

Statewide Benefits Office Training/Communications FY24 Q3 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 Get the Facts on What's Happening communication campaign has allowed SBO to increase transparency with benefit-eligible individuals. During Q3 FY2024, the communication campaign included three targeted emails, an article in the Benefits Bulletin each month, three State memos, three participating group memos, two organizational specific memos, a postcard, a flyer, and six website updates. SBO has received positive feedback on the campaign. In addition, the Get the Facts on What's Happening page was in the top five pages viewed on the SBO website each month.

The Statewide Benefits Office requests the assistance of the SEBC to increase engagement of State employees in order to help curb rising healthcare costs. SBO has conducted additional communication campaigns to increase participation in various initiatives and readership of communications. For example:

- In the prior report, it was mentioned that the average computer-based training completions per course for courses that were not assigned was 26 people per course. SBO worked to improve this number by promoting computer-based training in the instructor-led training courses facilitated during the quarter as a blended learning option, distributed two targeted emails promoting the computer-based training, and created a flyer. Average course completions for courses that were not assigned increased to 122 people per course. However, this is only 0.3% of the benefit-eligible population.
- Average readership of the Benefits Bulletin (monthly e-newsletter) in Q2 FY2024 was 2.24%. In Q3 FY2024, readership dropped to 1.99%.
- SBO began the 2024 Open Enrollment communication campaign by distributing two targeted emails, a Benefits Bulletin article, three State memos, two participating group memos, two organizational specific memos, and 35 web updates. This communication campaign will continue in Q4 FY2024 and results will be provided in that Training/Communications Report.



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	5	3	6			
Benefits Bulletin Distributed	1	1	1	1	1	1	1	1	1			
State Memos Distributed	3	2	4	4	1	5	4	2	5			
Participating Group Memos Distributed	4	2	4	3	1	3	5	2	4			
Organization Specific Memos Distributed	2	2	3	3	0	3	0	6	3			
State Alerts Distributed	0	0	2	0	0	0	2	0	0			
Participating Group Alerts Distributed	0	0	2	0	0	0	2	0	0			
SBO Communications Mailbox Responses	21	36	17	40	52	45	53	47	33			
Electronic Communications Distributed by Vendors	1	1	2	2	2	2	1	2	2			
Letters/Packets Distributed	0	1	0	3	0	0	0	0	0			
Postcards Distributed	0	0	0	0	0	0	0	1	0			
Posters/Flyers Distributed	4	1	1	0	0	0	1	3	0			
Printed Communications Distributed by Vendors	2	2	1	2	4	1	2	3	1			
Total SBO Website Users	15,206	14,304	13,863	13,974	14,622	14,922	16,981	17,131	16,364			
Total SBO Website Updates	43	42	43	55	24	41	58	44	58			
Website Surveys Received	2	3	0	6	21	14	8	4	4			
SBO Instructor-Led Training Sessions	0	2	3	2	3	3	1	1	0			
SBO Computer-Based Training Courses Available	17	17	17	17	17	17	17	17	17			
Vendor Webinars	2	4	4	6	5	4	5	6	4			



Electronic Communications: Targeted Emails

Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
Attention School Employees! Employee Assistance Program (EAP) January and February Live and Recorded Webinars	SBO	01/04/2024	Benefit-eligible K12, DTCC, and DSU employees	24,966	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Employee Assistance Program (EAP) January and February Live and Recorded Webinars	SBO	01/04/2024	Benefit-eligible State agency employees	14,902	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Make the Most of Your Vision Benefits	SBO	01/09/2024	State agency, K12, DTCC, and DSU employees currently enrolled in an EyeMed plan	20,178	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. 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.
Get the Facts on What's Happening	SBO	01/11/2024	State agency, K12, DTCC, and DSU benefit-eligible employees	39,857	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Financial Wellness Resources and Upcoming Webinar	SBO	01/17/2024	State agency, K12, DTCC, and DSU benefit-eligible employees	39,857	<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	02/01/2024	State agency benefit-eligible employees	14,614	<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



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
					<p>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.
Get the Facts on What's Happening – January 2024 Updates	SBO	02/09/2024	State agency, K12, DTCC, and DSU benefit-eligible employees	39,937	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.• 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.



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
Highmark Delaware Wellness Program	SBO	02/27/2024	State agency, K12, DTCC, and DSU employees currently enrolled in a Highmark Delaware health plan	25,802	<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 educate members on the availability of GHIP care management and lifestyle risk reduction programs. Continue to communicate the value of benefits provided along with member education resources. 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.
Get the Facts on What's Happening – February 2024 Updates	SBO	03/01/2024	State agency, K12, DTCC, and DSU benefit-eligible employees	40,059	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Self-Paced Online Benefits Training Available	SBO	03/05/2024	State agency, K12, DTCC, and DSU benefit-eligible employees	40,059	<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 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.



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
					<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 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.
Attention School Employees! Employee Assistance Program (EAP) April Live and Recorded Webinars	SBO	03/19/2024	Benefit-eligible K12, DTCC, and DSU employees	25,049	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Employee Assistance Program (EAP) April Live and Recorded Webinars	SBO	03/19/2024	Benefit-eligible State agency employees	15,011	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Act Now – Make Sure You Can Access Employee Self-Service	SBO	3/21/2024	State agency, K12, DTCC, and DSU benefit-eligible employees	40,059	<ul style="list-style-type: none"> N/A
Benefit Updates and 2024 Open Enrollment	SEBC	03/27/2024	State agency, K12, DTCC, and DSU benefit-eligible employees	40,059	<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 explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
					<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 communicate the value of benefits provided along with member education resources.



Electronic Communications: Benefits Bulletin

January		https://dhr.delaware.gov/benefits/news/documents/2024/011024.pdf			
Distribution Mailbox:	SBO Communications	Date Distributed:	01/10/2024		
Target Audience:	Benefit-eligible employees of State agencies, K12, DTCC, and DSU				
Articles:	<ul style="list-style-type: none"> • New Year, New You • Family Building Resources • Hinge Health • State Employee Benefits Committee (SEBC) Corner • Upcoming Webinars • Financial Wellness Webinar from the Office of the State Treasurer (OST) • Black Bean and Salsa Soup • Hidden Treasures Activity 				
Total Recipients:	39,857	Trackable Links (Y/N):	Yes	Total Readers:	765
Sessions:	1,452	Average Session Duration (MM:SS):	1:04	Hidden Treasures Responses:	33
SBO Tactics Based on SEBC Strategic Framework	<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 communicate the value of benefits provided along with member education resources. 				

February		https://dhr.delaware.gov/benefits/news/documents/2024/020824.pdf			
Distribution Mailbox:	SBO Communications	Date Distributed:	02/08/2024		
Target Audience:	Benefit-eligible employees of State agencies, K12, DTCC, and DSU				
Articles:	<ul style="list-style-type: none"> • American Heart Month • State Employee Benefits Committee (SEBC) Corner • Here's How It Works: Aetna CDH Gold Plan • Donate Blood • Breast Health Presentation • Upcoming Webinars 				



	<ul style="list-style-type: none"> • Health and Wellness Benefit • Cheesy Zucchini Rounds • Hidden Treasures Activity 				
Total Recipients:	39,937	Trackable Links (Y/N):	Yes	Total Readers:	917
Sessions:	1,676	Average Session Duration (MM:SS):	0:59	Hidden Treasures Responses:	67
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. 				

March	https://dhr.delaware.gov/benefits/news/documents/2024/030624.pdf				
Distribution Mailbox:	SBO Communications	Date Distributed:	03/06/2024		
Target Audience:	Benefit-eligible employees of State agencies, K12, DTCC, and DSU				
Articles:	<ul style="list-style-type: none"> • Highmark Delaware and Aetna Care Management Programs • Patient Safety Week • Act Now – Make Sure You Can Access Employee Self-Service • Here’s How It Works: Flexible Spending Account (FSA) • Upcoming Webinars • State Employee Benefits Committee (SEBC) Corner • Hidden Treasures Activity 				
Total Recipients:	40,059	Trackable Links (Y/N):	Yes	Total Readers:	708
Sessions:	1,429	Average Session Duration (MM:SS):	1:00	Hidden Treasures Responses:	46
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 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 & 2024 Learning Programs and Services Catalog and Training List	#24-01	01/02/2024	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	575	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Group Health Insurance Plan (GHIP) Eligibility and Enrollment Rules Revised Effective January 1, 2024 and Updated SBO Procedures	#24-02	01/03/2024	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	575	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Get the Facts on What's Happening FAQs - December 2023 Updates	#24-03	01/10/2024	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	579	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Mark Your Calendars – 2024 Open Enrollment Dates and Events	#24-04	01/18/2024	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	577	<ul style="list-style-type: none"> N/A
Get the Facts on What's Happening FAQs – January 2024 Updates	#24-05	02/08/2024	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	571	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. 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 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	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Get the Facts on What’s Happening FAQs – February 2024 Updates	#24-06	02/29/2024	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	591	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
State of Delaware Retirees Returning to Active State Employment in a Benefit Eligible Position	#24-07	03/06/2024	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	584	<ul style="list-style-type: none"> N/A
Upcoming Employee Assistance Program (EAP) Webinars – April 2024	#24-08	03/18/2024	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	585	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
2024 Open Enrollment – Employee Self-Service through my.delaware.gov	#24-09	03/20/2024	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	585	<ul style="list-style-type: none"> N/A
ACA Reporting - Non-Benefit Eligible Employees with Earnings but No Hours Reported	#24-10	03/20/2024	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	585	<ul style="list-style-type: none"> N/A
2024 Open Enrollment Updates and Reminders	#24-11	03/26/2024	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	585	<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 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 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
Upcoming Employee Assistance Program (EAP) Webinars & 2024 Learning Programs and Services Catalog and Training List	#24-01	01/02/2024	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	191	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Group Health Insurance Plan (GHIP) Eligibility and Enrollment Rules Revised Effective January 1, 2024 and Updated SBO Procedures	#24-02	01/03/2024	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	191	<ul style="list-style-type: none"> N/A
Get the Facts on What's Happening FAQs - December 2023 Updates	#24-03	01/10/2024	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	192	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
New Report Available in NEBS - Group Subscriber Mailing	#24-04	01/17/2024	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	192	<ul style="list-style-type: none"> N/A
Mark Your Calendars – 2024 Open Enrollment Dates and Events	#24-05	01/18/2024	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	191	<ul style="list-style-type: none"> N/A
Get the Facts on What's Happening FAQs – January 2024 Updates	#24-06	02/08/2024	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	192	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. 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.



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
					<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 educate members on the availability of GHIP care management and lifestyle risk reduction programs.
Get the Facts on What’s Happening FAQs – February 2024 Updates	#24-07	02/29/2024	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	195	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Action Required by March 31, 2024: Non-Payroll Employee Benefits System (NEBS) Updates	#24-08	03/06/2024	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	193	<ul style="list-style-type: none"> N/A
Upcoming Employee Assistance Program (EAP) Webinar – April 2024	#24-09	03/18/2024	Group Health Insurance Plan Participating Group Human Resource and Benefit Managers & Representatives	194	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Revised Agreement for Participating Organizations Effective July 1, 2024	#24-10	03/25/2024	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	194	<ul style="list-style-type: none"> N/A
2024 Open Enrollment Updates and Reminders	#24-11	03/25/2024	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	166	<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 explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
					<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 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
Get the Facts on What’s Happening FAQs – January 2024 Updates	02/08/2024	Delaware Senators, House Representatives, and Legislative Staff	205	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. 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 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.
Disability Insurance Program (DIP) – New SBO External Procedure DIP-003 - Confirming DIP Enrollment for Employees Hired Prior to January 1, 2006	02/15/2024	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	378	<ul style="list-style-type: none"> N/A
Disability Insurance Program (DIP) – New SBO External Procedure DIP-003 - Confirming DIP Enrollment for Employees Hired Prior to January 1, 2006	02/15/2024	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	32	<ul style="list-style-type: none"> N/A
Disability Insurance Program (DIP) – Virtual “THAA Access & Navigation” Presentation and Virtual “Getting the Most out of THAA” Live Demo Presentation	02/23/2024	State Agency, School District, Charter School, DTCC and DSU Human Resource, Benefit and Payroll Representatives with Disability Insurance Program (DIP)	336	<ul style="list-style-type: none"> N/A



Subject	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
on The Hartford Ability Advantage (THAA) System – Additional FY24 Training Dates		and/or Return to Work (RTW) Administrative or Paying Responsibilities		
Disability Insurance Program (DIP) – Virtual “THAA Access & Navigation” Presentation and Virtual “Getting the Most out of THAA” Live Demo Presentation on The Hartford Ability Advantage (THAA) System – Additional FY24 Training Dates	02/23/2024	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	32	<ul style="list-style-type: none"> • N/A
Get the Facts on What’s Happening FAQs – February 2024 Updates	02/29/2024	Delaware Senators, House Representatives, and Legislative Staff	205	<ul style="list-style-type: none"> • Continue to communicate the value of benefits provided along with member education resources.
Online Benefits Training Available for Professional Development	03/05/2024	School District, Charter School, DTCC, and DSU Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	262	<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.



Subject	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
				<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 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.
Please Review - Resource Document for Education Employees	03/07/2024	School District, Charter School, DTCC, and DSU Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	217	<ul style="list-style-type: none"> • N/A
2024 Open Enrollment Updates and Reminders	03/26/2024	University of Delaware, Delaware State Housing Authority, Delaware Solid Waste Authority, Delaware Transit Corporation, and Rehabilitation and Liquidation Bureau Human Resource and Benefit Managers & Representatives	96	<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 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 communicate the value of benefits provided along with member education resources.



Electronic Communications: State Alerts

Subject	Alert Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Disability Insurance Program (DIP) – The Hartford Ability Advantage (THAA) System – Sporadic User Outages	#01-24	01/11/2024	Human Resource, Benefits and Payroll Representatives with Disability Insurance Program (DIP) and/or Return to Work (RTW) Administrative or Paying Responsibilities	380	<ul style="list-style-type: none">N/A
Disability Insurance Program (DIP) – The Hartford Ability Advantage (THAA) System is Restored	#02-24	01/12/2024	Human Resource, Benefits, and Payroll Representatives with Disability Insurance Program (DIP) and/or Return to Work (RTW) Administrative or Paying Responsibilities	381	<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) – The Hartford Ability Advantage (THAA) System – Sporadic User Outages	#01-24	01/11/2024	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
Disability Insurance Program (DIP) – The Hartford Ability Advantage (THAA) System is Restored	#02-24	01/12/2024	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

January

Total Email Responses Sent:	53
Response Topics:	<ul style="list-style-type: none">• Emails Forwarded to SBO Customer Service Team – 17• Training/DLC Inquiries – 16• SBO Master Contact List Updates – 7• Website Survey Responses – 6• Benefit Inquiries – 6• Gym Discounts – 1

February

Total Email Responses Sent:	47
Response Topics:	<ul style="list-style-type: none">• Emails Forwarded to SBO Customer Service Team – 19• Training/DLC Inquiries – 11• Benefit Inquiries – 7• SBO Master Contact List Updates – 6• Website Survey Responses – 4

March

Total Email Responses Sent:	33
Response Topics:	<ul style="list-style-type: none">• Emails Forwarded to SBO Customer Service Team – 16• Benefit Inquiries – 6• Training/DLC Inquiries – 5• SBO Master Contact List Updates – 4• Website Survey Responses – 1• ESS - 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
EyeMed	New Year	01/16/2024	Members who opted into text messages	• N/A
EyeMed	Q1 InSIGHTS – A Look at Your Overall Health	02/15/2024	Members who opted into email messages	• N/A
EyeMed	Age-Related Macular Degeneration Awareness	02/20/2024	Members who opted into text messages	• N/A
EyeMed	Q1 Special Offers	03/05/2024	Members who opted into email messages	• N/A
EyeMed	Workplace Eye Wellness Month	03/12/2024	Members who opted into text messages	• N/A



Printed Communications: Letters/Packets

SBO did not draft or distribute any letters or packets during FY24 Q3.



Printed Communications: Postcards

1	Description:	Get the Facts on What's Happening			
Mail Date:	02/12/2024	Target Audience:	Benefit-eligible State of Delaware employees and pensioners	Quantity:	72,431

Stay up to date on discussions and decisions that impact your benefits!

Read the monthly *Get the Facts on What's Happening* resource document for answers to:

- What's being discussed related to the Group Health Insurance Plan (GHIP) at the State Employee Benefits Committee (SEBC) and SEBC Subcommittee meetings; and
- Actions taken by the SEBC

Visit de.gov/statewidebenefits (Select *SEBC* under the Benefits Menu, then choose *Get the Facts on What's Happening*) or scan the QR code below.



Important: The SEBC is reviewing health plan premium (rate) increase scenarios that would be effective July 1, 2024 for active employees and non-Medicare retirees, and January 1, 2025 for Medicare retirees. An increase is necessary to cover significantly higher healthcare costs and address the projected deficit in the Group Health Insurance Fund. Final decisions for Fiscal Year 2025 will be voted on by the SEBC in March 2024 and communicated in 2024 Open Enrollment materials.



Learn more about the SEBC and SEBC Subcommittees, including:

- Committee members
- Meeting schedules
- Meeting materials
- And more!

WHAT?



State of Delaware
Statewide Benefits Office
841 Silver Lake Blvd, Suite 100
Dover, DE 19904-2465

FIRST CLASS MAIL
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PERMIT NO.1858

WHEN?

Each meeting is open to the public and provides an opportunity for public comment.

Visit de.gov/statewidebenefits (Select SEBC under the Benefits Menu) for more information.

WHY?




Have questions?
Call 1-800-489-8933 or email benefits@delaware.gov.



Printed Communications: Posters/Flyers

1	Description: January/February EAP Webinar Flyer						
Mail/Post Date:	01/02/2024	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®



January/February

Talking to Kids About Violent Events with Widespread Media Coverage

- **Date/Time:** January 31, 2024 from 10:00am - 11:00am
- **Description:** After a terrorist attack, mass shooting, or other violent event with widespread media coverage, how do you talk to children about what happened? Should you have the conversation at all, or is it better to try to shield them from the news? This session will provide guidance on these important subjects. By the end of this workshop, you will: understand how to help kids choose how they understand the world, know how to help kids build resilience, be familiar with ways to encourage in kids a positive understanding of mental health problems, and be able to share ways your kids can discuss polarizing topics.


EAP Orientation for Supervisors

- **Date/Time:** February 7, 2024 from 10:00am - 11:00am
- **Description:** Learn about the Employee Assistance Program (EAP) services that ComPsych® GuidanceResources® provides. Managers and supervisors can use the EAP as a free resource for confidential support, expert information, and valuable resources to support their employees when they need it the most.

EAP Orientation for Employees

- **Date/Time:** February 8, 2024 from 10:00am - 11:00am
- **Description:** Learn about the Employee Assistance Program (EAP) services that ComPsych® GuidanceResources® 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®)





2	Description: Get the Facts On What's Happening						
Mail/Post Date:	02/23/2024	Target Audience:	Benefit-eligible State employees and pensioners and participating group employees		Quantity:	Posted online	
QR Code (Y/N):	Yes	Users:	N/A	Pages/Session:	N/A	Average Session Duration (MM:SS):	N/A

Stay up to date on discussions and decisions that impact your benefits!



Read the monthly *Get the Facts on What's Happening* resource document for answers to:

- What's being discussed related to the Group Health Insurance Plan (GHIP) at the State Employee Benefits Committee (SEBC) and SEBC Subcommittee meetings; and
- Actions taken by the SEBC.

Visit de.gov/statewidebenefits (Select *SEBC* under the Benefits Menu, then choose *Get the Facts on What's Happening*) or scan the QR code.





3	Description: April EAP Webinar Flyer						
Mail/Post Date:	02/26/2024	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®



April

The Sandwich Generation: Balancing Your Personal Life with the Needs of Your Older Parents or Loved Ones

- **Date:** April 17, 2024 from 10:00 am - 11:00 am
- **Description:** Most of us reach a point in life when parents or elderly relatives begin to require more attention and time, and sometimes, our financial support as well. Caring for an older person can be complicated and few of us are trained for the many aspects of that care. Providing care for an elder is a very personal matter. No two situations are the same and there are no simple solutions. You can, though, benefit from following some practical suggestions. Balancing work, family, and care-giving responsibilities can present some challenges. This workshop provides an overview of information to help the participant cope with their personal life while dealing with their elder's needs.

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





4	Description: Computer-Based Training						
Mail/Post Date:	02/27/2024	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

Online Benefits Training

Are you interested in learning more about your benefits?

The Statewide Benefits Office offers computer-based training courses that are self-paced and typically take less than 20 minutes to complete. These courses are available online, 24/7, easily accessible via computer, tablet, or mobile device, and compatible with screen reader software.

Health Benefit Courses*

- How to Select a Health Plan
- Choosing the Right Care
- First State Basic Plan
- CDH Gold Plan
- HMO Plan
- Comprehensive PPO Plan

Benefit Policy Courses

- Spousal Coordination of Benefits
- Dependent Coordination of Benefits
- Qualifying Events

Disability Insurance Program Courses*

- Disability Insurance Program (DIP) Overview
- Short Term Disability
- Long Term Disability
- Return to Work

Additional Benefits Courses*

- Accident and Critical Illness Insurance
- Flexible Spending Account (FSA)
- State Group Universal Life (GUL) Insurance



Access the courses at de.gov/statewidebenefits (select *Benefits Training*) or scan the QR code.

*Note, plan options/premiums (rates) may vary for school district employees and participating groups. Contact your organization's HR/ Benefits Office for details.





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
ComPsych	EAP Informational Postcard	01/08/2024	49,907	<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
Aetna	January Site of Care Postcards	01/31/2024	640	<ul style="list-style-type: none"> Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care
Securian financial (Accident and Critical Illness Insurance)	Health and Wellness Benefit Postcard	02/14/2024	4,292	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Highmark Delaware	Site of Care Postcards	02/19/2024	10,842	<ul style="list-style-type: none"> Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care
Aetna	February Site of Care Postcards	02/29/2024	740	<ul style="list-style-type: none"> Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care
Aetna	March Site of Care Postcards	03/28/2024	573	<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.

January			
Sessions:	24,915	Total Page Views:	66,492
Average Session Duration (MM:SS):	1:32	Pages Per Session:	3.92
Top Ten Page Views:	<ol style="list-style-type: none"> 1. Homepage (14,099) 2. State Agency Employees Main Page (5,646) 3. SEBC Page (2,659) 4. K12, DTCC, & DSU Employees Main Page (2,591) 5. SEBC: Get the Facts Page (1,746) 6. Policies & Procedures Page (1,360) 7. Benefits Bulletin Page (1,201) 8. Choosing the Right Care Page (1,171) 9. ComPsych Page (1,098) 10. Agency Enrollment Page (1,090) 		

February			
Sessions:	25,511	Total Page Views:	66,566
Average Session Duration (MM:SS):	1:31	Pages Per Session:	3.89
Top Ten Page Views:	<ol style="list-style-type: none"> 1. Homepage (14,141) 2. State Agency Employees Main Page (5,406) 3. SEBC: Get the Facts Page (3,570) 4. SEBC Page (3,375) 5. K12, DTCC, & DSU Employees Main Page (2,386) 6. Policies & Procedures Page (1,333) 7. Medicare Pensioner Page (1,040) 8. Highmark Delaware Contact Page (1,038) 9. ComPsych Page (954) 10. Agency Enrollment Page (921) 		

March			
Sessions:	25,103	Total Page Views:	68,153
Average Session Duration (MM:SS):	1:34	Pages Per Session:	4.16



Top Ten Page Views:

1. [Homepage](#) (14,019)
2. [State Agency Employees Main Page](#) (5,780)
3. [SEBC Page](#) (3,333)
4. [K12, DTCC, & DSU Employees Main Page](#) (2,624)
5. [SEBC: Get the Facts Page](#) (2,486)
6. [Agency Enrollment Page](#) (1,297)
7. [Choosing the Right Care Page](#) (1,226)
8. [Policies & Procedures Page](#) (1,186)
9. [Benefits Training \(DLC\) Page](#) (1,071)
10. [Benefits Training Page](#) (1,071)



Website Statistics: Website Updates

January	
Total Website Updates Requested	58
Update Topics:	<ul style="list-style-type: none">• Communications: 14• Health: 9• Open Enrollment: 8• Training: 7• EAP: 3• Secure Ben Rep: 2• Vision: 2• Gym Discounts: 2• Health Observance Announcements: 1• Homepage Banner: 1• Remove FY23 Content: 1• NEO: 1• E&E Rules: 1• Marketplace Notices: 1• SEBC: 1• Rx: 1• PG Resource Doc: 1• DIP: 1• Important Terms & Definitions: 1

February	
Total Website Updates Requested	44
Update Topics:	<ul style="list-style-type: none">• Communications: 13• Open Enrollment: 6• Training: 5• Dental: 4• Health: 3• SEBC: 3• EAP: 3• Health Observance Announcements: 2• Rx: 2• ACA: 1• DIP: 1• Vision: 1



March	
Total Website Updates Requested	58
Update Topics:	<ul style="list-style-type: none">• Open Enrollment: 21• Communications: 21• Health: 5• Securian: 3• SEBC: 2• Training: 1• Dental: 1• Vision: 1• Annual Notices: 1• Secure Ben Rep: 1• FSA: 1



Website Statistics: Website Survey Responses

January	
Total Surveys Received:	8
Survey Topics:	<ul style="list-style-type: none">• No Comment/Thank You – 5• Retiree Healthcare – 1• Shatterproof Link – 1• SEBC Meeting – 1

February	
Total Surveys Received:	4
Response Topics:	<ul style="list-style-type: none">• SCOB Form – 2• Smile Direct Club - 1• Coinsurance Complaint – 1

March	
Total Surveys Received:	4
Response Topics:	<ul style="list-style-type: none">• No Comment/Thank You – 2• Retiree Question – 1• SurgeryPlus Complaint - 1



Training: Instructor-Led Training (ILT)

1	Title:	Benefits 101		
Target Audience:	Benefit-eligible State Agency employees	Date(s):	01/18/2024	
Attendance:	20	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:	Everything You Need to Know About Covering a Spouse or Dependent		
Target Audience:	Benefit-eligible State Agency employees	Date(s):	02/13/2024	
Attendance:	26	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. 				



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 – 03/31/2024	
FY24 Q3 Total Completions: (2,460)	<ul style="list-style-type: none"> DLC = 2,450 Website = 10 	Assigned:	Yes, assignment is ongoing. This course must be completed annually by all members of the HIPAA Workforce.	
FY24 Q3 Evaluations Submitted: (298)	<ul style="list-style-type: none"> DLC = 288 Website = 10 			
<u>Evaluation Feedback</u>				
<ol style="list-style-type: none"> 97% of respondents Strongly Agree or Agree that the learning objectives were clearly presented in the course. 96% of respondents Strongly Agree or Agree that the content was presented clearly. 90% of respondents Strongly Agree or Agree that the content was engaging. 96% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 93% 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. 96% 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 – 03/31/2024	
FY24 Q3 Total Completions: (30)	<ul style="list-style-type: none"> DLC = 17 Website = 13 	Assigned:	N/A	
FY24 Q3 Evaluations Submitted: (16)	<ul style="list-style-type: none"> DLC = 3 Website = 13 			
<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 – 03/31/2024	



FY24 Q3 Total Completions: (1,647)	<ul style="list-style-type: none"> DLC = 1,528 Website = 119 	Number Assigned:	N/A
FY24 Q3 Evaluations Submitted: (211)	<ul style="list-style-type: none"> DLC = 92 Website = 119 		
Evaluation Feedback			
<ol style="list-style-type: none"> 98% of respondents Strongly Agree or Agree that the content was presented clearly. 96% 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 – 03/31/2024	
FY24 Q3 Total Completions: (20)	<ul style="list-style-type: none"> DLC = 18 Website = 2 	Assigned:	N/A	
FY24 Q3 Evaluations Submitted: (3)	<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 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 – 03/31/2024	
FY24 Q3 Total Completions: (8)	<ul style="list-style-type: none"> DLC = 7 Website = 1 	Assigned:	N/A	
FY24 Q3 Evaluations Submitted: (2)	<ul style="list-style-type: none"> DLC = 1 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 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		
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2023 – 03/31/2024	
FY24 Q3 Total Completions: (17)	<ul style="list-style-type: none"> DLC = 16 Website = 1 	Assigned:	N/A	
FY24 Q3 Evaluations Submitted: (3)	<ul style="list-style-type: none"> DLC = 2 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 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 – 03/31/2024	
FY24 Q3 Total Completions: (14)	<ul style="list-style-type: none"> DLC = 13 Website = 1 	Assigned:	N/A	
FY24 Q3 Evaluations Submitted: (3)	<ul style="list-style-type: none"> DLC = 2 Website = 1 			
Evaluation Feedback				
<ol style="list-style-type: none"> 100% of respondents Strongly Agree that the content was presented clearly. 100% of respondents Strongly Agree that the length of the course was appropriate for the content. 100% of respondents Strongly Agree that they have a better understanding of the Comprehensive PPO Plan. 100% of respondents Strongly Agree that they would recommend this course to others. 100% of respondents Strongly 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 – 03/31/2024	
FY24 Q3 Total Completions: (14)	<ul style="list-style-type: none"> DLC = 13 Website = 1 	Assigned:	N/A	
FY24 Q3 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 Flexible Spending Account (FSA) 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 Flexible Spending Account (FSA).
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.

9	Title:	Spousal Coordination of Benefits		
Version(s):	<ul style="list-style-type: none"> • Delaware Learning Center (DLC) • Website 	Availability:	07/01/2023 – 03/31/2024	
FY24 Q3 Total Completions: (31)	<ul style="list-style-type: none"> • DLC = 29 • Website = 2 	Assigned:	N/A	
FY24 Q3 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. 67% of respondents Strongly Agree or Agree that they would recommend this course to others. 4. 67% of respondents Strongly Agree or Agree have a better understanding of spousal coordination of benefits. 5. 67% 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 – 03/31/2024	
FY24 Q3 Total Completions: (12)	<ul style="list-style-type: none"> • DLC = 11 • Website = 1 	Assigned:	N/A	
FY24 Q3 Evaluations Submitted: (3)	<ul style="list-style-type: none"> • DLC = 2 • Website = 1 			
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 have a better understanding of spousal coordination of benefits. 5. 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 – 03/31/2024	
FY24 Q3 Total Completions: (10)	<ul style="list-style-type: none"> • DLC = 8 • Website = 2 	Assigned:	N/A	
FY24 Q3 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 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 – 03/31/2024	
FY24 Q3 Total Completions: (33)	<ul style="list-style-type: none"> DLC = 30 Website = 3 	Assigned:	N/A	
FY24 Q3 Evaluations Submitted: (3)	<ul style="list-style-type: none"> DLC = 0 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 – 03/31/2024	
FY24 Q3 Total Completions: (43)	<ul style="list-style-type: none"> DLC = 39 Website = 4 	Assigned:	N/A	
FY24 Q3 Evaluations Submitted: (5)	<ul style="list-style-type: none"> DLC = 1 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 – 03/31/2024	
FY24 Q3 Total Completions: (28)	<ul style="list-style-type: none"> DLC = 26 Website = 2 	Assigned:	N/A	
FY24 Q3 Evaluations Submitted: (0)	<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 would recommend this course to others. 100% of respondents Strongly Agree or Agree that they have a basic understanding of the Long Term Disability program. 50% of respondents Strongly Agree or Agree that they learned how and when to transition to Long Term Disability. 50% 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 – 03/31/2024	
FY24 Q3 Total Completions: (31)	<ul style="list-style-type: none"> DLC = 28 Website = 32 	Assigned:	N/A	
FY24 Q3 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 have a basic understanding of the Return to Work program. 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. 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 – 03/31/2024	
FY24 Q3 Total Completions: (9)	<ul style="list-style-type: none"> DLC = 8 Website = 1 	Assigned:	N/A	
FY24 Q3 Evaluations Submitted: (2)	<ul style="list-style-type: none"> DLC = 1 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 Accident and Critical Illness Insurance plans and how they 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 Accident and Critical Illness Insurance plans. 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. 	

17	Title:	State Group Universal Life Insurance		
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2023 – 03/31/2024	
FY24 Q3 Total Completions: (18)	<ul style="list-style-type: none"> DLC = 17 Website = 1 	Assigned:	N/A	
FY24 Q3 Evaluations Submitted: (2)	<ul style="list-style-type: none"> DLC = 1 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 State Group Universal Life (GUL) Insurance plan 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 State Group Universal Life (GUL) Insurance 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 found this course to be informative. 	



Training: Vendor Webinars

Vendor	Webinar	Date	Attendance	Evaluation Feedback
The Hartford	THAA Access & Navigation	01/09/2024	49	<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.
Aetna	Healthy Living: Eating Right for Life	01/10/2024	3	None provided
Delta Dental	Oral Health and Wellness: The Whole Tooth About a Health Smile	01/18/2024	31	None provided
Aetna	Healthy Living: Be Positive	01/22/2024	1	None provided
ComPsych GuidanceResources	Talking to Kids About Violent Events with Widespread Media Coverage	01/31/2024	26	None provided
ComPsych GuidanceResources	Orientation for Supervisors	02/07/2024	48	None provided
Aetna	Healthy Living: Lightening Your Life with Laughter	02/08/2024	1	None provided
ComPsych GuidanceResources	Orientation for Employees	02/08/2024	39	None provided
Delta Dental	Oral Health and Aging: What You Need to Know	02/13/2024	99	None provided
Aetna	Healthy Living: Relaxation 101	02/20/2024	4	None provided
The Hartford	Getting the Most Out of THAA	02/20/2024	37	<ul style="list-style-type: none"> 91% Agree to Strongly Agree that the information presented was useful.



				<ul style="list-style-type: none">• 87% Agree to Strongly Agree that the content was organized and easy to follow.• 91% Agree to Strongly Agree that the speakers were engaging and knowledgeable.• 87% Agree to Strongly Agree that the format was enjoyable and made appropriate use of technology.• 87% Agree to Strongly Agree that the length of the training was satisfactory.• 83% Agree to Strongly Agree that the training met their expectations.• 74% Agree to Strongly Agree that they have a better understanding of how to navigate within THAA.
Aetna	Work – Nonverbal Communication	03/11/2024	5	None provided
The Hartford	THAA Access & Navigation	03/19/2024	40	<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 Wellness: The Whole Tooth About a Health Smile	03/20/2024	226	None provided
Aetna	Colorectal Cancer Screening	03/27/2024	1	None provided