	EyeMed App Mailer	09/29/2023	19,773	<ul style="list-style-type: none"> N/A
Aetna	September Site of Care Postcards	09/29/2023	684	<ul style="list-style-type: none"> Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care
Highmark Delaware	Site of Care Postcards	08/23/2023	8,825	<ul style="list-style-type: none"> Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care
SurgeryPlus	Financial Postcard	10/06/2023	46,128	<ul style="list-style-type: none"> Continue to promote educational tools and resources that help member identify high-quality, high value providers Continue to offer access to providers who deliver high-quality, cost efficient health care Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement



Vendor	Communication Description	Distribution Date	Distribution Quantity	SBO Tactics Based on SEBC Strategic Framework
				through additional member education and ongoing review of incentives
Aetna	October Site of Care Postcards	10/31/2023	552	<ul style="list-style-type: none"> Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care
EyeMed	Q4 At Risk Mailer	11/15/2023	790	<ul style="list-style-type: none"> N/A
Highmark Delaware	DPP Postcard	11/18/2023	34,600	<ul style="list-style-type: none"> Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources
Highmark Delaware	Site of Care Postcards	11/23/2023	9,441	<ul style="list-style-type: none"> Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care
Aetna	November Site of Care Postcards	11/29/2023	593	<ul style="list-style-type: none"> Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care
Aetna	DPP Postcard	11/29/2023	12,150	<ul style="list-style-type: none"> Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources
Aetna	December Site of Care Postcards	12/27/2023	647	<ul style="list-style-type: none"> Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care



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.

July			
Sessions:	22,368	Total Page Views:	62,299
Average Session Duration (MM:SS):	1:35	Pages Per Session:	4.10
Top Ten Page Views:	<ol style="list-style-type: none"> 1. Homepage (13,462) 2. State Agency Employees Main Page (5,393) 3. K12, DTCC, & DSU Employees Main Page (2,650) 4. Benefits Bulletin Page (1,672) 5. SEBC Page (1,441) 6. Prescription Plan Page (1,394) 7. Weight Management Page (1,242) 8. Agency Highmark Page (1,040) 9. Policies & Procedures Page (1,010) 10. Choosing the Right Care Page (955) 		

August			
Sessions:	21,396	Total Page Views:	61,698
Average Session Duration (MM:SS):	1:41	Pages Per Session:	4.31
Top Ten Page Views:	<ol style="list-style-type: none"> 1. Homepage (13,332) 2. State Agency Employees Main Page (5,649) 3. K12, DTCC, & DSU Employees Main Page (2,637) 4. SEBC Page (2,120) 5. Choosing the Right Care Page (1,176) 6. Policies & Procedures Page (1,118) 7. Enrollment Agency Page (1,109) 8. Benefits Bulletin Page (3,211) 9. Agency Highmark Page (1,056) 10. SEBC Meeting Materials Page (993) 		

September			
Sessions:	20,628	Total Page Views:	54,190
Average Session Duration (MM:SS):	1:36	Pages Per Session:	3.91



Top Ten Page Views:	<ol style="list-style-type: none"> 1. Homepage (11,779) 2. State Agency Employees Main Page (4,719) 3. K12, DTCC, & DSU Employees Main Page (2,193) 4. SEBC Page (1,913) 5. Gym Discounts Page (1,739) 6. News and Events Page (1,338) 7. Policies & Procedures Page (1,036) 8. Choosing the Right Care Page (982) 9. Benefits Training (DLC) Page (961) 10. SEBC Subcommittee Meeting Materials Page (830)
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October			
Sessions:	20,820	Total Page Views:	55,565
Average Session Duration (MM:SS):	1:37	Pages Per Session:	3.98
Top Ten Page Views:	<ol style="list-style-type: none"> 1. Homepage (12,009) 2. State Agency Employees Main Page (4,707) 3. K12, DTCC, & DSU Employees Main Page (2,183) 4. SEBC Page (1,771) 5. Benefits Bulletin Page (1,492) 6. Policies & Procedures Page (1,238) 7. Musculoskeletal Pain Resources Page (927) 8. Enrollment Agency Page (923) 9. Agency Highmark Page (903) 10. Choosing the Right Care Page (831) 		

November			
Sessions:	19,791	Total Page Views:	54,717
Average Session Duration (MM:SS):	1:35	Pages Per Session:	3.88
Top Ten Page Views:	<ol style="list-style-type: none"> 1. Homepage (11,009) 2. State Agency Employees Main Page (4,275) 3. K12, DTCC, & DSU Employees Main Page (2,005) 4. SEBC Page (1,480) 5. Benefits Bulletin Page (1,141) 6. Choosing the Right Care Page (1,094) 7. Policies & Procedures Page (995) 8. Highmark Delaware Lab Work (Blood Work) Services Page (886) 9. Highmark Delaware Imaging/Radiology Services Page (857) 10. Enrollment Agency Page (756) 		

December			
Sessions:	21,115	Total Page Views:	56,310
Average Session Duration (MM:SS):	1:29	Pages Per Session:	3.77



Top Ten Page Views:

1. [Homepage](#) (10,502)
2. [State Agency Employees Main Page](#) (4,319)
3. [SEBC Page](#) (2,004)
4. [K12, DTCC, & DSU Employees Main Page](#) (1,909)
5. [SEBC Get the Facts on What's Happening Page](#) (1,756)
6. [Choosing the Right Care Page](#) (1,303)
7. [Benefits Bulletin Page](#) (1,196)
8. [Policies & Procedures Page](#) (1,010)
9. [Enrollment Agency Page](#) (759)
10. [Highmark Delaware Imaging/Radiology Services Page](#) (747)



Website Statistics: Website Updates

July	
Total Website Updates Requested	43
Update Topics:	<ul style="list-style-type: none">• Communications: 13• Health: 7• Online Training: 6• Procedures: 3• Medicare: 3• EAP: 2• Choosing the Right Care: 2• Home Page Banner: 1• SurgeryPlus: 1• Hinge Health: 1• DIP: 1• Diabetes: 1• COVID (Removal): 1• Dental: 1

August	
Total Website Updates Requested	42
Update Topics:	<ul style="list-style-type: none">• Communications: 13• Health: 7• SurgeryPlus: 3• Procedures: 3• Health Observance Announcements: 2• DIP: 2• Home Page Banner: 1• SBO Primary Responsibilities: 1• Rx: 1• EAP: 1• Choosing the Right Care: 1• NEO: 1• SBO Address Update: 1• HIPAA: 1• Gym Discounts: 1• FSA: 1• Online Training: 1• COVID (Removal): 1



September	
Total Website Updates Requested	43
Update Topics:	<ul style="list-style-type: none">• Communications: 18• Online Training: 5• Health: 3• Medicfill OE: 2• Procedures: 2• Dental: 2• Medicfill OE: 2• EAP: 2• HIPAA: 1• SurgeryPlus: 1• Rx: 1• FSA: 1• Vision: 1• GUL: 1• Home Page Banner: 1

October	
Total Website Updates Requested	55
Update Topics:	<ul style="list-style-type: none">• Communications: 17• Health: 12• Rx: 5• Secure Ben Rep: 4• CBTs: 3• DIP: 2• EAP: 2• Dental: 2• NEO: 2• Health Observance Announcements: 1• SurgeryPlus: 1• SCOB: 1• MSP: 1• FSA: 1• HIPAA: 1

November	
Total Website Updates Requested	24
Update Topics:	<ul style="list-style-type: none">• Communications: 8• Health: 6



	<ul style="list-style-type: none">• Hinge Health: 2• Family Building: 2• Health Observance Announcements: 2• Gym Discounts: 1• Dental: 1• EAP: 1• Rx: 1
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December	
Total Website Updates Requested	41
Update Topics:	<ul style="list-style-type: none">• Communications: 20• Health: 4• Secure Ben Rep Sites: 3• Health Observance Announcements: 2• Events Calendar: 2• EAP: 2• Vision: 2• SEBC: 2• Rx: 1• DIP: 1• PTC: 1• Dental: 1



Website Statistics: Website Survey Responses

July

Total Surveys Received:	2
Survey Topics:	<ul style="list-style-type: none">• Thank You / No Comment / Found Information – 1• Dental - 1

August

Total Surveys Received:	3
Response Topics:	<ul style="list-style-type: none">• Personal Benefit Inquiry – 1• Rx – 1• SEBC - 1

September

Total Surveys Received:	0
Response Topics:	<ul style="list-style-type: none">• N/A

October

Total Surveys Received:	6
Response Topics:	<ul style="list-style-type: none">• SCOB – 2• Comparison Charts – 1• Leave Policies – 1• Site of Care – 1• SilverScript – 1

November

Total Surveys Received:	21
Response Topics:	<ul style="list-style-type: none">• No Comment/Thank You – 19• Highmark Telemedicine – 1• Leave Policies – 1

December

Total Surveys Received:	14
Response Topics:	<ul style="list-style-type: none">• No Comment/Thank You – 10• Tricare – 1



- General Complaint (Health Care) – 1
- Site Navigation – 1
- EBT – 1



Training: Instructor-Led Training (ILT)

1	Title:	Benefits 101		
Target Audience:	Benefit-eligible State Agency employees	Date(s):	08/15/2023	
Attendance:	29	Facilitated:	Virtually	
<u>Evaluation Feedback</u>				
<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated. 2. 100% of respondents Strongly Agree or Agree that the course learning objectives were met. 3. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course. 4. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention. 5. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 6. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the training. 				

2	Title:	Benefit Information @ Your Fingertips		
Target Audience:	Benefit-eligible State Agency employees	Date(s):	08/23/2023	
Attendance:	22	Facilitated:	Virtually	
<u>Evaluation Feedback</u>				
<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated. 2. 75% of respondents Strongly Agree or Agree that the course learning objectives were met. 3. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course. 4. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention. 5. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 6. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the training. 				

3	Title:	Benefits 101		
Target Audience:	Benefit-eligible State Agency employees	Date(s):	09/12/2023	
Attendance:	28	Facilitated:	Virtually	
<u>Evaluation Feedback</u>				
<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated. 2. 100% of respondents Strongly Agree or Agree that the course learning objectives were met. 3. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course. 4. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention. 5. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 6. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the training. 				



4	Title:	Statewide Benefits		
Target Audience:	State of Delaware HR/Benefit Representatives	Date(s):	09/14/2023	
Attendance:	13	Facilitated:	In-Person	
<u>Evaluation Feedback</u>				
<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated. 2. 100% of respondents Strongly Agree or Agree that the course learning objectives were met. 3. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course. 4. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention. 5. 100% 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. 				

5	Title:	Why Do We Have the Benefits That We Have?		
Target Audience:	Benefit-eligible State Agency employees	Date(s):	09/27/2023	
Attendance:	12	Facilitated:	Virtually	
<u>Evaluation Feedback</u>				
<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated. 2. 100% of respondents Strongly Agree or Agree that the course learning objectives were met. 3. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course. 4. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention. 5. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 6. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the training. 				

6	Title:	Benefits 101		
Target Audience:	Benefit-eligible State Agency employees	Date(s):	10/05/2023	
Attendance:	19	Facilitated:	Virtually	
<u>Evaluation Feedback</u>				
<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated. 2. 100% of respondents Strongly Agree or Agree that the course learning objectives were met. 3. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course. 4. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention. 5. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 6. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the training. 				



7	Title:	Benefit Information @ Your Fingertips		
Target Audience:	Benefit-eligible State Agency employees	Date(s):	10/17/2023	
Attendance:	20	Facilitated:	Virtually	
<u>Evaluation Feedback</u>				
Participants did not complete the optional evaluation.				

8	Title:	Benefits 101		
Target Audience:	Benefit-eligible State Agency employees	Date(s):	11/02/2023	
Attendance:	25	Facilitated:	Virtually	
<u>Evaluation Feedback</u>				
<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated. 2. 100% of respondents Strongly Agree or Agree that the course learning objectives were met. 3. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course. 4. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention. 5. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 6. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the training. 				

9	Title:	Why Do We Have the Benefits That We Have?		
Target Audience:	Benefit-eligible State Agency employees	Date(s):	11/09/2023	
Attendance:	25	Facilitated:	In-Person	
<u>Evaluation Feedback</u>				
<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated. 2. 100% of respondents Strongly Agree or Agree that the course learning objectives were met. 3. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course. 4. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention. 5. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 6. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the training. 				



10	Title:	Health Care Quality & Safety Starts With You		
Target Audience:	Benefit-eligible State Agency employees	Date(s):	11/14/2023	
Attendance:	14	Facilitated:	Virtually	
<u>Evaluation Feedback</u>				
<ol style="list-style-type: none"> 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated. 100% of respondents Strongly Agree or Agree that the course learning objectives were met. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention. 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 are satisfied with the training. 				

11	Title:	Statewide Benefits		
Target Audience:	State of Delaware HR/Benefit Representatives	Date(s):	12/05/2023 & 12/07/2023	
Attendance:	27	Facilitated:	Virtually	
<u>Evaluation Feedback</u>				
<ol style="list-style-type: none"> 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated. 94% of respondents Strongly Agree or Agree that the course learning objectives were met. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course. 89% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention. 89% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective. 100% of respondents Strongly Agree or Agree that it is clear how they will apply this information on their job. 94% of respondents Strongly Agree or Agree that they would recommend this course to others. 94% of respondents Strongly Agree or Agree that overall, they are satisfied with the training. 				

12	Title:	Benefits 101		
Target Audience:	Benefit-eligible State Agency employees	Date(s):	12/12/2023	
Attendance:	23	Facilitated:	Virtually	
<u>Evaluation Feedback</u>				
Participants did not complete the optional evaluation.				



13	Title:	Benefit Information @ Your Fingertips		
Target Audience:	Benefit-eligible State Agency employees	Date(s):	12/20/2023	
Attendance:	26	Facilitated:	Virtually	
Evaluation Feedback				
<ol style="list-style-type: none">1. 80% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.2. 80% of respondents Strongly Agree or Agree that the course learning objectives were met.3. 80% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.4. 60% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.5. 60% of respondents Strongly Agree or Agree that they would recommend this course to others.6. 80% of respondents Strongly Agree or Agree that overall, they are satisfied with the training.				



Training: Computer-Based Training (CBT)

1	Title:	HIPAA Training for Members of the HIPAA Workforce		
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2023 – 12/31/2023	
Total Completions: (16,076)	<ul style="list-style-type: none"> DLC = 16,019 Website = 57 	Assigned:	Yes, assignment is ongoing. This course must be completed annually by all members of the HIPAA Workforce.	
Evaluations Submitted: (450)	<ul style="list-style-type: none"> DLC = 393 Website = 57 			
<u>Evaluation Feedback</u>				
<ol style="list-style-type: none"> 98% of respondents Strongly Agree or Agree that the learning objectives were clearly presented in the course. 97% of respondents Strongly Agree or Agree that the content was presented clearly. 88% of respondents Strongly Agree or Agree that the content was engaging. 98% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 96% of respondents Strongly Agree or Agree that they would recommend this training to others. 97% of respondents Strongly Agree or Agree that they have a better understanding of HIPAA and how to safeguard PHI. 97% of respondents Strongly Agree or Agree that overall, they satisfied with the training. 				

2	Title:	FY24 How to Select a Health Plan		
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2023 – 12/31/2023	
Total Completions: (30)	<ul style="list-style-type: none"> DLC = 14 Website = 16 	Assigned:	N/A	
Evaluations Submitted: (16)	<ul style="list-style-type: none"> DLC = 0 Website = 16 			
<u>Evaluation Feedback</u>				
<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 would recommend this course to others. 100% of respondents Strongly Agree or Agree that they learned about resources to help them select the best coverage based on their anticipated needs. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course. 				

3	Title:	FY24 Choosing the Right Care		
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2023 – 12/31/2023	
Total Completions: (10,250)	<ul style="list-style-type: none"> DLC = 8,711 Website = 1,539 	Number Assigned:	Employees enrolled in a non-Medicare health plan: <ul style="list-style-type: none"> State Agency = 12,377 Education = 20,364 	



			(Assignment period was 11/01/2023 through 12/29/2023)
Evaluations Submitted: (2,412)	<ul style="list-style-type: none"> DLC = 873 Website = 1,539 		
Evaluation Feedback			
<ol style="list-style-type: none"> 98% of respondents Strongly Agree or Agree that the content was presented clearly. 98% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 96% of respondents Strongly Agree or Agree that they learned ways to choosing high-quality, safe, and affordable care throughout the plan year. 95% of respondents Strongly Agree or Agree that they would recommend this course to others. 96% of respondents Strongly Agree or Agree that overall, they were satisfied with the course. 			

4	Title:	FY24 Highmark First State Basic Plan	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2023 – 12/31/2023
Total Completions: (14)	<ul style="list-style-type: none"> DLC = 13 Website = 1 	Assigned:	N/A
Evaluations Submitted: (1)	<ul style="list-style-type: none"> DLC = 0 Website = 1 		
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 of the First State Basic Plan. 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 were satisfied with the course. 			

5	Title:	FY24 Aetna CDH Gold Plan	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2023 – 12/31/2023
Total Completions: (14)	<ul style="list-style-type: none"> DLC = 12 Website = 2 	Assigned:	N/A
Evaluations Submitted: (2)	<ul style="list-style-type: none"> DLC = 0 Website = 2 		
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 CDH Gold Plan. 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 are satisfied with the course. 			

6	Title:	FY24 Aetna HMO Plan	
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Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2023 – 12/31/2023
Total Completions: (13)	<ul style="list-style-type: none"> DLC = 12 Website = 1 	Assigned:	N/A
Evaluations Submitted: (1)	<ul style="list-style-type: none"> DLC = 0 Website = 1 		
<u>Evaluation Feedback</u>			
<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 HMO Plan. 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 are satisfied with the course. 			

7	Title:	FY24 Highmark Comprehensive PPO Plan	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2023 – 12/31/2023
Total Completions: (18)	<ul style="list-style-type: none"> DLC = 15 Website = 3 	Assigned:	N/A
Evaluations Submitted: (3)	<ul style="list-style-type: none"> DLC = 0 Website = 3 		
<u>Evaluation Feedback</u>			
<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 Comprehensive PPO Plan. 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 are satisfied with the course. 			

8	Title:	FY24 Flexible Spending Account (FSA)	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2023 – 12/31/2023
Total Completions: (11)	<ul style="list-style-type: none"> DLC = 10 Website = 1 	Assigned:	N/A
Evaluations Submitted: (1)	<ul style="list-style-type: none"> DLC = 0 Website = 1 		
<u>Evaluation Feedback</u>			
<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. 			



9	Title:	Spousal Coordination of Benefits		
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2023 – 12/31/2023	
Total Completions: (30)	<ul style="list-style-type: none"> DLC = 20 Website = 10 	Assigned:	N/A	
Evaluations Submitted: (11)	<ul style="list-style-type: none"> DLC = 1 Website = 10 			
Evaluation Feedback				
<ol style="list-style-type: none"> 91% 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 would recommend this course to others. 82% of respondents Strongly Agree or Agree have a better understanding of spousal coordination of benefits. 82% of respondents Strongly Agree or Agree that overall, they are satisfied with the course. 				

10	Title:	Dependent Coordination of Benefits		
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2023 – 12/31/2023	
Total Completions: (12)	<ul style="list-style-type: none"> DLC = 10 Website = 2 	Assigned:	N/A	
Evaluations Submitted: (2)	<ul style="list-style-type: none"> DLC = 1 Website = 2 			
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 would recommend this course to others. 100% of respondents Strongly Agree or Agree have a better understanding of spousal coordination of benefits. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course. 				

11	Title:	Qualifying Events		
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2023 – 12/31/2023	
Total Completions: (40)	<ul style="list-style-type: none"> DLC = 29 Website = 11 	Assigned:	N/A	
Evaluations Submitted: (14)	<ul style="list-style-type: none"> DLC = 3 Website = 11 			
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 would recommend this course to others. 100% of respondents Strongly Agree or Agree that they have a better understanding of qualifying events. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course. 				



12	Title:	Disability Insurance Program Overview	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2023 – 12/31/2023
Total Completions: (55)	<ul style="list-style-type: none"> DLC = 52 Website = 3 	Assigned:	N/A
Evaluations Submitted: (4)	<ul style="list-style-type: none"> DLC = 1 Website = 3 		
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 would recommend this course to others. 100% of respondents Strongly Agree or Agree that they learned who is eligible for the Disability Insurance Program. 100% of respondents Strongly Agree or Agree that they have a basic understanding of Short Term Disability, Long Term Disability, and Return to Work. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course. 			

13	Title:	Short Term Disability	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2023 – 12/31/2023
Total Completions: (60)	<ul style="list-style-type: none"> DLC = 56 Website = 4 	Assigned:	N/A
Evaluations Submitted: (8)	<ul style="list-style-type: none"> DLC = 4 Website = 4 		
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 would recommend this course to others. 100% of respondents Strongly Agree or Agree that they have a basic understanding of the Short Term Disability program. 100% of respondents Strongly Agree or Agree that they learned how and when to file a Short Term Disability claim. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course. 			

14	Title:	Long Term Disability	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2023 – 12/31/2023
Total Completions: (48)	<ul style="list-style-type: none"> DLC = 46 Website = 2 	Assigned:	N/A
Evaluations Submitted: (4)	<ul style="list-style-type: none"> DLC = 2 Website = 2 		
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. 			



3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.
4. 100% of respondents Strongly Agree or Agree that they have a basic understanding of the Long Term Disability program.
5. 100% of respondents Strongly Agree or Agree that they learned how and when to transition to Long Term Disability.
6. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.

15	Title:	Return to Work	
Version(s):	<ul style="list-style-type: none"> • Delaware Learning Center (DLC) • Website 	Availability:	07/01/2023 – 12/31/2023
Total Completions: (49)	<ul style="list-style-type: none"> • DLC = 47 • Website = 2 	Assigned:	N/A
Evaluations Submitted: (3)	<ul style="list-style-type: none"> • DLC = 1 • Website = 2 		
Evaluation Feedback			
<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the content was presented clearly. 2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 4. 100% of respondents Strongly Agree or Agree that they have a basic understanding of the Return to Work program. 5. 100% of respondents Strongly Agree or Agree that they learned how the Return to Work program applies to Short Term Disability and Long Term Disability. 6. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course. 			

16	Title:	Accident and Critical Illness Insurance	
Version(s):	<ul style="list-style-type: none"> • Delaware Learning Center (DLC) • Website 	Availability:	07/01/2023 – 12/31/2023
Total Completions: (16)	<ul style="list-style-type: none"> • DLC = 14 • Website = 2 	Assigned:	N/A
Evaluations Submitted: (2)	<ul style="list-style-type: none"> • DLC = 0 • Website = 2 		
Evaluation Feedback			
<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the content was presented clearly. 2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 3. 100% of respondents Strongly Agree or Agree that they have a better understanding of the Accident and Critical Illness Insurance plans and how they can help people save money. 4. 100% of respondents Strongly Agree or Agree that they feel more confident in my ability to make informed decisions about participation in the Accident and Critical Illness Insurance plans. 5. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 6. 100% of respondents Strongly Agree or Agree that overall, they found this course to be informative. 			

17	Title:	State Group Universal Life Insurance	
Version(s):	<ul style="list-style-type: none"> • Delaware Learning Center (DLC) • Website 	Availability:	07/01/2023 – 12/31/2023



Total Completions: (11)	<ul style="list-style-type: none">• DLC = 9• Website = 2	Assigned:	N/A
Evaluations Submitted: (2)	<ul style="list-style-type: none">• DLC = 0• Website = 2		
<u>Evaluation Feedback</u>			
<ol style="list-style-type: none">1. 100% of respondents Strongly Agree or Agree that the content was presented clearly.2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.3. 100% of respondents Strongly Agree or Agree that they have a better understanding of the State Group Universal Life (GUL) Insurance plan and how it can help people save money.4. 100% of respondents Strongly Agree or Agree that they feel more confident in my ability to make informed decisions about participation in the State Group Universal Life (GUL) Insurance plan.5. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.6. 100% of respondents Strongly Agree or Agree that overall, they found this course to be informative.			



Training: Vendor Webinars

Vendor	Webinar	Date	Attendance	Evaluation Feedback
Aetna	Staying Connected in Today's Digital World	07/07/2023	0	None provided
Aetna	Science of Goal Setting	07/26/2023	0	None provided
ComPsych® GuidanceResources®	Informed or Informed? Healthy Media Consumption and Social Media Usage	08/02/2023	31	None provided
Aetna	Overcoming Work Fatigue	08/10/2023	2	None provided
Aetna	Nonverbal Communication	08/21/2023	0	None provided
ComPsych® GuidanceResources®	Informed or Informed? Healthy Media Consumption and Social Media Usage	08/29/2023	5	None provided
Aetna	Maintaining a Health-Conscious Workplace	09/12/2023	0	None provided
ComPsych® GuidanceResources®	Program Orientation for Supervisors	09/13/2023	48	None provided
ComPsych® GuidanceResources®	Program Orientation for Employees	09/14/2023	47	None provided
Aetna	Effective Presentation and Public Speaking Skills	09/28/2023	2	None provided
The Hartford	THAA Access & Navigation	10/03/2023	78	<ul style="list-style-type: none"> • 96% Agree to Strongly Agree that the information presented was useful. • 100% Agree to Strongly Agree that the content was organized and easy to follow. • 96% Agree to Strongly Agree that the speakers were engaging and knowledgeable. • 96% Agree to Strongly Agree that the format was enjoyable and made appropriate use of technology. • 91% Agree to Strongly Agree that the length of the training was satisfactory. • 96% Agree to Strongly Agree that the training met their expectations. • 83% Agree to Strongly Agree that they have a better understanding of how to set-up widgets and reports within THAA.



Delta Dental	Oral Health and Aging: What You Need to Know	10/05/2023	81	None provided
Aetna	Creative Problem-Solving and Decision Making	10/05/2023	2	None provided
Delta Dental	Oral Health and Wellness: The Whole Tooth About a Health Smile	10/25/2023	97	None provided
ComPsych® GuidanceResources®	Managing Holiday Stress	10/18/2023	34	None provided
Aetna	Collaborative Communication	10/19/2023	0	None provided
Aetna	Eating Right on the Run and on a Budget	11/01/2023	0	None provided
Delta Dental	Oral Health and Wellness: The Whole Tooth About a Health Smile	11/07/2023	65	None provided
Aetna	A New Look at Well-Being	11/16/2023	0	None provided
The Hartford	Getting the Most Out of THAA	11/28/2023	44	<ul style="list-style-type: none">• 93% Agree to Strongly Agree that the information presented was useful.• 93% Agree to Strongly Agree that the content was organized and easy to follow.• 100% Agree to Strongly Agree that the speakers were engaging and knowledgeable.• 93% Agree to Strongly Agree that the format was enjoyable and made appropriate use of technology.• 100% Agree to Strongly Agree that the length of the training was satisfactory.• 86% Agree to Strongly Agree that the training met their expectations.• 71% Agree to Strongly Agree that they have a better understanding of how to navigate within THAA.
Delta Dental	Oral Health and Aging: What You Need to Know	11/28/2023	144	None provided
Aetna	Holiday Budgeting	12/04/2023	0	None provided
The Hartford	Getting the Most Out of THAA	12/12/2023	53	<ul style="list-style-type: none">• 93% Agree to Strongly Agree that the information presented was useful.• 93% Agree to Strongly Agree that the content was organized and easy to follow.• 100% Agree to Strongly Agree that the speakers were engaging and knowledgeable.



				<ul style="list-style-type: none">• 93% Agree to Strongly Agree that the format was enjoyable and made appropriate use of technology.• 100% Agree to Strongly Agree that the length of the training was satisfactory.• 86% Agree to Strongly Agree that the training met their expectations.• 71% Agree to Strongly Agree that they have a better understanding of how to navigate within THAA.
ComPsych® GuidanceResources®	Financial Planning for Life	12/14/2023	57	None provided
Aetna	Grocery Shopping	12/14/2023	2	None provided