

Statewide Benefits Office Training/Communications FY24 Q4 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 for Q4 FY2024 pertained to Open Enrollment. Communications in April focused on the online learning assignments. The *2024 Open Enrollment Guide* was assigned to State of Delaware employees who were currently enrolled in a State health, dental, and/or vision plan. The purpose of the course was to guide employees through their benefit options and inform them of changes for the FY2025 plan year in order to prepare them for Open Enrollment in May. Nine emails were distributed to assign and remind employees of the course. The course was also promoted on a pre-Open Enrollment poster that was distributed to State offices and a postcard sent to benefit-eligible employees' homes. Employees who completed the course provided a 98% satisfaction rate. Despite the communication frequency and the positive feedback for the course, the State completion rate was 36.4%. This is a decrease from the 39.3% completion rate in 2023.

The *2024 HR/Ben Rep Responsibilities for Open Enrollment* online course was assigned to State of Delaware and Participating Group HR/Benefits Representatives. The purpose of the course was to inform the representatives of the actions that they needed to take to assist their employees with completing Open Enrollment. Ten emails were distributed to assign and remind the HR/Benefits Representatives of the course. Individuals who completed the course provided a 99% satisfaction rate. The completion rate for this course also decreased from 66.6% in 2023 to 55.4% in 2024.

The Open Enrollment communications in May focused on the requirement to actively participate. The Benefits Bulletin was sent on the first day of Open Enrollment to all benefit-eligible employees to remind them to actively participate. In addition, two reminder emails were sent directly to employees during Open Enrollment who had not actively participated. A memo was also sent to HR/Benefits Representatives requesting that they encourage their employees to actively participate in Open Enrollment. The active participation rate for 2024 was 84.2% which was a 2.7% increase from the prior year.



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	22	5	7
Benefits Bulletin Distributed	1	1	1	1	1	1	1	1	1	1	1	1
State Memos Distributed	3	2	4	4	1	5	4	2	5	2	4	4
Participating Group Memos Distributed	4	2	4	3	1	3	5	2	4	2	2	5
Organization Specific Memos Distributed	2	2	3	3	0	3	0	6	3	3	3	4
State Alerts Distributed	0	0	2	0	0	0	2	0	0	0	0	1
Participating Group Alerts Distributed	0	0	2	0	0	0	2	0	0	0	0	1
SBO Communications Mailbox Responses	21	36	17	40	52	45	53	47	33	59	102	34
Electronic Communications Distributed by Vendors	1	1	2	2	2	2	1	2	2	1	6	0
Letters/Packets Distributed	0	1	0	3	0	0	0	0	0	8	0	0
Postcards Distributed	0	0	0	0	0	0	0	1	0	1	0	0
Posters/Flyers Distributed	4	1	1	0	0	0	1	3	0	2	2	0
Printed Communications Distributed by Vendors	2	2	1	2	4	1	2	3	1	2	4	2
Total SBO Website Users	15,206	14,304	13,863	13,974	14,622	14,922	16,981	17,131	16,364	24,877	35,763	14,321
Total SBO Website Updates	43	42	43	55	24	41	58	44	58	78	37	47
Website Surveys Received	2	3	0	6	21	14	8	4	4	55	29	9
SBO Instructor-Led Training Sessions	0	2	3	2	3	3	1	1	0	0	0	4
SBO Computer-Based Training Courses Available	17	17	17	17	17	17	17	17	17	23	25	25
Vendor Webinars	2	4	4	6	5	4	5	6	4	5	3	4



Electronic Communications: Targeted Emails

Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
TRAINING ASSIGNED: Complete HR/Ben Rep Online Course by April 30	SBO	04/02/2024	HR/Benefit Representatives and PHRST Key End Users for State Agencies	173	<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 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 promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits. • Continue to communicate the value of benefits provided along with member education resources.
TRAINING ASSIGNED: Complete HR/Ben Rep Online Course by April 30	SBO	04/02/2024	HR/Benefit Representatives and PHRST Key End Users for K12, DTCC, and DSU	144	<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 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 promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits. • Continue to communicate the value of benefits provided along with member education resources.
<p>TRAINING ASSIGNED: Complete HR/Ben Rep Online Course by April 30</p>	SBO	04/02/2024	HR/Benefit Representatives for Participating Groups	157	<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 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 promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits. • 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
Open Enrollment Guide – Online Course (Complete by April 30)	SBO	04/03/2024	K12, DTCC, and DSU employees enrolled in either the State health, dental, and/or vision plans	21,805	<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 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 promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits. • Continue to communicate the value of benefits provided along with member education resources.
Open Enrollment Guide – Online Course	SBO	04/03/2024	State Agency employees enrolled in either the State health, dental, and/or vision plans and are not in the DLC	71	<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



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					<p>reduction through the GHIP and other community resources.</p> <ul style="list-style-type: none">• 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 promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.• Continue to communicate the value of benefits provided along with member education resources.
Open Enrollment Guide – Online Course	SBO	04/03/2024	State Agency employees not currently enrolled in the State health, dental, and vision plans	1,333	<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 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 promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.• Continue to communicate the value of benefits provided along with member education resources.
Open Enrollment Guide – Online Course	SBO	04/03/2024	K12, DTCC, and DSU employees not currently enrolled in the State health, dental, and/or vision plan	3,312	<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 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.



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					<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 promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.• Continue to communicate the value of benefits provided along with member education resources.
Training Assigned: 2024 Open Enrollment Guide (Due 4/30/2024)	DLC	04/03/2024	State Agency employees enrolled in either the State health, dental, and/or vision plans and are in the DLC	13,718	<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 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 promote health care consumerism and the importance of making informed



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
					<p>decisions when enrolling in or changing benefits.</p> <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 – March 2024 Updates	SBO	04/05/2024	State Agency, K12, DTCC, and DSU benefit-eligible employees	40,132	<ul style="list-style-type: none"> Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.
REMINDER: Complete HR/Ben Rep Online Course by April 30	SBO	04/16/2024	HR/Benefit Representatives and PHRST Key End Users for State Agencies who had not completed the course	134	<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 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 promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits. Continue to communicate the value of benefits provided along with member education resources.



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REMINDER: Complete HR/Ben Rep Online Course by April 30	SBO	04/16/2024	HR/Benefit Representatives and PHRST Key End Users for K12, DTCC, and DSU who had not completed the course	104	<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 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 promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.• Continue to communicate the value of benefits provided along with member education resources.
REMINDER: Complete HR/Ben Rep Online Course by April 30	SBO	04/16/2024	HR/Benefit Representatives for Participating Groups who had not completed the course	112	<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 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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					<ul style="list-style-type: none"> • Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs. • Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits. • Continue to communicate the value of benefits provided along with member education resources.
REMINDER: Complete “2024 Open Enrollment Guide” Online Course by April 30	SBO	04/17/2024	K12, DTCC, and DSU employees enrolled in either the State health, dental, and/or vision plans who had not completed the 2024 Open Enrollment Guide assignment	21,271	<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 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 promote health care consumerism and the importance of making informed



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REMINDER: Complete 2024 Open Enrollment Guide (Due April 30)	DLC	04/17/2024	State Agency employees enrolled in either the State health, dental, and/or vision plans and are in the DLC but have not completed the course	8,101	<p>decisions when enrolling in or changing benefits.</p> <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 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 promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits. Continue to communicate the value of benefits provided along with member education resources.



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Flexible Spending Account Open Enrollment – New Plan Year	SBO	04/23/2024	State Agency, K12, DTCC, and DSU benefit-eligible employees currently enrolled in the FSA Plan (Health Care and/or Dependent Care)	8,488	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Why You Should Enroll in a Health Care FSA	SBO	04/23/2024	State Agency, K12, DTCC, and DSU benefit-eligible employees that are <u>not</u> currently enrolled in the Health Care FSA	31,640	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Group Universal Life (GUL), Accident, and Critical Illness Insurance Open Enrollment	SBO	04/25/2024	State Agency, K12, DTCC, and DSU benefit-eligible employees	40,124	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
ACTION NEEDED: Complete HR/Ben Rep Online Course by April 30	SBO	04/26/2024	HR/Benefit Representatives and PHRST Key End Users for State Agencies who had not completed the course	103	<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 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 promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits. Continue to communicate the value of benefits provided along with member education resources.



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ACTION NEEDED: Complete HR/Ben Rep Online Course by April 30	SBO	04/26/2024	HR/Benefit Representatives and PHRST Key End Users for K12, DTCC, and DSU who had not completed the course	82	<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 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 promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.• Continue to communicate the value of benefits provided along with member education resources.
ACTION NEEDED: Complete HR/Ben Rep Online Course by April 30	SBO	04/26/2024	HR/Benefit Representatives for Participating Groups who had not completed the course	87	<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 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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					<ul style="list-style-type: none"> • Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs. • Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits. • Continue to communicate the value of benefits provided along with member education resources.
REMINDER: Complete “2024 Open Enrollment Guide” Online Course by April 30	SBO	04/29/2024	K12, DTCC, and DSU employees enrolled in either the State health, dental, and/or vision plans who had not completed the 2024 Open Enrollment Guide assignment	15,168	<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 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 promote health care consumerism and the importance of making informed



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REMINDER: Complete 2024 Open Enrollment Guide (Due April 30)	DLC	04/29/2024	State Agency employees enrolled in either the State health, dental, and/or vision plans and are in the DLC but have not completed the course	4,561	<p>decisions when enrolling in or changing benefits.</p> <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 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 promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits. Continue to communicate the value of benefits provided along with member education resources.



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Get the Facts on What's Happening – April 2024 Updates	SBO	05/02/2024	State Agency, K12, DTCC, and DSU benefit-eligible employees	40,132	<ul style="list-style-type: none"> Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits. Continue to communicate the value of benefits provided along with member education resources.
Only 8 Days Left: Complete Your Open Enrollment by May 17	SBO	05/09/2024	State Agency, K12, DTCC, and DSU employees who had not completed step one of the Enrollment Action Checklist as of 5:00pm on May 8	26,161	<ul style="list-style-type: none"> Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.
ACTION REQUIRED: Complete Your Open Enrollment by May 17	SBO	05/15/2024	State Agency, K12, DTCC, DSU employees who had not completed step one of the Enrollment Action Checklist as of 5:00pm on May 14	15,624	<ul style="list-style-type: none"> Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.
Reminder: Review Your Benefit Selections	SBO	05/20/2024	State Agency, K12, DTCC, DSU benefit-eligible employees	40,127	<ul style="list-style-type: none"> Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.
Seats Are Still Available for Benefits Training!	SBO	05/22/2024	State Agency benefit-eligible employees	15,062	<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



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					<p>reduction through the GHIP and other community resources.</p> <ul style="list-style-type: none"> • 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.
HR/Benefits Rep and PHRST Key End User Survey - 2024 Open Enrollment	SBO	06/04/2024	State Agency, K12, DTCC, and DSU HR/Ben Reps and PHRST Key End Users	445	<ul style="list-style-type: none"> • N/A
ACTION REQUIRED: Complete the Double State Share Verification Form	SBO	06/05/2024	State Agency, K12, DTCC, & DSU employees who are enrolled in a DSS plan for July 1	983	<ul style="list-style-type: none"> • N/A
Get the Facts on What's Happening – May 2024 Updates	SBO	06/06/2024	State Agency, K12, DTCC, and DSU benefit-eligible employees	40,111	<ul style="list-style-type: none"> • Continue to communicate the value of benefits provided along with member education resources. • Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.
Attention School Employees! Employee Assistance Program (EAP)	SBO	06/20/2024	Benefit-eligible K12, DTCC, and DSU employees	25,046	<ul style="list-style-type: none"> • Continue to communicate the value of benefits provided along with member education resources.



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April Live and Recorded Webinars					
Employee Assistance Program (EAP) April Live and Recorded Webinars	SBO	06/20/2024	Benefit-eligible State Agency employees	15,071	<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	06/25/2024	State Agency benefit-eligible employees	15,071	<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.



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					<ul style="list-style-type: none">Continue to communicate the value of benefits provided along with member education resources.
PLEASE READ CAREFULLY: IMPORTANT INFORMATION REGARDING YOUR HIGHMARK DELAWARE HEALTH PLAN	SBO	06/28/2024	State Agency, K12, DTCC, and DSU Highmark Delaware members who received services at US Digestive Health in the last 12 months	1,399	<ul style="list-style-type: none">N/A



Electronic Communications: Benefits Bulletin

April	https://dhr.delaware.gov/benefits/news/documents/2024/040424.pdf				
Distribution Mailbox:	SBO Communications	Date Distributed:	04/04/2024		
Target Audience:	Benefit-eligible employees of State agencies, K12, DTCC, and DSU				
Articles:	<ul style="list-style-type: none"> • Prepare for Open Enrollment • Review Additional Benefits • State Employee Benefits Committee (SEBC) Corner: Benefit Changes for July 1, 2024 • DEFER: 457(b) & 403(b) Retirement Savings Plans • Upcoming Webinars • Sharing Benefit Information with Your Spouse and Dependents • Hidden Treasures Activity 				
Total Recipients:	40,132	Trackable Links (Y/N):	Yes	Total Readers:	729
Sessions:	1,749	Average Session Duration (MM:SS):	1:07	Hidden Treasures Responses:	56
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 communicate the value of benefits provided along with member education 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 monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives. • Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits. 				

May	https://dhr.delaware.gov/benefits/news/documents/2024/050124.pdf				
Distribution Mailbox:	SBO Communications	Date Distributed:	05/01/2024		
Target Audience:	Benefit-eligible employees of State agencies, K12, DTCC, and DSU				
Articles:	<ul style="list-style-type: none"> • Open Enrollment Begins Today! • State Employee Benefits Committee (SEBC) Corner 				



	<ul style="list-style-type: none"> Review Additional Benefits Skin Cancer Facts and Figures Upcoming Webinars Mental Health Month DEFER: 457(b) & 403(b) Retirement Savings Plans Hidden Treasures Activity 				
Total Recipients:	40,127	Trackable Links (Y/N):	Yes	Total Readers:	1,419
Sessions:	2,891	Average Session Duration (MM:SS):	1:06	Hidden Treasures Responses:	44
SBO Tactics Based on SEBC Strategic Framework	<ul style="list-style-type: none"> Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits. 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. 				

June	https://dhr.delaware.gov/benefits/news/documents/2024/060524.pdf				
Distribution Mailbox:	SBO Communications	Date Distributed:	06/05/2024		
Target Audience:	Benefit-eligible employees of State agencies, K12, DTCC, and DSU				
Articles:	<ul style="list-style-type: none"> Check Your Mail for New ID Cards State Employee Benefits Committee (SEBC) Corner Office of Women’s Advancement & Advocacy (OWAA) Webinar Upcoming Webinars DE529 – Education Savings Plan Financial Wellness Webinar Recording Employee Spotlight – Hinge Health Testimonial New Men’s*, Women’s*, and LGBTQIA+ Health Website Content Hidden Treasures Activity 				
Total Recipients:	40,106	Trackable Links (Y/N):	Yes	Total Readers:	530
Sessions:	855	Average Session Duration (MM:SS):	1:05	Hidden Treasures Responses:	24
SBO Tactics Based on SEBC	<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. 				



**Strategic
Framework**

- Continue to communicate the value of benefits provided along with member education resources.
- Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.



Electronic Communications: State Memos

Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Get the Facts on What's Happening FAQs - March 2024 Updates	#24-12	04/04/2024	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	586	<ul style="list-style-type: none"> Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.
Help Promote the Need for Organ Donors	#24-13	04/24/2024	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	564	<ul style="list-style-type: none"> N/A
Get the Facts on What's Happening FAQs - April 2024 Updates	#24-14	05/01/2024	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	593	<ul style="list-style-type: none"> Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits. Continue to communicate the value of benefits provided along with member education resources.
Additional Outreach to Open Enrollment Non-Completers	#24-15	05/13/2024	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	593	<ul style="list-style-type: none"> N/A
Post 2024 Open Enrollment Information	#24-16	05/17/2024	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	594	<ul style="list-style-type: none"> N/A
Seats Available for Upcoming Statewide Benefits Training	#24-17	05/21/2024	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	594	<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



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
					<p>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.
Get the Facts on What's Happening FAQs - May 2024 Updates	#24-18	06/05/2024	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	595	<ul style="list-style-type: none"> • Continue to communicate the value of benefits provided along with member education resources. • Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
					additional member education and ongoing review of incentives.
SBO's Facebook Page Will Be Discontinued Effective July 1, 2024	#24-19	06/11/2024	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	594	<ul style="list-style-type: none">N/A
Upcoming Employee Assistance Program (EAP) Webinars	#24-20	06/18/2024	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	589	<ul style="list-style-type: none">Continue to communicate the value of benefits provided along with member education resources.
PLEASE READ CAREFULLY: Important Information Regarding Highmark Delaware Health Plan	#24-21	06/28/2024	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	586	<ul style="list-style-type: none">N/A



Electronic Communications: Participating Group Memos

Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Get the Facts on What's Happening FAQs - March 2024 Updates	#24-12	04/04/2024	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	194	<ul style="list-style-type: none"> Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.
Help Promote the Need for Organ Donors	#24-13	04/24/2024	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	192	<ul style="list-style-type: none"> N/A
Get the Facts on What's Happening FAQs - April 2024 Updates	#24-14	05/01/2024	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	193	<ul style="list-style-type: none"> Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits. Continue to communicate the value of benefits provided along with member education resources.
New SBO External Procedure ADMNP-012 Requesting New, Revisions, and Terminations for Client Portal Access for Participating Groups Users	#24-15	05/23/2024	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	192	<ul style="list-style-type: none"> N/A
Get the Facts on What's Happening FAQs - May 2024 Updates	#24-16	06/05/2024	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 monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
					education and ongoing review of incentives.
SBO's Facebook Page Will Be Discontinued Effective July 1, 2024	#24-17	06/11/2024	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	192	<ul style="list-style-type: none">• N/A
Upcoming Employee Assistance Program (EAP) Webinars	#24-18	06/18/2024	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	87	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.
Assessment of Late Fee for Group Health Insurance Plan (GHIP) Monthly Health Plan Premiums Beginning July 2024	#24-19	06/25/2024	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	192	<ul style="list-style-type: none">• N/A
PLEASE READ CAREFULLY: Important Information Regarding Highmark Delaware Health Plan	#24-20	06/28/2024	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	188	<ul style="list-style-type: none">• N/A



Electronic Communications: Organization Specific Memos

Subject	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
2024 Open Enrollment - HR/Benefit Rep Online Course	04/03/2024	Delaware Association of School Personnel Administrators (DASPA), School Business Managers, and Charter School Business Managers	103	<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 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 promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits. Continue to communicate the value of benefits provided along with member education resources.
Get the Facts on What's Happening FAQs – March 2024 Updates	04/04/2024	Delaware Senators, House Representatives, and Legislative Staff	204	<ul style="list-style-type: none"> Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.
Revised SBO Procedure GHIP-001 - State of Delaware Health,	04/17/2024	School District, Charter School, DTCC, and DSU Human Resource and Benefit	220	<ul style="list-style-type: none"> N/A



Subject	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Dental, and Vision Enrollment/Change Form Required for all Benefit-Eligible Employees		Managers & Specialists, School Personnel Administrators and Business Managers		
Get the Facts on What’s Happening FAQs – April 2024 Updates	05/01/2024	Delaware Senators, House Representatives, and Legislative Staff	207	<ul style="list-style-type: none"> • Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits. • Continue to communicate the value of benefits provided along with member education resources.
Disability Insurance Program (DIP)/Short Term Disability (STD) Process for Reporting Non-Contractual Dates for Less Than Twelve Month Educational Employees	05/30/2024	School District, Charter School, and DSU Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	224	<ul style="list-style-type: none"> • N/A
New SBO Procedure for Entering ACA Hours in PHRST for Coaches	05/30/2024	School District, Charter School, DTCC, and DSU Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	227	<ul style="list-style-type: none"> • N/A
Double State Share Verification Form Requirement for Employees/Retirees	06/04/2024	Delaware Transit Corporation, Delaware Solid Waste Authority, Delaware State Housing Authority, University of Delaware Human Resource and Benefit Managers & Representatives	51	<ul style="list-style-type: none"> • N/A
Get the Facts on What’s Happening FAQs – May 2024 Updates	06/05/2024	Delaware Senators, House Representatives, and Legislative Staff	207	<ul style="list-style-type: none"> • Continue to communicate the value of benefits provided along with member education resources. • Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.
Disability Insurance Program (DIP) – Return to Work Process	06/17/2024	Delaware Solid Waste Authority (DSWA) Human Resource, Benefits, and Payroll	2	<ul style="list-style-type: none"> • N/A



Subject	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Enhancements Effective July 1, 2024		Representatives with Disability Insurance Program (DIP) and/or Return to Work (RTW) Administrative or Paying Responsibilities		
Disability Insurance Program (DIP) – Return to Work Process Enhancements Effective July 1, 2024	06/17/2024	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	340	<ul style="list-style-type: none">• N/A



Electronic Communications: State Alerts

Subject	Alert Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Delaware MedExpress Urgent Care Locations Closed Effective June 22, 2024	#03-24	06/26/2024	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	424	<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
Delaware MedExpress Urgent Care Locations Closed Effective June 22, 2024	#03-24	06/26/2024	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	193	<ul style="list-style-type: none">N/A



Electronic Communications: SBO Communications Mailbox Responses

April

Total Email Responses Sent:	59
Response Topics:	<ul style="list-style-type: none">• Training/DLC Inquiries: 18• Emails Forwarded to SBO Customer Service Team: 15• Benefit Inquiries: 10• Open Enrollment: 9• Website Survey Responses: 4• SBO Master Contact List Updates: 3

May

Total Email Responses Sent:	102
Response Topics:	<ul style="list-style-type: none">• Open Enrollment: 57• Emails Forwarded to SBO Customer Service Team: 21• Training/DLC Inquiries: 9• Website Survey Responses: 8• SBO Master Contact List Updates: 5• Gym Discounts: 2

June

Total Email Responses Sent:	34
Response Topics:	<ul style="list-style-type: none">• Emails Forwarded to SBO Customer Service Team: 12• Benefit Inquiries: 12• Website Survey Responses: 5• SBO Master Contact List Updates: 5



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	Transitions – Gen S lenses launch	04/09/2024	Members who opted into text messages	<ul style="list-style-type: none"> • N/A
ASIFlex	FSA Open Enrollment Reminder Email	05/01/2024	10,601	<ul style="list-style-type: none"> • Continue to communicate the value of benefits provided along with member education resources. • Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.
ASIFlex	FSA Open Enrollment Reminder Text	05/01/2024	5,469	<ul style="list-style-type: none"> • Continue to communicate the value of benefits provided along with member education resources. • Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.
ASIFlex	FSA Open Enrollment Reminder Email	05/08/2024	7,392	<ul style="list-style-type: none"> • Continue to communicate the value of benefits provided along with member education resources. • Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.
ASIFlex	FSA Open Enrollment Reminder Text	05/08/2024	3,671	<ul style="list-style-type: none"> • Continue to communicate the value of benefits provided along with member education resources. • Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.



ASIFlex	FSA Open Enrollment Reminder Email	05/17/2024	3,282	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.• Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.
ASIFlex	FSA Open Enrollment Reminder Text	05/17/2024	1,579	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.• Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.



Printed Communications: Letters/Packets

Description	Target Audience	Mail Date	Quantity	Contents
Retiree Healthcare Newsletter	State Non-Medicare and Medicare pensioners	04/03/2024	32,579	Included articles related to Open Enrollment and changes made by the SEBC for the new plan year.
2024 Open Enrollment Packet	State of Delaware employees who have consented to receive Federal Notices online	04/17/2024	20,243	<ol style="list-style-type: none"> 1. Envelope 2. Variable letter including Open Enrollment action steps and changes for the new plan year
2024 Open Enrollment Packet	State of Delaware employees who have <u>not</u> consented to receive Federal Notices online	04/17/2024	19,839	<ol style="list-style-type: none"> 1. Envelope 2. Variable letter including Open Enrollment action steps and changes for the new plan year 3. Federal Notices
2024 Open Enrollment Packet	State Non-Medicare Eligible pensioners	04/17/2024	13,274	<ol style="list-style-type: none"> 1. Envelope 2. Variable letter including Open Enrollment action steps and changes for the new plan year 3. Pensioner Rate Sheet 4. Health Plan Comparison Chart 5. Dental/Vision Comparison Charts 6. Pensioner benefit applications 7. Summary of Benefits and Coverage for each health plan 8. Federal Notices
2024 Open Enrollment Packet	State Medicare Eligible pensioners	04/17/2024	19,305	<ol style="list-style-type: none"> 1. Envelope 2. Variable letter including Open Enrollment action steps and changes for the new plan year 3. Pensioner Rate Sheet 4. Dental/Vision Comparison Charts 5. Pensioner benefit applications 6. Federal Notices
2024 Open Enrollment Packet	Participating Group employees	04/17/2024	2,271	<ol style="list-style-type: none"> 1. Envelope 2. Static letter including Open Enrollment action steps and changes for the new plan year 3. Summary of Benefits and Coverage for each health plan 4. Federal Notices
2024 Open Enrollment Packet	COBRA participants	04/17/2024	449	<ol style="list-style-type: none"> 1. Envelope



Description	Target Audience	Mail Date	Quantity	Contents
				<ol style="list-style-type: none">2. Static letter including Open Enrollment action steps and changes for the new plan year3. Summary of Benefits and Coverage for each health plan4. Federal Notices
2024 Open Enrollment Packet	COBRA participants (second mailing)	04/22/2024	311	<ol style="list-style-type: none">1. Envelope2. Static letter including Open Enrollment action steps and changes for the new plan year3. Summary of Benefits and Coverage for each health plan4. Federal Notices



Printed Communications: Postcards

1	Description:	Open Enrollment – Ready, Set, Enroll			
Mail Date:	04/01/2024	Target Audience:	Benefit-eligible State of Delaware employees	Quantity:	40,086

Ready, Set...

Complete the following in April to prepare for Open Enrollment:



► Update Contact Information:

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

► Complete Online Training:

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

► Compare Health Plan Options:

Week of April 15 - Look for a personalized enrollment recommendation based on your use of healthcare benefits and compare estimated costs by plan with myBenefitsMentor.



Scan the QR code or visit de.gov/statewidebenefits and select *Open Enrollment* to learn more.

... Enroll

Open Enrollment is May 1-17, 2024

Benefit Selections Effective July 1, 2024

Complete the following during Open Enrollment:

- Access Employee Self-Service through my.delaware.gov to enroll, confirm, or waive your health, dental, and/or vision coverage.
- Complete the online Spousal Coordination of Benefits Form if you will be covering your spouse under a Highmark or Aetna health plan as of July 1, 2024.
- Check out the additional benefits:
 - Flexible Spending Account
 - Accident & Critical Illness Insurance
 - State Group Universal Life Insurance

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



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

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Have questions? Call 1-800-489-8933



Printed Communications: Posters/Flyers

1	Description:	Pre-Open Enrollment Poster – Ready, Set, Enroll!					
Mail/Post Date:	04/01/2024	Target Audience:	Benefit-eligible State of Delaware employees	Quantity:	1,075 posted in offices and posted online		
QR Code (Y/N):	Yes	Users:	40	Pages/Session:	5.33	Average Session Duration (MM:SS):	0:28

Ready, Set, Enroll!

Statewide Benefits Office
SBO
Benefits Made Easy

Prepare for Open Enrollment

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

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

Compare Your Health Plan Options
Week of April 15 - Look for a personalized enrollment recommendation based on your use of healthcare benefits and compare estimated costs by plan with myBenefitsMentor.


2024 Open Enrollment May 1 - 17, 2024

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

SCAN ME!



2	Description: Ideas to Promote Open Enrollment (OE) at Your Organization						
Mail/Post Date:	04/15/2024	Target Audience:	State of Delaware HR/Benefits Representatives		Quantity:	Posted online	
QR Code (Y/N):	No	Users:	N/A	Pages/Session:	N/A	Average Session Duration (MM:SS):	N/A



Ideas to Promote Open Enrollment (OE) at Your Organization

Promote Online Courses
Encourage your employees to complete the *2024 Open Enrollment Guide* course. You should also complete the *2024 HR/Ben Rep Responsibilities for Open Enrollment* course.

Display Open Enrollment Posters
Display the [Prepare for Open Enrollment*](#) posters you receive in April and flip them over to display the [Complete Open Enrollment*](#) side during OE in May.

Promote Open Enrollment on Your Intranet
Add a banner or message on your organization's intranet that links to SBO's [Open Enrollment](#) landing page.

Leverage Organization Leadership
Request that Leadership at your organization send a communication to promote OE.

Create a Contest
Use last year's [OE participation stats](#) to create a contest at your organization or a challenge between divisions.

Use Template Communications

- Discuss OE at an upcoming meeting with the prepared [PowerPoint Presentation*](#).
- Mention OE in emails and newsletters with the prepared [Emails and Social Media Messages*](#).
- During OE, run the [DBN076*](#) report in Mobius View and send individuals who have not completed OE the [Email to Non-Completers*](#).

Contact Us

1-800-489-8933

de.gov/statewidebenefits

benefits@delaware.gov

*Located on the Secure Benefits Representative website:
 URL: <https://reps.dhr.delaware.gov>
 Username: reps
 Password: BEN@hrm*122



3	Description: Open Enrollment Poster – Ready, Set, Enroll!						
Mail/Post Date:	05/01/2024		Target Audience:	Benefit-eligible State of Delaware employees		Quantity:	1,075 posted in offices and posted online
QR Code (Y/N):	Yes	Users:	40	Pages/Session:	5.33	Average Session Duration (MM:SS):	0:28



The poster features a checkered racing flag at the top, partially covering a green curved banner. The SBO logo is in the top right corner. The main text is centered and reads: 'Ready, Set, Enroll!', 'Open Enrollment May 1-17, 2024', and 'Benefit Selections Effective July 1, 2024'. Below this is an 'IMPORTANT' notice and a list of three key actions for employees. At the bottom, there is a QR code with a 'SCAN ME!' call to action, contact information, and the state seal of Delaware.

Ready, Set, Enroll!

Open Enrollment May 1-17, 2024
Benefit Selections Effective July 1, 2024

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

- ▶ Access **Employee Self-Service** through my.delaware.gov to enroll, confirm, or waive your health, dental, and/or vision coverage.
- ▶ Complete the **Spousal Coordination of Benefits Form** if you will be covering your spouse under a Highmark or Aetna health plan as of July 1, 2024.
- ▶ Check out the **Additional Benefits** available:
 - Flexible Spending Account (FSA)
 - Accident & Critical Illness Insurance
 - State Group Universal Life Insurance

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

SCAN ME!



4	Description: July Employee Assistance Program Webinars						
Mail/Post Date:	05/30/2024	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

**ComPsych®
GuidanceResources®
Webinar**

**July 17, 2024
2:00pm - 3:00pm**

Being Adaptive in an Ever-Changing World Webinar

“Because we’ve always done it like that,” may not be the best answer to, “Why do we do the things we do?” In our ever-changing world, we are seeing shifts in our markets and economies, our cultural norms, our behaviors, and ourselves. Now is the time to thrive by learning how to be adaptive and to be consistently able to change yourself to accommodate and maximize the benefits of change.

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

SCAN ME!



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
Securian Financial (GUL and A&CI Insurance)	Open Enrollment Opportunities Postcards	04/24/2024	41,244	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.
Aetna	April Site of Care Postcards	04/30/2024	460	<ul style="list-style-type: none"> Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.
SurgeryPlus	Guided Support Mailer	05/10/2024	47,290	<ul style="list-style-type: none"> Continue to promote educational tools and resources that help members identify high-quality, high-value providers. Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.
EyeMed	Q2 At Risk Mailer	05/15/2024	Members determined at risk during an eye exam	<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.
Highmark Delaware	Site of Care Postcards	05/18/2024	9,005	<ul style="list-style-type: none"> Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.
Aetna	May Site of Care Postcards	05/28/2024	929	<ul style="list-style-type: none"> Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.
ComPsych	2024 Annual Poster (displayed in State offices)	06/15/2024	1,776	<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.



Vendor	Communication Description	Distribution Date	Distribution Quantity	SBO Tactics Based on SEBC Strategic Framework
Aetna	June Site of Care Postcards	06/26/2024	634	<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.

April			
Sessions:	37,800	Total Page Views:	108,864
Average Session Duration (MM:SS):	2:02	Pages Per Session:	4.38
Top Ten Page Views:	<ol style="list-style-type: none"> 1. Homepage (20,936) 2. K12, DTCC, & DSU Open Enrollment Course Page* (6,835) 3. State Agency Employees Main Page (6,809) 4. K12, DTCC, & DSU Employees Main Page (4,101) 5. Agency Enrollment Page (2,970) 6. SEBC Page (2,779) 7. SEBC: Get the Facts Page (2,541) 8. State Agency Dental Rates Page (2,343) 9. State Agency Vision Rates Page (2,205) 10. State Agency Health Plan Comparison Chart (1,238) 		

*Page is no longer active.

May			
Sessions:	58,602	Total Page Views:	174,080
Average Session Duration (MM:SS):	2:03	Pages Per Session:	4.87
Top Ten Page Views:	<ol style="list-style-type: none"> 1. Homepage (39,050) 2. State Agency Employees Main Page (13,430) 3. K12, DTCC, & DSU Employees Main Page (9,220) 4. Agency Enrollment Page (7,897) 5. Education Enrollment Page (5,404) 6. Open Enrollment Landing Page (4,437) 7. FSA Main Page (4,408) 8. SEBC Page (3,776) 9. Choosing the Right Care Page (3,030) 10. Participating Group Coordination of Benefits Page (2,780) 		

June			
Sessions:	21,535	Total Page Views:	54,708
Average Session Duration (MM:SS):	1:23	Pages Per Session:	3.60



Top Ten Page Views:

1. [Homepage](#) (12,099)
2. [State Agency Employees Main Page](#) (4,502)
3. [K12, DTCC, & DSU Employees Main Page](#) (1,987)
4. [SEBC Page](#) (1,806)
5. [Double State Share Page](#) (1,721)
6. [SEBC: Get the Facts Page](#) (1,485)
7. [Policies & Procedures Page](#) (1,405)
8. [Agency Enrollment Page](#) (877)
9. [News and Events Page](#) (824)
10. [Agency Coordination of Benefits Page](#) (773)



Website Statistics: Website Updates

April	
Total Website Updates Requested	78
Update Topics:	<ul style="list-style-type: none">• Communications: 27• Open Enrollment: 22• Online Training: 9• Health Observances & Announcements: 4• Secure Ben Rep Sites: 4• Health: 4• Prescription: 3• Dental: 2• COB: 1• ICO: 1• EAP: 1

May	
Total Website Updates Requested	37
Update Topics:	<ul style="list-style-type: none">• Communications: 17• Health: 6• Open Enrollment: 4• Health Observances & Announcements: 3• Online Training: 2• Prescription: 1• Secure Ben Rep Sites: 1• Testimonials: 1• Vision: 1• EAP: 1

June	
Total Website Updates Requested	47
Update Topics:	<ul style="list-style-type: none">• Communications: 19• Secure Ben Rep Sites: 6• Online Training: 5• FSA/GUL/ACI: 5• Health: 4



- Vision: 2
- Dental: 2
- SBO Calendar of Events: 2
- Health Observances & Announcements: 1
- Other State Benefits: 1



Website Statistics: Website Survey Responses

April	
Total Surveys Received:	55
Survey Topics:	<ul style="list-style-type: none">• No Comment/Thank You: 47• Open Enrollment: 3• SCOB: 2• Additional Learning Opportunities: 1• FSA: 1• Provider Search: 1

May	
Total Surveys Received:	29
Response Topics:	<ul style="list-style-type: none">• No Comment/Thank You: 17• Open Enrollment: 9• SCOB: 3

June	
Total Surveys Received:	9
Response Topics:	<ul style="list-style-type: none">• No Comment/Thank You: 1• Prescription: 1• SCOB: 1• DCOB: 1• Gym Discounts: 1• Pension: 1• Dental: 1• Health: 1• Leave: 1



Training: Instructor-Led Training (ILT)

1	Title:	Statewide Benefits		
Target Audience:	State of Delaware HR/Benefit Representatives	Date(s):	06/04/2024 and 06/06/2024	
Attendance:	15	Facilitated:	Virtually	
<u>Evaluation Feedback</u>				
<ol style="list-style-type: none"> 1. 86% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated. 2. 86% 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. 86% of respondents Strongly Agree or Agree that it is clear how they will apply this information on their job. 7. 86% of respondents Strongly Agree or Agree that they would recommend this course to others. 8. 86% of respondents Strongly Agree or Agree that overall, they are satisfied with the training. 				

2	Title:	Benefits 101		
Target Audience:	Benefit-eligible State Agency employees	Date(s):	06/11/2024	
Attendance:	13	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. 				

3	Title:	Benefits 101		
Target Audience:	DTCC HR/Benefit Representatives	Date(s):	06/18/2024	
Attendance:	28	Facilitated:	Virtually	
<u>Evaluation Feedback</u>				
<ol style="list-style-type: none"> 1. 96% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated. 2. 96% of respondents Strongly Agree or Agree that the course learning objectives were met. 				



3. 96% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.
4. 96% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.
5. 96% of respondents Strongly Agree or Agree that they would recommend this course to others.
6. 96% of respondents Strongly Agree or Agree that overall, they are satisfied with the training.

4	Title:	Benefit Information @ Your Fingertips		
Target Audience:	Benefit-eligible State Agency employees	Date(s):	06/27/2024	
Attendance:	24	Facilitated:	Virtually	

Evaluation Feedback

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. 50% 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:	2024 Open Enrollment Guide		
Version(s):	<ul style="list-style-type: none"> Agency Delaware Learning Center (DLC) Agency Website Education Participating Group Non-Medicare Pensioner 	Availability:	04/03/2024 – 06/30/2024	
FY24 Q4 Total Completions: (13,187)	<ul style="list-style-type: none"> Agency = 10,110 Education = 3,077 	Assigned:	<ul style="list-style-type: none"> Agency = 13,265 Education = 21,780 	
FY24 Q4 Evaluations Submitted: (4,042)	<ul style="list-style-type: none"> DLC = 965 Website = 3,077 			
Evaluation Feedback				
<ol style="list-style-type: none"> 98% of respondents Strongly Agree or Agree that the content was organized and easy to understand. 98% of respondents Strongly Agree or Agree that they learned about the benefit changes for the new plan year. 98% of respondents Strongly Agree or Agree that they learned about the steps that they need to complete before and during Open Enrollment. 				

2	Title:	2024 HR/Ben Rep Responsibilities for Open Enrollment		
Version(s):	<ul style="list-style-type: none"> Agency Education Participating Group 	Availability:	04/03/2024 – 06/30/2024	
FY24 Q4 Total Completions:	288	Assigned:	444	
FY24 Q4 Evaluations Submitted:	288			
Evaluation Feedback				
<ol style="list-style-type: none"> 99% of respondents Strongly Agree or Agree that the content was organized and easy to understand. 99% of respondents Strongly Agree or Agree that they learned about the steps that HR/Benefit Representatives need to complete before Open Enrollment in April. 99% of respondents Strongly Agree or Agree that they learned about the steps that HR/Benefit Representatives need to complete during Open Enrollment in May. 99% of respondents Strongly Agree or Agree that they learned about resources to help them assist employees with the Open Enrollment process. 				

3	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 – 06/30/2024	



FY24 Q4 Total Completions: (599)	<ul style="list-style-type: none"> DLC = 597 Website = 2 	Assigned:	Yes, assignment is ongoing. This course must be completed annually by all members of the HIPAA Workforce.
FY24 Q4 Evaluations Submitted: (70)	<ul style="list-style-type: none"> DLC = 68 Website = 2 		
Evaluation Feedback			
<ol style="list-style-type: none"> 97% 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. 90% of respondents Strongly Agree or Agree that the content was engaging. 94% 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. 99% 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. 			

4	Title:	FY24 and FY25 How to Select a Health Plan	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	<ul style="list-style-type: none"> FY24: 07/01/2023 – 06/30/2024 FY25: 04/02/2024 – 06/30/2024
FY24 Q4 Total Completions: (121)	<ul style="list-style-type: none"> DLC = 24 Website = 97 	Assigned:	N/A
FY24 Q4 Evaluations Submitted: (97)	<ul style="list-style-type: none"> DLC = 0 Website = 97 		
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. 97% of respondents Strongly Agree or Agree that they would recommend this course to others. 96% of respondents Strongly Agree or Agree that they learned about resources to help them select the best coverage based on their anticipated needs. 97% of respondents Strongly Agree or Agree that overall, they are satisfied with the course. 			

5	Title:	FY24 Choosing the Right Care	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2023 – 06/30/2024
FY24 Q4 Total Completions: (522)	<ul style="list-style-type: none"> DLC = 496 Website = 26 	Number Assigned:	N/A
FY24 Q4 Evaluations Submitted: (41)	<ul style="list-style-type: none"> DLC = 15 Website = 26 		
Evaluation Feedback			



1. 95% of respondents Strongly Agree or Agree that the content was presented clearly.
2. 95% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.
3. 95% of respondents Strongly Agree or Agree that they learned ways to choosing high-quality, safe, and affordable care throughout the plan year.
4. 95% of respondents Strongly Agree or Agree that they would recommend this course to others.
5. 95% of respondents Strongly Agree or Agree that overall, they were satisfied with the course.

6	Title:	FY24 and FY25 Highmark First State Basic Plan		
Version(s):	<ul style="list-style-type: none"> • Delaware Learning Center (DLC) • Website 	Availability:	<ul style="list-style-type: none"> • FY24: 07/01/2023 – 06/30/2024 • FY25: 05/14/2024 – 06/30/2024 	
FY24 Q4 Total Completions: (15)	<ul style="list-style-type: none"> • DLC = 7 • Website = 8 	Assigned:	N/A	
FY24 Q4 Evaluations Submitted: (8)	<ul style="list-style-type: none"> • DLC = 0 • Website = 8 			
<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 of the First State Basic Plan. 4. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 5. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the course. 				

7	Title:	FY24 and FY25 Aetna CDH Gold Plan		
Version(s):	<ul style="list-style-type: none"> • Delaware Learning Center (DLC) • Website 	Availability:	<ul style="list-style-type: none"> • FY24: 07/01/2023 – 06/30/2024 • FY25: 04/16/2024 – 06/30/2024 	
FY24 Q4 Total Completions: (33)	<ul style="list-style-type: none"> • DLC = 11 • Website = 22 	Assigned:	N/A	
FY24 Q4 Evaluations Submitted: (22)	<ul style="list-style-type: none"> • DLC = 0 • Website = 22 			
<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 CDH Gold Plan. 4. 95% of respondents Strongly Agree or Agree that they would recommend this course to others. 5. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course. 				

8	Title:	FY24 and FY25 Aetna HMO Plan		
Version(s):	<ul style="list-style-type: none"> • Delaware Learning Center (DLC) • Website 	Availability:	<ul style="list-style-type: none"> • FY24: 07/01/2023 – 06/30/2024 • FY25: 04/16/2024 – 06/30/2024 	
FY24 Q4 Total Completions: (14)	<ul style="list-style-type: none"> • DLC = 7 • Website = 7 	Assigned:	N/A	



FY24 Q4 Evaluations Submitted: (7)	<ul style="list-style-type: none"> DLC = 0 Website = 7
<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. 	

9	Title:	FY24 and FY25 Highmark Comprehensive PPO Plan	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	<ul style="list-style-type: none"> FY24: 07/01/2023 – 06/30/2024 FY25: 05/14/2024 – 06/30/2024
FY24 Q4 Total Completions: (38)	<ul style="list-style-type: none"> DLC = 11 Website = 27 	Assigned:	N/A
FY24 Q4 Evaluations Submitted: (27)	<ul style="list-style-type: none"> DLC = 0 Website = 27 		
<u>Evaluation Feedback</u>			
<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. 96% 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. 			

10	Title:	FY24 and FY25 Flexible Spending Account (FSA)	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	<ul style="list-style-type: none"> FY24: 07/01/2023 – 06/30/2024 FY25: 04/17/2024 – 06/30/2024
FY24 Q4 Total Completions: (30)	<ul style="list-style-type: none"> DLC = 17 Website = 13 	Assigned:	N/A
FY24 Q4 Evaluations Submitted: (13)	<ul style="list-style-type: none"> DLC = 0 Website = 13 		
<u>Evaluation Feedback</u>			
<ol style="list-style-type: none"> 86% of respondents Strongly Agree or Agree that the content was presented clearly. 86% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 86% 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. 86% 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). 86% of respondents Strongly Agree or Agree that they would recommend this course to others. 86% of respondents Strongly Agree or Agree that overall, they found this course to be informative. 			



11	Title:	Spousal Coordination of Benefits		
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2023 – 06/30/2024	
FY24 Q4 Total Completions: (29)	<ul style="list-style-type: none"> DLC = 13 Website = 16 	Assigned:	N/A	
FY24 Q4 Evaluations Submitted: (17)	<ul style="list-style-type: none"> DLC = 1 Website = 16 			
Evaluation Feedback				
<ol style="list-style-type: none"> 88% of respondents Strongly Agree or Agree that the content was presented clearly. 94% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 94% 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. 88% of respondents Strongly Agree or Agree that overall, they are satisfied with the course. 				

12	Title:	Dependent Coordination of Benefits		
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2023 – 06/30/2024	
FY24 Q4 Total Completions: (15)	<ul style="list-style-type: none"> DLC = 11 Website = 4 	Assigned:	N/A	
FY24 Q4 Evaluations Submitted: (5)	<ul style="list-style-type: none"> DLC = 1 Website = 4 			
Evaluation Feedback				
<ol style="list-style-type: none"> 80% of respondents Strongly Agree or Agree that the content was presented clearly. 80% 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. 80% of respondents Strongly Agree or Agree that overall, they are satisfied with the course. 				

13	Title:	Qualifying Events		
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2023 – 06/30/2024	
FY24 Q4 Total Completions: (9)	<ul style="list-style-type: none"> DLC = 8 Website = 1 	Assigned:	N/A	
FY24 Q4 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 would recommend this course to others. 100% of respondents Strongly Agree or Agree that they have a better understanding of qualifying events. 				



5. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.

14	Title:	Disability Insurance Program Overview		
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2023 – 06/30/2024	
FY24 Q4 Total Completions: (24)	<ul style="list-style-type: none"> DLC = 22 Website = 2 	Assigned:	N/A	
FY24 Q4 Evaluations Submitted: (2)	<ul style="list-style-type: none"> DLC = 0 Website = 2 			
<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 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. 				

15	Title:	Short Term Disability		
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2023 – 06/30/2024	
FY24 Q4 Total Completions: (25)	<ul style="list-style-type: none"> DLC = 22 Website = 3 	Assigned:	N/A	
FY24 Q4 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 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. 				

16	Title:	Long Term Disability		
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2023 – 06/30/2024	



FY24 Q4 Total Completions: (21)	<ul style="list-style-type: none"> DLC = 19 Website = 2 	Assigned:	N/A
FY24 Q4 Evaluations Submitted: (3)	<ul style="list-style-type: none"> DLC = 1 Website = 2 		
<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 have a basic understanding of the Long Term Disability program. 100% of respondents Strongly Agree or Agree that they learned how and when to transition to Long Term Disability. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course. 			

17	Title:	Return to Work	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2023 – 06/30/2024
FY24 Q4 Total Completions: (24)	<ul style="list-style-type: none"> DLC = 23 Website = 1 	Assigned:	N/A
FY24 Q4 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 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. 			

18	Title:	Accident and Critical Illness Insurance	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2023 – 06/30/2024
FY24 Q4 Total Completions: (11)	<ul style="list-style-type: none"> DLC = 7 Website = 4 	Assigned:	N/A
FY24 Q4 Evaluations Submitted: (4)	<ul style="list-style-type: none"> DLC = 0 Website = 4 		
<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. 			



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. 90% 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.

19	Title:	State Group Universal Life Insurance		
Version(s):	<ul style="list-style-type: none"> • Delaware Learning Center (DLC) • Website 	Availability:	07/01/2023 – 06/30/2024	
FY24 Q4 Total Completions: (28)	<ul style="list-style-type: none"> • DLC = 18 • Website = 10 	Assigned:	N/A	
FY24 Q4 Evaluations Submitted: (10)	<ul style="list-style-type: none"> • DLC = 0 • Website = 10 			

Evaluation Feedback

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	Communication Skills in the Workplace	04/08/2024	3	<ul style="list-style-type: none"> None provided
The Hartford	Getting the Most Out of THAA	04/16/2024	34	<ul style="list-style-type: none"> 100% Agree to Strongly Agree that the information presented was useful. 100% 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. 100% 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. 100% Agree to Strongly Agree that the training met their expectations. 100% Agree to Strongly Agree that they have a better understanding of how to navigate within THAA.
ComPsych GuidanceResources	The Sandwich Generation: Balancing Your Personal Life with the Needs of Your Older Parents or Loved Ones	04/17/2024	111	<ul style="list-style-type: none"> None provided
Aetna	Best Practices for Working Remotely	04/25/2024	3	<ul style="list-style-type: none"> None provided
Delta Dental	Oral Health and Aging: What You Need to Know	04/26/2024	290	<ul style="list-style-type: none"> None provided
Delta Dental	Oral Health and Wellness: The Whole Tooth About a Health Smile	05/09/2024	148	<ul style="list-style-type: none"> None provided
Aetna	Leadership	05/13/2024	2	<ul style="list-style-type: none"> None provided
Aetna	Staying Connected in Today's Digital World	05/16/2024	3	<ul style="list-style-type: none"> None provided
Aetna	Community and Giving Back: Leaving Our Footprints	06/10/2024	3	<ul style="list-style-type: none"> None provided
The Hartford	THAA Access & Navigation	06/11/2024	25	<ul style="list-style-type: none"> No survey responses
Delta Dental	Oral Health and Aging: What You Need to Know	06/18/2024	251	<ul style="list-style-type: none"> None provided



Aetna	How to Speak with Your Physician	06/25/2024	1	<ul style="list-style-type: none">• None provided
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