

# Statewide Benefits Office Training/Communications FY25 Q1 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.

One of the communication themes for Q1 of FY25 was to increase awareness of the appropriate site of care and the additional services available through the member's selected health plan. To kick off the new plan year, targeted emails were sent in July to State Agency, K12, DTCC, and DSU employees enrolled in each of the health plans. The July Benefits Bulletin also promoted healthcare consumerism for the new plan year. SBO also finished preparations to send targeted emails to all new health plan enrollees each month. This will allow new employees or those changing plans due to a qualifying event to receive site of care and additional plan information, the month their coverage is effective. This new email campaign began in October 2024.

Targeted emails were also sent in July to members in the Flexible Spending Account (FSA), Accident and Critical Illness Insurance, and State Group Universal Life Insurance plans. The goal of these communications was to educate members about the features of the plans. Articles in the Benefits Bulletins distributed during Q1 of FY25 provided additional information about the FSA, Accident and Critical Illness Insurance, and State Group Universal Life Insurance plans. The Special Medicfill Open Enrollment communication campaign began in September. Packets were mailed to Medicare pensioners to inform them of changes and their options for the new plan year. Communications and events occurred in October 2024. In addition, one memo and two organizational specific memos were sent to the vendors, Office of Pensions, and HR/Ben Reps to inform them of SBO's plan of action for Special Medicfill Open Enrollment and information that they needed to relate to their members.



## Overview: Fiscal Year Training/Communications Summary

|  | <i>July<br/>2024</i> | <i>Aug<br/>2024</i> | <i>Sept<br/>2024</i> | <i>Oct<br/>2024</i> | <i>Nov<br/>2024</i> | <i>Dec<br/>2024</i> | <i>Jan<br/>2025</i> | <i>Feb<br/>2025</i> | <i>Mar<br/>2025</i> | <i>Apr<br/>2025</i> | <i>May<br/>2025</i> | <i>June<br/>2025</i> |
|--|----------------------|---------------------|----------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|----------------------|
| Targeted Emails Distributed                      | 9                    | 6                   | 5                    |                     |                     |                     |                     |                     |                     |                     |                     |                      |
| Benefits Bulletin Distributed                    | 1                    | 1                   | 1                    |                     |                     |                     |                     |                     |                     |                     |                     |                      |
| State Memos Distributed                          | 4                    | 1                   | 2                    |                     |                     |                     |                     |                     |                     |                     |                     |                      |
| Participating Group Memos Distributed            | 2                    | 2                   | 2                    |                     |                     |                     |                     |                     |                     |                     |                     |                      |
| Organizational Specific Memos Distributed        | 6                    | 3                   | 5                    |                     |                     |                     |                     |                     |                     |                     |                     |                      |
| State Alerts Distributed                         | 0                    | 0                   | 0                    |                     |                     |                     |                     |                     |                     |                     |                     |                      |
| Participating Group Alerts Distributed           | 0                    | 0                   | 0                    |                     |                     |                     |                     |                     |                     |                     |                     |                      |
| SBO Communications Mailbox Responses             | 29                   | 43                  | 35                   |                     |                     |                     |                     |                     |                     |                     |                     |                      |
| Electronic Communications Distributed by Vendors | 3                    | 2                   | 3                    |                     |                     |                     |                     |                     |                     |                     |                     |                      |
| Letters/Packets Distributed                      | 0                    | 0                   | 3                    |                     |                     |                     |                     |                     |                     |                     |                     |                      |
| Postcards Distributed                            | 0                    | 0                   | 0                    |                     |                     |                     |                     |                     |                     |                     |                     |                      |
| Posters/Flyers Distributed                       | 0                    | 1                   | 2                    |                     |                     |                     |                     |                     |                     |                     |                     |                      |
| Printed Communications Distributed by Vendors    | 1                    | 2                   | 5                    |                     |                     |                     |                     |                     |                     |                     |                     |                      |
| Total SBO Website Users                          | 17,112               | 14,790              | 14,366               |                     |                     |                     |                     |                     |                     |                     |                     |                      |
| Total SBO Website Updates                        | 58                   | 23                  | 33                   |                     |                     |                     |                     |                     |                     |                     |                     |                      |
| Website Surveys Received                         | 6                    | 2                   | 2                    |                     |                     |                     |                     |                     |                     |                     |                     |                      |
| SBO Instructor-Led Training Sessions             | 3                    | 2                   | 3                    |                     |                     |                     |                     |                     |                     |                     |                     |                      |
| SBO Computer-Based Training Courses Available    | 17                   | 17                  | 17                   |                     |                     |                     |                     |                     |                     |                     |                     |                      |
| Vendor Webinars                                  | 4                    | 4                   | 6                    |                     |                     |                     |                     |                     |                     |                     |                     |                      |



## Electronic Communications: Targeted Emails

| Subject  | Distribution Mailbox | Date Distributed | Target Audience  | Total Recipients | SBO Tactics based on SEBC Strategic Framework  |
|--|----------------------|------------------|--|------------------|--|
| Delta Dental Live and Recorded Webinars                          | SBO                  | 07/08/2024       | State Agency, K12, DTCC, and DSU benefit-eligible employees  | 40,035           | <ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>  |
| Get the Facts on What's Happening – June 2024 Updates            | SBO                  | 07/10/2024       | State Agency, K12, DTCC, and DSU benefit-eligible employees  | 40,035           | <ul style="list-style-type: none"> <li>Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.</li> <li>Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.</li> <li>Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.</li> </ul> |
| Flexible Spending Account Enrollment in the FY25 Plan Year       | SBO                  | 07/16/2024       | State Agency, K12, DTCC, and DSU benefit-eligible employees currently enrolled in the FSA Plan (Health Care and/or Dependent Care)         | 8,397            | <ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>  |
| Accident and/or Critical Illness Insurance in the FY25 Plan Year | SBO                  | 07/18/2024       | State Agency, K12, DTCC, and DSU benefit-eligible employees currently enrolled in the A&CI Insurance                                       | 4,019            | <ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>  |
| 2023 1095-C Corrected Form                                       | SBO                  | 07/19/2024       | 1095-C corrected form for PHRST employees who consented  | 57               | <ul style="list-style-type: none"> <li>N/A</li> </ul>  |
| Important Information Regarding Your Health Plan                 | SBO                  | 07/23/2024       | State Agency, K12, DTCC, and DSU benefit-eligible employees currently enrolled in the Comprehensive PPO health plan for the FY25 plan year | 22,347           | <ul style="list-style-type: none"> <li>Continue to promote educational tools and resources that help members identify high quality, high value providers.</li> <li>Continue to offer condition-specific resources for diabetes and metabolic syndrome through</li> </ul>   |



| Subject  | Distribution Mailbox | Date Distributed | Target Audience  | Total Recipients | SBO Tactics based on SEBC Strategic Framework  |
|--|----------------------|------------------|--|------------------|--|
|  |                      |                  |  |                  | <p>the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.</p> <ul style="list-style-type: none"> <li>• Continue to offer access to physical therapy in multiple formats.</li> <li>• 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.</li> <li>• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.</li> <li>• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.</li> <li>• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.</li> <li>• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.</li> <li>• Continue to communicate the value of benefits provided along with member education resources.</li> </ul> |
| Important Information Regarding Your Health Plan | SBO                  | 07/23/2024       | State Agency, K12, DTCC, and DSU benefit-eligible employees currently enrolled in the First State Basic health plan for the FY25 plan year | 3,486            | <ul style="list-style-type: none"> <li>• Continue to promote educational tools and resources that help members identify high quality, high value providers.</li> <li>• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and</li> </ul>  |



| Subject  | Distribution Mailbox | Date Distributed | Target Audience   | Total Recipients | SBO Tactics based on SEBC Strategic Framework   |
|--|----------------------|------------------|---|------------------|---|
|  |                      |                  |   |                  | <p>supplies at no cost to members, to support healthy lifestyles.</p> <ul style="list-style-type: none"> <li>• Continue to offer access to physical therapy in multiple formats.</li> <li>• 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.</li> <li>• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.</li> <li>• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.</li> <li>• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.</li> <li>• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.</li> <li>• Continue to communicate the value of benefits provided along with member education resources.</li> </ul> |
| Important Information Regarding Your Health Plan | SBO                  | 07/23/2024       | State Agency, K12, DTCC, and DSU benefit-eligible employees currently enrolled in the CDH Gold health plan for the FY25 plan year | 2,917            | <ul style="list-style-type: none"> <li>• Continue to promote educational tools and resources that help members identify high quality, high value providers.</li> <li>• 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.</li> </ul>  |



| Subject  | Distribution Mailbox | Date Distributed | Target Audience  | Total Recipients | SBO Tactics based on SEBC Strategic Framework   |
|--|----------------------|------------------|--|------------------|---|
|  |                      |                  |  |                  | <ul style="list-style-type: none"> <li>• Continue to offer access to physical therapy in multiple formats.</li> <li>• 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.</li> <li>• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.</li> <li>• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.</li> <li>• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.</li> <li>• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.</li> <li>• Continue to communicate the value of benefits provided along with member education resources.</li> </ul> |
| Important Information Regarding Your Health Plan | SBO                  | 07/23/2024       | State Agency, K12, DTCC, and DSU benefit-eligible employees currently enrolled in the HMO health plan for the FY25 plan year | 5,892            | <ul style="list-style-type: none"> <li>• Continue to promote educational tools and resources that help members identify high quality, high value providers.</li> <li>• 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.</li> <li>• Continue to offer access to physical therapy in multiple formats.</li> </ul>   |



| Subject  | Distribution Mailbox | Date Distributed | Target Audience                         | Total Recipients | SBO Tactics based on SEBC Strategic Framework  |
|--|----------------------|------------------|---|------------------|--|
|  |                      |                  |   |                  | <ul style="list-style-type: none"> <li>• 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.</li> <li>• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.</li> <li>• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.</li> <li>• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.</li> <li>• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.</li> <li>• Continue to communicate the value of benefits provided along with member education resources.</li> </ul> |
| Seats Are Still Available for Benefits Training! | SBO                  | 08/01/2024       | State Agency benefit-eligible employees | 15,160           | <ul style="list-style-type: none"> <li>• Continue to promote educational tools and resources that help members identify high quality, high value providers.</li> <li>• 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.</li> <li>• Continue to offer access to physical therapy in multiple formats.</li> <li>• Continue to educate members on the availability of preventive care and condition-</li> </ul>   |





| Subject   | Distribution Mailbox | Date Distributed | Target Audience   | Total Recipients | SBO Tactics based on SEBC Strategic Framework   |
|---|----------------------|------------------|---|------------------|---|
|   |                      |                  |   |                  | <p>specific resources to support lifestyle risk reduction through the GHIP and other community resources.</p> <ul style="list-style-type: none"> <li>• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.</li> <li>• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.</li> <li>• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.</li> <li>• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.</li> <li>• Continue to communicate the value of benefits provided along with member education resources.</li> </ul> |
| 2023 1095-C Form                                      | SBO                  | 08/01/2024       | 1095-C Form for PHRST Employees Who Consented   | 7                | <ul style="list-style-type: none"> <li>• N/A</li> </ul>   |
| GUL Insurance in the FY25 Plan Year                   | SBO                  | 08/06/2024       | State Agency, K12, DTCC, and DSU benefit-eligible employees currently enrolled in GUL Insurance | 12,474           | <ul style="list-style-type: none"> <li>• Continue to communicate the value of benefits provided along with member education resources.</li> </ul>   |
| Get the Facts on What's Happening – July 2024 Updates | SBO                  | 08/08/2024       | State Agency, K12, DTCC, and DSU benefit-eligible employees                                     | 39,909           | <ul style="list-style-type: none"> <li>• Continue to communicate the value of benefits provided along with member education resources.</li> <li>• Continue to measure condition-specific disease prevalence, medical service/Rx utilization, and cost ongoing vs. baseline.</li> <li>• Continue to evaluate solutions available through GHIP TPAs and other third-party vendors to supplement the network of</li> </ul>   |



| Subject   | Distribution Mailbox | Date Distributed | Target Audience   | Total Recipients | SBO Tactics based on SEBC Strategic Framework  |
|---|----------------------|------------------|---|------------------|--|
|   |                      |                  |   |                  | behavioral health providers available to members. <ul style="list-style-type: none"> <li>Evaluate competitiveness of GHIP medical and Rx vendors' pricing for covered services and drugs against their competitors.</li> </ul>   |
| Group Universal Life Insurance Coverage   | SBO                  | 08/12/2024       | State Agency, K12, DTCC, DSU, and DSWA benefit-benefit eligible employees currently enrolled in GUL Insurance | 12,474           | <ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>  |
| NEBS Training August 21, 2024   | SBO                  | 08/21/2024       | HR/Ben Reps at Participating Groups   | 125              | <ul style="list-style-type: none"> <li>N/A</li> </ul>  |
| Get the Facts on What's Happening – August 2024 Updates   | SBO                  | 09/05/2024       | State Agency, K12, DTCC, and DSU benefit-eligible employees   | 40,076           | <ul style="list-style-type: none"> <li>Continue to measure condition-specific disease prevalence, medical service/Rx utilization, and cost ongoing vs. baseline.</li> <li>Continue to measure GHIP use, cost, and outcomes from weight management drugs.</li> </ul>  |
| Attention School Employees! Employee Assistance Program (EAP) October and December Live and Recorded Webinars | SBO                  | 09/11/2024       | Benefit-eligible K12, DTCC, and DSU employees   | 21,129           | <ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>  |
| Employee Assistance Program (EAP) October and December Live and Recorded Webinars                             | SBO                  | 09/11/2024       | Benefit-eligible State Agency employees   | 13,475           | <ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>  |
| Seats Are Still Available for Benefits Training!  | SBO                  | 09/17/2024       | State Agency benefit-eligible employees   | 15,134           | <ul style="list-style-type: none"> <li>Continue to promote educational tools and resources that help members identify high quality, high value providers.</li> <li>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.</li> </ul> |



| Subject                          | Distribution Mailbox | Date Distributed | Target Audience   | Total Recipients | SBO Tactics based on SEBC Strategic Framework   |
|----------------------------------|----------------------|------------------|---|------------------|---|
|                                  |                      |                  |   |                  | <ul style="list-style-type: none"><li>• Continue to offer access to physical therapy in multiple formats.</li><li>• 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.</li><li>• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.</li><li>• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.</li><li>• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.</li><li>• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.</li><li>• Continue to communicate the value of benefits provided along with member education resources.</li></ul> |
| Aetna Live and Recorded Webinars | SBO                  | 09/26/2024       | State Agency, K12, DTCC, and DSU benefit-eligible employees | 40,076           | <ul style="list-style-type: none"><li>• Continue to communicate the value of benefits provided along with member education resources.</li></ul>   |



## Electronic Communications: Benefits Bulletin

|  |  |  |            |                                    |       |
|--|--|--|------------|------------------------------------|-------|
| <b>July</b>  | <a href="https://dhr.delaware.gov/benefits/news/documents/2024/070924.pdf">https://dhr.delaware.gov/benefits/news/documents/2024/070924.pdf</a>  |  |            |                                    |       |
| <b>Distribution Mailbox:</b>                         | SBO Communications   | <b>Date Distributed:</b>                 | 07/09/2024 |                                    |       |
| <b>Target Audience:</b>                              | Benefit-eligible employees of State agencies, K12, DTCC, and DSU   |  |            |                                    |       |
| <b>Articles:</b>                                     | <ul style="list-style-type: none"> <li>• New Plan Year</li> <li>• State Employee Benefits Committee (SEBC) Corner</li> <li>• Compare Providers and Facilities</li> <li>• Upcoming Webinars</li> <li>• Benefit Paycheck Deductions</li> <li>• Employee Assistance Program Eligibility</li> <li>• Blood Donors Needed This Summer</li> <li>• State Group Universal Life Insurance</li> <li>• Hidden Treasures Activity</li> </ul>  |  |            |                                    |       |
| <b>Total Recipients:</b>                             | 40,035   | <b>Trackable Links (Y/N):</b>            | Yes        | <b>Total Readers:</b>              | 1,412 |
| <b>Sessions:</b>                                     | 977  | <b>Average Session Duration (MM:SS):</b> | 0:45       | <b>Hidden Treasures Responses:</b> | 37    |
| <b>SBO Tactics Based on SEBC Strategic Framework</b> | <ul style="list-style-type: none"> <li>• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.</li> <li>• Continue to communicate the value of benefits provided along with member education resources.</li> <li>• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.</li> <li>• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.</li> <li>• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.</li> <li>• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.</li> <li>• Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.</li> </ul> |  |            |                                    |       |

|                              |   |                          |            |  |  |
|------------------------------|---|--------------------------|------------|--|--|
| <b>August</b>                | <a href="https://dhr.delaware.gov/benefits/news/documents/2024/080724.pdf">https://dhr.delaware.gov/benefits/news/documents/2024/080724.pdf</a> |                          |            |  |  |
| <b>Distribution Mailbox:</b> | SBO Communications  | <b>Date Distributed:</b> | 08/07/2024 |  |  |



|  |  |  |      |                                    |       |
|--|--|--|------|------------------------------------|-------|
| <b>Target Audience:</b>                              | Benefit-eligible employees of State agencies, K12, DTCC, and DSU   |  |      |                                    |       |
| <b>Articles:</b>                                     | <ul style="list-style-type: none"> <li>• Flexible Spending Account (FSA) Deadlines</li> <li>• Children’s Eye Health and Safety Month</li> <li>• Back to School</li> <li>• National Immunization Awareness Month</li> <li>• Share Your Experience</li> <li>• Upcoming Webinars</li> <li>• State Employee Benefits Committee (SEBC) Corner</li> <li>• Save Lives: Be An Organ Donor</li> <li>• Hidden Treasures Activity</li> </ul>  |  |      |                                    |       |
| <b>Total Recipients:</b>                             | 39,909   | <b>Trackable Links (Y/N):</b>            | Yes  | <b>Total Readers:</b>              | 1,038 |
| <b>Sessions:</b>                                     | 708  | <b>Average Session Duration (MM:SS):</b> | 0:47 | <b>Hidden Treasures Responses:</b> | 52    |
| <b>SBO Tactics Based on SEBC Strategic Framework</b> | <ul style="list-style-type: none"> <li>• Continue to communicate the value of benefits provided along with member education resources.</li> <li>• Continue to measure condition-specific disease prevalence, medical service/Rx utilization, and cost ongoing vs. baseline.</li> <li>• Continue to evaluate solutions available through GHIP TPAs and other third-party vendors to supplement the network of behavioral health providers available to members.</li> <li>• 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.</li> <li>• Evaluate competitiveness of GHIP medical and Rx vendors’ pricing for covered services and drugs against their competitors.</li> </ul> |  |      |                                    |       |

|                              |   |                          |            |  |  |
|------------------------------|---|--------------------------|------------|--|--|
| <b>September</b>             | <a href="https://dhr.delaware.gov/benefits/news/documents/2024/090424.pdf">https://dhr.delaware.gov/benefits/news/documents/2024/090424.pdf</a>   |                          |            |  |  |
| <b>Distribution Mailbox:</b> | SBO Communications  | <b>Date Distributed:</b> | 09/04/2024 |  |  |
| <b>Target Audience:</b>      | Benefit-eligible employees of State agencies, K12, DTCC, and DSU  |                          |            |  |  |
| <b>Articles:</b>             | <ul style="list-style-type: none"> <li>• Pain Awareness Month</li> <li>• Flu and COVID-19 Vaccines</li> <li>• Accident &amp; Critical Illness Insurance</li> <li>• Cholesterol Education Month</li> <li>• Member Testimonial: Hinge Health</li> <li>• Upcoming Webinars</li> <li>• State Employee Benefits Committee (SEBC) Corner</li> <li>• Pizzadilla</li> </ul> |                          |            |  |  |



|  |  |  |      |                                    |       |
|--|--|--|------|------------------------------------|-------|
|  | • Hidden Treasures Activity  |  |      |                                    |       |
| <b>Total Recipients:</b>                             | 40,076   | <b>Trackable Links (Y/N):</b>            | Yes  | <b>Total Readers:</b>              | 1,425 |
| <b>Sessions:</b>                                     | 951  | <b>Average Session Duration (MM:SS):</b> | 0:44 | <b>Hidden Treasures Responses:</b> | 39    |
| <b>SBO Tactics Based on SEBC Strategic Framework</b> | <ul style="list-style-type: none"><li>• Continue to offer access to physical therapy in multiple formats.</li><li>• Continue to engage with the Delaware Chiropractic Network on collaborative efforts to make GHIP members aware of the benefits of chiropractic care and the services covered under the GHIP.</li><li>• 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.</li><li>• Continue to communicate the value of benefits provided along with member education resources.</li><li>• Continue to measure condition-specific disease prevalence, medical service/Rx utilization, and cost ongoing vs. baseline.</li><li>• Continue to measure GHIP use, cost, and outcomes from weight management drugs.</li></ul> |  |      |                                    |       |



## Electronic Communications: State Memos

| Subject   | Memo Number | Date Distributed | Target Audience  | Total Recipients | SBO Tactics Based on SEBC Strategic Framework  |
|---|-------------|------------------|--|------------------|--|
| Changes to Eligibility for New Hires and Timing for Qualifying Events for Flexible Spending Account (FSA), Group Universal Life (GUL), Accident and Critical Illness (A&CI) Insurance | #24-22      | 07/01/2024       | Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers | 586              | <ul style="list-style-type: none"> <li>Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.</li> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>   |
| Get the Facts on What's Happening FAQs - June 2024 Updates  | #24-23      | 07/09/2024       | Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers | 582              | <ul style="list-style-type: none"> <li>Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.</li> <li>Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.</li> <li>Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.</li> </ul> |
| Open Enrollment Participation Stats   | #24-24      | 07/10/2024       | Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers | 316              | <ul style="list-style-type: none"> <li>Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.</li> </ul>  |
| Blood Bank of Delmarva (BBD) Needs Your Help – Host Blood Drives  | #24-25      | 07/15/2024       | Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers | 558              | <ul style="list-style-type: none"> <li>N/A</li> </ul>  |
| Get the Facts on What's Happening FAQs - July 2024 Updates  | #24-26      | 08/07/2024       | Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers   | 586              | <ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> <li>Continue to measure condition-specific disease prevalence, medical service/Rx</li> </ul>   |



| Subject  | Memo Number | Date Distributed | Target Audience  | Total Recipients | SBO Tactics Based on SEBC Strategic Framework   |
|--|-------------|------------------|--|------------------|---|
|  |             |                  |  |                  | <p>utilization, and cost ongoing vs. baseline.</p> <ul style="list-style-type: none"><li>• Continue to evaluate solutions available through GHIP TPAs and other third-party vendors to supplement the network of behavioral health providers available to members.</li><li>• Evaluate competitiveness of GHIP medical and Rx vendors' pricing for covered services and drugs against their competitors.</li></ul> |
| Get the Facts on What's Happening FAQs - August 2024 Updates | #24-27      | 09/04/2024       | Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers | 586              | <ul style="list-style-type: none"><li>• Continue to measure condition-specific disease prevalence, medical service/Rx utilization, and cost ongoing vs. baseline.</li><li>• Continue to measure GHIP use, cost, and outcomes from weight management drugs.</li></ul>  |
| Upcoming Employee Assistance Program (EAP) Webinars          | #24-28      | 09/10/2024       | Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers | 587              | <ul style="list-style-type: none"><li>• Continue to communicate the value of benefits provided along with member education resources.</li></ul>   |





## 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 - June 2024 Updates       | #24-21      | 07/09/2024       | Group Health Insurance Plan<br>Participating Group Human Resource and Benefits Managers & Representatives | 191              | <ul style="list-style-type: none"> <li>Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.</li> <li>Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.</li> <li>Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.</li> </ul>  |
| Blood Bank of Delmarva (BBD) Needs Your Help – Host Blood Drives | #24-22      | 07/15/2024       | Group Health Insurance Plan<br>Participating Group Human Resource and Benefits Managers & Representatives | 189              | <ul style="list-style-type: none"> <li>N/A</li> </ul>   |
| Get the Facts on What's Happening FAQs - July 2024 Updates       | #24-23      | 08/07/2024       | Group Health Insurance Plan<br>Participating Group Human Resource and Benefits Managers & Representatives | 188              | <ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> <li>Continue to measure condition-specific disease prevalence, medical service/Rx utilization, and cost ongoing vs. baseline.</li> <li>Continue to evaluate solutions available through GHIP TPAs and other third-party vendors to supplement the network of behavioral health providers available to members.</li> <li>Evaluate competitiveness of GHIP medical and Rx vendors' pricing for</li> </ul> |



| Subject  | Memo Number | Date Distributed | Target Audience   | Total Recipients | SBO Tactics Based on SEBC Strategic Framework  |
|--|-------------|------------------|---|------------------|--|
|  |             |                  |   |                  | covered services and drugs against their competitors.  |
| Action Required: Update the NEBS Group Coverage Cost Configuration and the Group Coverage Cost Share Table with New Health Plan Rates for Plan Year Beginning July 1, 2024 | #24-24      | 08/12/2024       | Group Health Insurance Plan<br>Participating Group Human Resource and Benefits Managers & Representatives | 188              | <ul style="list-style-type: none"><li>• N/A</li></ul>  |
| Get the Facts on What's Happening FAQs - August 2024 Updates   | #24-25      | 09/04/2024       | Group Health Insurance Plan<br>Participating Group Human Resource and Benefits Managers & Representatives | 188              | <ul style="list-style-type: none"><li>• Continue to measure condition-specific disease prevalence, medical service/Rx utilization, and cost ongoing vs. baseline.</li><li>• Continue to measure GHIP use, cost, and outcomes from weight management drugs.</li></ul> |
| Upcoming Employee Assistance Program (EAP) Webinars  | #24-26      | 09/10/2024       | Group Health Insurance Plan<br>Participating Group Human Resource and Benefits Managers & Representatives | 94               | <ul style="list-style-type: none"><li>• Continue to communicate the value of benefits provided along with member education resources.</li></ul>  |



## Electronic Communications: Organizational Specific Memos

| Subject   | Date Distributed | Target Audience   | Total Recipients | SBO Tactics Based on SEBC Strategic Framework  |
|---|------------------|---|------------------|--|
| Disability Insurance Program (DIP) Rules and Regulations Revised Effective July 1, 2024 and Updated/New Documents and SBO External Procedures               | 07/01/2024       | DIP/RTW Representatives (State Agency, School District, Charter School, DTCC, and DSU Human Resource, Benefits, or Payroll Representatives with Disability Insurance Program (DIP) or Return to Work (RTW) Administrative or Paying Responsibilities) | 373              | <ul style="list-style-type: none"> <li>N/A</li> </ul>  |
| Disability Insurance Program (DIP) Rules and Regulations Revised Effective July 1, 2024 and Updated/New Documents and SBO External Procedures               | 07/01/2024       | University of Delaware and Delaware Solid Waste Authority DIP/RTW Representatives (Human Resource, Benefits, or Payroll Representatives with Disability Insurance Program (DIP) or Return to Work (RTW) Administrative or Paying Responsibilities)    | 40               | <ul style="list-style-type: none"> <li>N/A</li> </ul>  |
| Changes to Eligibility for New Hires and Timing for Qualifying Event Changes for Group Universal Life (GUL), Accident and Critical Illness (A&CI) Insurance | 07/01/2024       | University of Delaware and Delaware Solid Waste Authority Human Resource and Benefits Managers & Specialists  | 41               | <ul style="list-style-type: none"> <li>N/A</li> </ul>  |
| Virtual Workshops on Delaware Paid Leave Law  | 07/03/2024       | HR and Payroll Leads of Non-Executive Branch Employing Organizations, Delaware State University, and Delaware Technical Community College, School Business Managers, School Personnel Administrators, and Charter School Business Managers            | 173              | <ul style="list-style-type: none"> <li>N/A</li> </ul>  |
| Get the Facts on What's Happening FAQs – June 2024 Updates  | 07/09/2024       | Delaware Senators, House Representatives, and Legislative Staff   | 207              | <ul style="list-style-type: none"> <li>Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.</li> </ul> |



| Subject   | Date Distributed | Target Audience  | Total Recipients | SBO Tactics Based on SEBC Strategic Framework  |
|---|------------------|--|------------------|--|
|   |                  |  |                  | <ul style="list-style-type: none"> <li>Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.</li> <li>Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.</li> </ul> |
| Virtual Workshops on Delaware Paid Leave – Presentation Slides and Recording Available  | 07/25/2024       | HR and Payroll Leads of Non-Executive Branch Employing Organizations, Delaware State University, and Delaware Technical Community College, School Business Managers, School Personnel Administrators, and Charter School Business Managers; and Other Workshop Attendees | 243              | <ul style="list-style-type: none"> <li>N/A</li> </ul>  |
| Disability Insurance Program (DIP) –August 2024 – December 2024 Virtual The Hartford Ability Advantage (THAA) Training Schedule | 08/06/2024       | State Agency, School District, Charter School, DTCC and DSU Human Resource, Benefit and Payroll Representatives with Disability Insurance Program (DIP) and/or Return to Work (RTW) Administrative or Paying Responsibilities  | 388              | <ul style="list-style-type: none"> <li>N/A</li> </ul>  |
| Disability Insurance Program (DIP) –August 2024 – December 2024 Virtual The Hartford Ability Advantage (THAA) Training Schedule | 08/06/2024       | University of Delaware (UD) and Delaware Solid Waste Authority (DSWA) Human Resource, Benefit and Payroll Representatives with Disability Insurance Program (DIP) and/or Return to Work (RTW) Administrative or Paying Responsibilities                                  | 31               | <ul style="list-style-type: none"> <li>N/A</li> </ul>  |
| Get the Facts on What’s Happening FAQs – July 2024 Updates  | 08/07/2024       | Delaware Senators, House Representatives, and Legislative Staff  | 201              | <ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> <li>Continue to measure condition-specific disease prevalence, medical service/Rx utilization, and cost ongoing vs. baseline.</li> </ul>                       |



| Subject  | Date Distributed | Target Audience  | Total Recipients | SBO Tactics Based on SEBC Strategic Framework   |
|--|------------------|--|------------------|---|
|  |                  |  |                  | <ul style="list-style-type: none"> <li>Continue to evaluate solutions available through GHIP TPAs and other third-party vendors to supplement the network of behavioral health providers available to members.</li> <li>Evaluate competitiveness of GHIP medical and Rx vendors' pricing for covered services and drugs against their competitors.</li> </ul> |
| Get the Facts on What's Happening FAQs – August 2024 Updates                           | 09/04/2024       | Delaware Senators, House Representatives, and Legislative Staff  | 203              | <ul style="list-style-type: none"> <li>Continue to measure condition-specific disease prevalence, medical service/Rx utilization, and cost ongoing vs. baseline.</li> <li>Continue to measure GHIP use, cost, and outcomes from weight management drugs.</li> </ul>   |
| Important Follow-Up Information from July 2024 "Delaware Paid Leave" Virtual Workshops | 09/17/2024       | HR and Payroll Leads of Non-Executive Branch Employing Organizations, Delaware State University, and Delaware Technical Community College, School Business Managers, School Personnel Administrators, and Charter School Business Managers; and Other Workshop Attendees                                   | 246              | <ul style="list-style-type: none"> <li>N/A</li> </ul>   |
| Delaware Paid Leave - Update on the DOL Delaware LaborFirst Portal                     | 09/19/2024       | HR and Payroll Leads of Non-Executive Branch Employing Organizations, Delaware State University, and Delaware Technical Community College, School Business Managers, School Personnel Administrators, and Charter School Business Managers; and Other Attendees from the July 2024 DE Paid Leave Workshops | 251              | <ul style="list-style-type: none"> <li>N/A</li> </ul>   |
| Important Information about 2024 Special Medicfill Open Enrollment                     | 09/26/2024       | University of Delaware, Delaware Transit Corporation, and Delaware State Housing Authority Human Resource and Benefit Managers & Representatives   | 50               | <ul style="list-style-type: none"> <li>N/A</li> </ul>   |



| Subject  | Date Distributed | Target Audience   | Total Recipients | SBO Tactics Based on SEBC Strategic Framework |
|--|------------------|---|------------------|---|
| Important Information about 2024 Special Medicfill Open Enrollment | 09/26/2024       | City of Dover, City of Rehoboth, and Town of Smyrna Human Resource and Benefit Managers & Representatives | 40               | • N/A   |



## Electronic Communications: State Alerts

| Subject  | Alert Number | Date Distributed | Target Audience | Total Recipients | SBO Tactics Based on SEBC Strategic Framework |
|--|--------------|------------------|-----------------|------------------|---|
| None were sent for the 1 <sup>st</sup> quarter of FY25 | N/A          | N/A              | N/A             | N/A              | N/A   |



## Electronic Communications: Participating Group Alerts

| Subject  | Alert Number | Date Distributed | Target Audience | Total Recipients | SBO Tactics Based on SEBC Strategic Framework |
|--|--------------|------------------|-----------------|------------------|---|
| None were sent for the 1 <sup>st</sup> quarter of FY25 | N/A          | N/A              | N/A             | N/A              | N/A   |





## Electronic Communications: SBO Communications Mailbox Responses

| July                               |   |
|------------------------------------|---|
| <b>Total Email Responses Sent:</b> | 29  |
| <b>Response Topics:</b>            | <ul style="list-style-type: none"><li>• Emails Forwarded to SBO Customer Service Team: 13</li><li>• SBO Master Contact List Updates: 5</li><li>• DLC/Training Inquiries: 5</li><li>• Benefit Inquiries: 3</li><li>• Website Survey Responses: 3</li></ul> |

| August                             |  |
|------------------------------------|--|
| <b>Total Email Responses Sent:</b> | 43   |
| <b>Response Topics:</b>            | <ul style="list-style-type: none"><li>• Emails Forwarded to SBO Customer Service Team: 18</li><li>• DLC/Training Inquiries: 11</li><li>• Benefit Inquiries: 9</li><li>• SBO Master Contact List Updates: 4</li><li>• Website Survey Responses: 1</li></ul> |

| September                          |   |
|------------------------------------|---|
| <b>Total Email Responses Sent:</b> | 35  |
| <b>Response Topics:</b>            | <ul style="list-style-type: none"><li>• Emails Forwarded to SBO Customer Service Team: 19</li><li>• DLC/Training Inquiries: 7</li><li>• SBO Master Contact List Updates: 6</li><li>• Benefit Inquiries: 3</li></ul> |



## 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  | Online, In-Network Options                      | 07/02/2024        | Members who opted into text messages                            | <ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul> |
| ASIFlex | FY24 FSA Deadline to Submit Claims (Email/Text) | 07/16/2024        | 4,035   | <ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul> |
| EyeMed  | Q3 Special Offers                               | 07/30/2024        | Member who opted into email messages                            | <ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul> |
| EyeMed  | National Eye Exam Month                         | 08/13/2024        | Members who opted into text messages                            | <ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul> |
| EyeMed  | 4 Questions to Ask Your Child's Eye Doctor      | 08/15/2024        | Member who opted into email messages                            | <ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul> |
| EyeMed  | Face Shape Guide                                | 09/10/2024        | Members who opted into text messages and do not have dependents | <ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul> |
| EyeMed  | Back to School                                  | 09/10/2024        | Members who opted into text messages and have dependents        | <ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul> |
| ASIFlex | FY24 FSA Deadline to Submit Claims (Email/Text) | 09/16/2024        | 4,547   | <ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul> |



## Printed Communications: Letters/Packets

| Description                                   | Target Audience  | Mail Date  | Quantity | Contents   |
|---|--|------------|----------|--|
| 2024 Special Medicfill Open Enrollment Packet | State Medicare eligible pensioners currently enrolled in the Special Medicfill plan with prescription    | 09/30/2024 | 19,849   | <ol style="list-style-type: none"><li>1. Envelope</li><li>2. Variable letter including Open Enrollment information</li><li>3. Pensioner Rate Sheet/Prescription Copays</li><li>4. Event flyer</li></ol>  |
| 2024 Special Medicfill Open Enrollment Packet | State Medicare eligible pensioners currently enrolled in the Special Medicfill plan without prescription | 09/30/2024 | 577      | <ol style="list-style-type: none"><li>1. Envelope</li><li>2. Variable letter including Open Enrollment information</li><li>3. Pensioner Rate Sheet/Prescription Copays</li><li>4. Event flyer</li></ol>  |
| 2024 Special Medicfill Open Enrollment Packet | State Medicare eligible pensioners currently not enrolled in the Special Medicfill plan                  | 09/30/2024 | 5,895    | <ol style="list-style-type: none"><li>1. Envelope</li><li>2. Variable letter including Open Enrollment information</li><li>3. Pensioner Rate Sheet/Prescription Copays</li><li>4. Event flyer</li><li>5. Special Medicfill Health Plan Application</li></ol> |



## Printed Communications: Postcards

SBO did not design or distribute any postcard during FY25 Q1.



## Printed Communications: Posters/Flyers

|                        |   |                         |  |                       |               |  |     |
|------------------------|---|-------------------------|--|-----------------------|---------------|--|-----|
| <b>1</b>               | <b>Description:</b> October EAP Webinar Flyer |                         |  |                       |               |  |     |
| <b>Mail/Post Date:</b> | 08/28/2024                                    | <b>Target Audience:</b> | Benefit-eligible State of Delaware employees | <b>Quantity:</b>      | Posted online |  |     |
| <b>QR Code (Y/N):</b>  | Yes   | <b>Users:</b>           | N/A  | <b>Pages/Session:</b> | N/A           | <b>Average Session Duration (MM:SS):</b> | N/A |

**ComPsych®  
GuidanceResources®  
Webinar**

**October 8, 2024  
1:00pm - 2:00pm**

### Staying Positive While Performing Difficult Client Service Work

Working with demanding clients can be exhausting and frustrating, but it can also be fulfilling and rewarding. This workshop is about harnessing all the positives that come with this difficult work, without letting the negatives overwhelm you.

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

**SCAN ME!** 



|                        |   |                         |                                       |                       |     |  |               |
|------------------------|---|-------------------------|---------------------------------------|-----------------------|-----|--|---------------|
| <b>2</b>               | <b>Description:</b> Medicare Diabetes Resources Flyer |                         |                                       |                       |     |  |               |
| <b>Mail/Post Date:</b> | 09/16/2024  | <b>Target Audience:</b> | State of Delaware Medicare Pensioners |                       |     | <b>Quantity:</b>                         | Posted online |
| <b>QR Code (Y/N):</b>  | Yes   | <b>Users:</b>           | N/A                                   | <b>Pages/Session:</b> | N/A | <b>Average Session Duration (MM:SS):</b> | N/A           |

# DIABETES

## Helping You Take Control



Diabetes prevention and management is an important area of focus for the State of Delaware. As a State Medicare-eligible pensioner, you have access to several resources to treat type 1 and type 2 diabetes or reduce your risk of developing type 2 diabetes. Learn about the services available through your benefits, and take advantage of all the resources designed to help keep you healthy.



For more information, scan the QR code or visit [de.gov/statewidebenefits](http://de.gov/statewidebenefits) (select **State Pensioners - Medicare**, then click the **Diabetes** tile).

**Transform Diabetes Care Monitoring Program**

**Zero Cost Diabetic Supplies**

**Copay Savings on Diabetic Medications**

**Maintenance Medication Program**

**EyeMed Diabetic Care Services**

**Medicare Diabetes Prevention Program**

Available to members under Medicare Part B Coverage

[www.medicare.gov/coverage/medicare-diabetes-prevention-program](http://www.medicare.gov/coverage/medicare-diabetes-prevention-program)



## TRANSFORM DIABETES CARE® (TDC)

Eligible State of Delaware Medicare Plan members with Prescription Coverage through SilverScript, will have access to the enhanced Transform Diabetes Care® (TDC) program from CVS Caremark®.

Transform Diabetes Care provides a holistic way to manage your diabetes and overall health. In addition to glucose monitoring, TDC uses health information you share to provide personalized health coaching based on your specific needs. You'll have access to trusted advice on nutrition and lifestyle habits as well as reminders about screenings and more.

**The best part?** It's all available to you at no extra cost!

Members who have additional questions can contact the TDC Hotline at **1-800-348-5238**.

## ZERO COST DIABETIC SUPPLIES

Diabetic supplies such as lancets, syringes/needles, and test strips provided, either at a participating retail pharmacy, a 90-day participating retail pharmacy, or CVS Caremark® Mail Service Pharmacy may be obtained under the prescription plan at **no cost** to the member.

**Please Note:** Diabetic supplies designated as Durable Medical Equipment (DME) are not covered under the prescription plan. These include Continuous Blood Glucose Monitoring Systems (e.g. Free Style Libre and Dexcom), Insulin Pumps and Supplies. Members should contact Highmark Delaware to discuss coverage options for these supplies.

## COPAY SAVINGS ON DIABETIC MEDICATIONS

Multiple diabetic medications may be obtained for just **one copay** when filled at the same time at a 90-day participating pharmacy or the CVS Caremark® Mail Service Pharmacy, when eligible. To ensure the greatest savings, make sure to ask the pharmacy to process all diabetic medications on the same day and submit the lowest cost generic medication first.

**Please Note:** It is the member's responsibility to work with their healthcare provider and pharmacist to coordinate the prescriptions to be processed on the same day.

## MAINTENANCE MEDICATION PROGRAM

The Maintenance Medication Program provides prescription cost savings by allowing members to fill 90-day prescriptions at reduced copays, when eligible. Under the program, one 90-day prescription costs the same as two 31-day fills.

|                                     | Up to a 31-Day Supply | Up to a 90-Day Supply |
|-------------------------------------|-----------------------|-----------------------|
| Generic Drugs                       | \$10 Copay            | \$20 Copay            |
| Preferred Brand (Formulary)         | \$32 Copay            | \$64 Copay            |
| Non-Preferred Brand (Non-Formulary) | \$60 Copay            | \$120 Copay           |

**Please Note:** Not all drugs are available at a 90-day supply.

## EYEMED DIABETIC CARE SERVICES

EyeMed members who have type 1 or type 2 diabetes are eligible to receive additional services including a vision evaluation once every six months to monitor for signs of diabetic complications.





|                        |   |                         |  |                       |                  |  |     |
|------------------------|---|-------------------------|--|-----------------------|------------------|--|-----|
| <b>3</b>               | <b>Description:</b> October EAP Webinar Flyer |                         |  |                       |                  |  |     |
| <b>Mail/Post Date:</b> | 09/23/2024                                    | <b>Target Audience:</b> | Benefit-eligible State of Delaware employees |                       | <b>Quantity:</b> | Posted online                            |     |
| <b>QR Code (Y/N):</b>  | Yes   | <b>Users:</b>           | N/A  | <b>Pages/Session:</b> | N/A              | <b>Average Session Duration (MM:SS):</b> | N/A |

**Statewide Benefits Office**  
**SBO**  
Benefits Made Easy

**ComPsych®  
GuidanceResources®  
Webinar**

**December 10, 2024  
10:00am - 11:00am**

**Laughter, Humor, and Play to  
Reduce Stress and Solve Problems**

Professional comedians shouldn't be the only people to use smiling, laughter, humor, and play as part of their daily routine. These skills are valuable for everyone. A good smile has long been a key tool for anyone who needs to influence others. Laughter is now shown to improve our pain tolerance. Humor and play can be the building blocks of problem-solving. Together they can improve our happiness and effectiveness.

Register at [de.gov/statewidebenefits](https://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   |
|-------------------|----------------------------------|-------------------|---|---|
| Aetna             | July Site of Care Postcards      | 07/26/2024        | 624   | <ul style="list-style-type: none"> <li>Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.</li> </ul>   |
| EyeMed            | Q3 At Risk Mailer                | 08/15/2024        | Members determined at risk during an eye exam | <ul style="list-style-type: none"> <li>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.</li> </ul>   |
| Aetna             | August Site of Care Postcards    | 08/27/2024        | 685   | <ul style="list-style-type: none"> <li>Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.</li> </ul>   |
| SurgeryPlus       | Savings Bifold Mailer            | 09/11/2024        | 47,580  | <ul style="list-style-type: none"> <li>Continue to promote educational tools and resources that help members identify high-quality, high-value providers.</li> <li>Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.</li> </ul> |
| Aetna             | September Site of Care Postcards | 09/30/2024        | 727   | <ul style="list-style-type: none"> <li>Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.</li> </ul>   |
| Highmark Delaware | Site of Care Postcards           | 09/30/2024        | 7,635   | <ul style="list-style-type: none"> <li>Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.</li> </ul>   |



## Website Statistics: Google Analytics\*

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

| July                              |  |                    |        |
|-----------------------------------|--|--------------------|--------|
| Sessions:                         | 25,098   | Total Page Views:  | 65,281 |
| Average Session Duration (MM:SS): | 1:26   | Pages Per Session: | 3.81   |
| Top Ten Page Views:               | <ol style="list-style-type: none"> <li>1. <a href="#">Homepage</a> (14,716)</li> <li>2. <a href="#">State Agency Employees Main Page</a> (5,597)</li> <li>3. <a href="#">K12, DTCC, &amp; DSU Employees Main Page</a> (2,944)</li> <li>4. <a href="#">SEBC Page</a> (1,812)</li> <li>5. <a href="#">Policies &amp; Procedures Page</a> (1,285)</li> <li>6. <a href="#">SEBC: Get the Facts Page</a> (1,236)</li> <li>7. <a href="#">Choosing the Right Care Page</a> (1,049)</li> <li>8. <a href="#">News and Events Page</a> (1,024)</li> <li>9. <a href="#">Agency Enrollment Page</a> (956)</li> <li>10. <a href="#">Agency Highmark Delaware Page</a> (942)</li> </ol> |                    |        |

\*Page is no longer active.

| August                            |  |                    |        |
|-----------------------------------|--|--------------------|--------|
| Sessions:                         | 21,791   | Total Page Views:  | 55,978 |
| Average Session Duration (MM:SS): | 1:22   | Pages Per Session: | 3.78   |
| Top Ten Page Views:               | <ol style="list-style-type: none"> <li>1. <a href="#">Homepage</a> (12,159)</li> <li>2. <a href="#">State Agency Employees Main Page</a> (4,813)</li> <li>3. <a href="#">K12, DTCC, &amp; DSU Employees Main Page</a> (2,744)</li> <li>4. <a href="#">SEBC Page</a> (1,611)</li> <li>5. <a href="#">Policies &amp; Procedures Page</a> (1,068)</li> <li>6. <a href="#">Choosing the Right Care Page</a> (1,022)</li> <li>7. <a href="#">SEBC: Get the Facts Page</a> (929)</li> <li>8. <a href="#">Benefits Bulletin Page</a> (922)</li> <li>9. <a href="#">Agency Enrollment Page</a> (853)</li> <li>10. <a href="#">Agency Highmark Delaware Page</a> (763)</li> </ol> |                    |        |

| September                         |        |                    |        |
|-----------------------------------|--------|--------------------|--------|
| Sessions:                         | 21,110 | Total Page Views:  | 52,797 |
| Average Session Duration (MM:SS): | 1:20   | Pages Per Session: | 3.68   |



**Top Ten Page Views:**

1. [Homepage](#) (11,101)
2. [State Agency Employees Main Page](#) (4,510)
3. [K12, DTCC, & DSU Employees Main Page](#) (2,427)
4. [SEBC Page](#) (1,437)
5. [Benefits Bulletin Page](#) (1,177)
6. [Policies & Procedures Page](#) (1,008)
7. [Choosing the Right Care Page](#) (842)
8. [SEBC: Get the Facts Page](#) (842)
9. [ComPsych Page](#) (755)
10. [Agency Enrollment Page](#) (746)



## Website Statistics: Website Updates

| July                                   |  |
|--|--|
| <b>Total Website Updates Requested</b> | 58   |
| <b>Update Topics:</b>                  | <ul style="list-style-type: none"> <li>• Communications: 14</li> <li>• DIP/RTW: 10</li> <li>• Health: 9</li> <li>• Online Training: 6</li> <li>• FSA: 3</li> <li>• GUL: 3</li> <li>• Open Enrollment: 3</li> <li>• Rx: 2</li> <li>• Paid Leave: 2</li> <li>• Health Observances: 1</li> <li>• A&amp;CI: 1</li> <li>• Behavioral Health: 1</li> <li>• Vision: 1</li> <li>• EAP: 1</li> <li>• SCOB: 1</li> </ul> |

| August                                 |  |
|--|--|
| <b>Total Website Updates Requested</b> | 23   |
| <b>Update Topics:</b>                  | <ul style="list-style-type: none"> <li>• Communications: 9</li> <li>• Health: 3</li> <li>• DIP: 2</li> <li>• Medicfill: 2</li> <li>• Health Observances: 1</li> <li>• Rx: 1</li> <li>• FSA: 1</li> <li>• SBO Contact List: 1</li> <li>• Online Training: 1</li> <li>• Dental: 1</li> <li>• EAP: 1</li> </ul> |

| September                              |   |
|--|---|
| <b>Total Website Updates Requested</b> | 33  |
| <b>Update Topics:</b>                  | <ul style="list-style-type: none"> <li>• Communications: 9</li> <li>• Medicfill: 7</li> <li>• Health: 5</li> <li>• Rx: 2</li> <li>• EAP: 2</li> </ul> |



|  |  |
|--|--|
|  | <ul style="list-style-type: none"><li>• FSA: 2</li><li>• Health Observances: 1</li><li>• Dental: 1</li><li>• SCOB: 1</li><li>• Behavioral Health: 1</li><li>• Paid Leave: 1</li><li>• Contact: 1</li></ul> |
|--|--|



## Website Statistics: Website Survey Responses

### July

|                                |  |
|--------------------------------|--|
| <b>Total Surveys Received:</b> | 6  |
| <b>Survey Topics:</b>          | <ul style="list-style-type: none"><li>• Personal Benefit Inquiry: 2</li><li>• SCOB: 1</li><li>• Plan Rates: 1</li><li>• School District Benefits: 1</li><li>• New Hire Enrollment: 1</li></ul> |

### August

|                                |   |
|--------------------------------|---|
| <b>Total Surveys Received:</b> | 2   |
| <b>Response Topics:</b>        | <ul style="list-style-type: none"><li>• Personal Benefit Inquiry: 1</li><li>• No Comment/Thank You: 1</li></ul> |

### September

|                                |   |
|--------------------------------|---|
| <b>Total Surveys Received:</b> | 2   |
| <b>Response Topics:</b>        | <ul style="list-style-type: none"><li>• SCOB: 2</li></ul> |



## Training: Instructor-Led Training (ILT)

|   |   |                     |            |  |
|---|---|---------------------|------------|--|
| <b>1</b>  | <b>Title:</b>                             | <b>Benefits 101</b> |            |  |
| <b>Target Audience:</b>   | Private session for Department of Finance | <b>Date(s):</b>     | 07/02/2024 |  |
| <b>Attendance:</b>  | 9   | <b>Facilitated:</b> | Virtually  |  |
| <b><u>Evaluation Feedback</u></b>   |   |                     |            |  |
| <ol style="list-style-type: none"> <li>1. 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.</li> <li>2. 100% of respondents Strongly Agree or Agree that the course learning objectives were met.</li> <li>3. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.</li> <li>4. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.</li> <li>5. 100% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.</li> <li>6. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>7. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.</li> </ol> |   |                     |            |  |

|   |   |                     |            |  |
|---|---|---------------------|------------|--|
| <b>2</b>  | <b>Title:</b>                           | <b>Benefits 101</b> |            |  |
| <b>Target Audience:</b>   | Benefit-eligible State Agency employees | <b>Date(s):</b>     | 07/09/2024 |  |
| <b>Attendance:</b>  | 14                                      | <b>Facilitated:</b> | Virtually  |  |
| <b><u>Evaluation Feedback</u></b>   |   |                     |            |  |
| <ol style="list-style-type: none"> <li>1. 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.</li> <li>2. 100% of respondents Strongly Agree or Agree that the course learning objectives were met.</li> <li>3. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.</li> <li>4. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.</li> <li>5. 100% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.</li> <li>6. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>7. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.</li> </ol> |   |                     |            |  |

|   |   |   |            |  |
|---|---|---|------------|--|
| <b>3</b>  | <b>Title:</b>                           | <b>Everything You Need to Know About Covering a Spouse or Dependent</b> |            |  |
| <b>Target Audience:</b>   | Benefit-eligible State Agency employees | <b>Date(s):</b>   | 07/17/2024 |  |
| <b>Attendance:</b>  | 22                                      | <b>Facilitated:</b>   | Virtually  |  |
| <b><u>Evaluation Feedback</u></b>   |   |   |            |  |
| <ol style="list-style-type: none"> <li>1. 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.</li> <li>2. 100% of respondents Strongly Agree or Agree that the course learning objectives were met.</li> <li>3. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.</li> <li>4. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.</li> </ol> |   |   |            |  |



5. 100% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.
6. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.
7. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.

|   |   |  |            |  |
|---|---|--|------------|--|
| <b>4</b>  | <b>Title:</b>                           | <b>Benefit Information @ Your Fingertips</b> |            |  |
| <b>Target Audience:</b>   | Benefit-eligible State Agency employees | <b>Date(s):</b>                              | 08/14/2024 |  |
| <b>Attendance:</b>  | 16                                      | <b>Facilitated:</b>                          | Virtually  |  |
| <b><u>Evaluation Feedback</u></b>   |   |  |            |  |
| <ol style="list-style-type: none"> <li>1. 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.</li> <li>2. 100% of respondents Strongly Agree or Agree that the course learning objectives were met.</li> <li>3. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.</li> <li>4. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.</li> <li>5. 100% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.</li> <li>6. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>7. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.</li> </ol> |   |  |            |  |

|   |   |                     |            |  |
|---|---|---------------------|------------|--|
| <b>5</b>  | <b>Title:</b>                           | <b>Benefits 101</b> |            |  |
| <b>Target Audience:</b>   | Benefit-eligible State Agency employees | <b>Date(s):</b>     | 08/21/2024 |  |
| <b>Attendance:</b>  | 24                                      | <b>Facilitated:</b> | Virtually  |  |
| <b><u>Evaluation Feedback</u></b>   |   |                     |            |  |
| <ol style="list-style-type: none"> <li>1. 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.</li> <li>2. 100% of respondents Strongly Agree or Agree that the course learning objectives were met.</li> <li>3. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.</li> <li>4. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.</li> <li>5. 100% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.</li> <li>6. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>7. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.</li> </ol> |   |                     |            |  |

|   |   |   |            |  |
|---|---|---|------------|--|
| <b>6</b>  | <b>Title:</b>                           | <b>Everything You Need to Know About Covering a Spouse or Dependent</b> |            |  |
| <b>Target Audience:</b>   | Benefit-eligible State Agency employees | <b>Date(s):</b>   | 09/05/2024 |  |
| <b>Attendance:</b>  | 22                                      | <b>Facilitated:</b>   | Virtually  |  |
| <b><u>Evaluation Feedback</u></b>   |   |   |            |  |
| <ol style="list-style-type: none"> <li>1. 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.</li> <li>2. 100% of respondents Strongly Agree or Agree that the course learning objectives were met.</li> </ol> |   |   |            |  |





3. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.
4. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.
5. 100% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.
6. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.
7. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.

|   |   |                     |            |  |
|---|---|---------------------|------------|--|
| <b>7</b>  | <b>Title:</b>                           | <b>Benefits 101</b> |            |  |
| <b>Target Audience:</b>   | Benefit-eligible State Agency employees | <b>Date(s):</b>     | 09/12/2024 |  |
| <b>Attendance:</b>  | 22                                      | <b>Facilitated:</b> | Virtually  |  |
| <b><u>Evaluation Feedback</u></b>   |   |                     |            |  |
| <ol style="list-style-type: none"> <li>1. 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.</li> <li>2. 100% of respondents Strongly Agree or Agree that the course learning objectives were met.</li> <li>3. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.</li> <li>4. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.</li> <li>5. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>6. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.</li> </ol> |   |                     |            |  |

|  |  |                           |                           |  |
|--|--|---------------------------|---------------------------|--|
| <b>8</b>   | <b>Title:</b>                                | <b>Statewide Benefits</b> |                           |  |
| <b>Target Audience:</b>  | State of Delaware HR/Benefit Representatives | <b>Date(s):</b>           | 09/17/2024 and 09/18/2024 |  |
| <b>Attendance:</b>   | 15   | <b>Facilitated:</b>       | Virtually                 |  |
| <b><u>Evaluation Feedback</u></b>  |  |                           |                           |  |
| <ol style="list-style-type: none"> <li>1. 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.</li> <li>2. 100% of respondents Strongly Agree or Agree that the course learning objectives were met.</li> <li>3. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.</li> <li>4. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.</li> <li>5. 86% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.</li> <li>6. 86% of respondents Strongly Agree or Agree that it is clear how they will apply this information on their job.</li> <li>7. 86% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>8. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.</li> </ol> |  |                           |                           |  |



## Training: Computer-Based Training (CBT)

|   |   |  |   |  |
|---|---|--|---|--|
| <b>1</b>  | <b>Title:</b>   | <b>HIPAA Training for Members of the HIPAA Workforce</b> |   |  |
| <b>Version(s):</b>  | <ul style="list-style-type: none"> <li>Delaware Learning Center (DLC)</li> <li>Website</li> </ul> | <b>Availability:</b>                                     | 07/01/2024 – 09/30/2024   |  |
| <b>FY25 Q1 Total Completions: (744)</b>   | <ul style="list-style-type: none"> <li>DLC = 693</li> <li>Website = 51</li> </ul>                 | <b>Assigned:</b>   | Yes, assignment is ongoing. This course must be completed annually by all members of the HIPAA Workforce. |  |
| <b>FY25 Q1 Evaluations Submitted: (146)</b>   | <ul style="list-style-type: none"> <li>DLC = 95</li> <li>Website = 51</li> </ul>                  |  |   |  |
| <b><u>Evaluation Feedback</u></b>   |   |  |   |  |
| <ol style="list-style-type: none"> <li>99% of respondents Strongly Agree or Agree that the learning objectives were clearly presented in the course.</li> <li>99% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>95% of respondents Strongly Agree or Agree that the content was engaging.</li> <li>97% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> <li>97% of respondents Strongly Agree or Agree that they would recommend this training to others.</li> <li>99% of respondents Strongly Agree or Agree that they have a better understanding of HIPAA and how to safeguard PHI.</li> <li>98% of respondents Strongly Agree or Agree that overall, they satisfied with the training.</li> </ol> |   |  |   |  |

|   |   |   |                         |  |
|---|---|---|-------------------------|--|
| <b>2</b>  | <b>Title:</b>   | <b>FY25 How to Select a Health Plan</b> |                         |  |
| <b>Version(s):</b>  | <ul style="list-style-type: none"> <li>Delaware Learning Center (DLC)</li> <li>Website</li> </ul> | <b>Availability:</b>                    | 07/01/2024 – 09/30/2024 |  |
| <b>FY25 Q1 Total Completions: (11)</b>  | <ul style="list-style-type: none"> <li>DLC = 5</li> <li>Website = 6</li> </ul>                    | <b>Assigned:</b>                        | N/A                     |  |
| <b>FY25 Q1 Evaluations Submitted: (6)</b>   | <ul style="list-style-type: none"> <li>DLC = 0</li> <li>Website = 6</li> </ul>                    |   |                         |  |
| <b><u>Evaluation Feedback</u></b>   |   |   |                         |  |
| <ol style="list-style-type: none"> <li>100% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> <li>100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>100% of respondents Strongly Agree or Agree that they learned about resources to help them select the best coverage based on their anticipated needs.</li> <li>100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</li> </ol> |   |   |                         |  |

|  |   |                                     |                         |  |
|--|---|-------------------------------------|-------------------------|--|
| <b>3</b>                               | <b>Title:</b>   | <b>FY25 Choosing the Right Care</b> |                         |  |
| <b>Version(s):</b>                     | <ul style="list-style-type: none"> <li>Delaware Learning Center (DLC)</li> <li>Website</li> </ul> | <b>Availability:</b>                | 07/01/2024 – 09/30/2024 |  |
| <b>FY25 Q1 Total Completions: (12)</b> | <ul style="list-style-type: none"> <li>DLC = 9</li> <li>Website = 3</li> </ul>                    | <b>Number Assigned:</b>             | N/A                     |  |



|   |  |
|---|--|
| <b>FY25 Q1 Evaluations Submitted: (3)</b>   | <ul style="list-style-type: none"> <li>DLC = 0</li> <li>Website = 3</li> </ul> |
| <b><u>Evaluation Feedback</u></b>   |  |
| <ol style="list-style-type: none"> <li>100% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> <li>100% of respondents Strongly Agree or Agree that they learned ways to choosing high-quality, safe, and affordable care throughout the plan year.</li> <li>100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>100% of respondents Strongly Agree or Agree that overall, they were satisfied with the course.</li> </ol> |  |

|   |   |   |                         |
|---|---|---|-------------------------|
| <b>4</b>                                  | <b>Title:</b>   | <b>FY25 Highmark First State Basic Plan</b> |                         |
| <b>Version(s):</b>                        | <ul style="list-style-type: none"> <li>Delaware Learning Center (DLC)</li> <li>Website</li> </ul> | <b>Availability:</b>                        | 07/01/2024 – 09/30/2024 |
| <b>FY25 Q1 Total Completions: (7)</b>     | <ul style="list-style-type: none"> <li>DLC = 7</li> <li>Website = 0</li> </ul>                    | <b>Assigned:</b>                            | N/A                     |
| <b>FY25 Q1 Evaluations Submitted: (0)</b> | <ul style="list-style-type: none"> <li>DLC = 0</li> <li>Website = 0</li> </ul>                    |   |                         |
| <b><u>Evaluation Feedback</u></b>         |   |   |                         |
| No evaluations were completed.            |   |   |                         |

|  |   |                                 |                         |
|--|---|---------------------------------|-------------------------|
| <b>5</b>   | <b>Title:</b>   | <b>FY25 Aetna CDH Gold Plan</b> |                         |
| <b>Version(s):</b>   | <ul style="list-style-type: none"> <li>Delaware Learning Center (DLC)</li> <li>Website</li> </ul> | <b>Availability:</b>            | 07/01/2024 – 09/30/2024 |
| <b>FY25 Q1 Total Completions: (7)</b>  | <ul style="list-style-type: none"> <li>DLC = 6</li> <li>Website = 1</li> </ul>                    | <b>Assigned:</b>                | N/A                     |
| <b>FY25 Q1 Evaluations Submitted: (2)</b>  | <ul style="list-style-type: none"> <li>DLC = 1</li> <li>Website = 1</li> </ul>                    |                                 |                         |
| <b><u>Evaluation Feedback</u></b>  |   |                                 |                         |
| <ol style="list-style-type: none"> <li>100% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>50% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> <li>50% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>100% of respondents Strongly Agree or Agree that they have a better understanding of the CDH Gold Plan.</li> <li>50% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</li> </ol> |   |                                 |                         |

|                    |   |                            |                         |
|--------------------|---|----------------------------|-------------------------|
| <b>6</b>           | <b>Title:</b>   | <b>FY25 Aetna HMO Plan</b> |                         |
| <b>Version(s):</b> | <ul style="list-style-type: none"> <li>Delaware Learning Center (DLC)</li> <li>Website</li> </ul> | <b>Availability:</b>       | 07/01/2024 – 09/30/2024 |



|  |  |                  |     |
|--|--|------------------|-----|
| <b>FY25 Q1 Total Completions: (9)</b>  | <ul style="list-style-type: none"> <li>DLC = 9</li> <li>Website = 0</li> </ul> | <b>Assigned:</b> | N/A |
| <b>FY25 Q1 Evaluations Submitted: (1)</b>  | <ul style="list-style-type: none"> <li>DLC = 1</li> <li>Website = 0</li> </ul> |                  |     |
| <b><u>Evaluation Feedback</u></b>  |  |                  |     |
| <ol style="list-style-type: none"> <li>100% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> <li>100% of respondents Strongly Agree or Agree that they have a better understanding of the HMO Plan.</li> <li>100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</li> </ol> |  |                  |     |

|   |   |   |                         |
|---|---|---|-------------------------|
| <b>7</b>  | <b>Title:</b>   | <b>FY25 Highmark Comprehensive PPO Plan</b> |                         |
| <b>Version(s):</b>  | <ul style="list-style-type: none"> <li>Delaware Learning Center (DLC)</li> <li>Website</li> </ul> | <b>Availability:</b>                        | 07/01/2024 – 09/30/2024 |
| <b>FY25 Q1 Total Completions: (11)</b>  | <ul style="list-style-type: none"> <li>DLC = 9</li> <li>Website = 2</li> </ul>                    | <b>Assigned:</b>                            | N/A                     |
| <b>FY25 Q1 Evaluations Submitted: (2)</b>   | <ul style="list-style-type: none"> <li>DLC = 0</li> <li>Website = 2</li> </ul>                    |   |                         |
| <b><u>Evaluation Feedback</u></b>   |   |   |                         |
| <ol style="list-style-type: none"> <li>100% of respondents Strongly Agree that the content was presented clearly.</li> <li>100% of respondents Strongly Agree that the length of the course was appropriate for the content.</li> <li>100% of respondents Strongly Agree that they have a better understanding of the Comprehensive PPO Plan.</li> <li>100% of respondents Strongly Agree that they would recommend this course to others.</li> <li>100% of respondents Strongly Agree that overall, they are satisfied with the course.</li> </ol> |   |   |                         |

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| <b>8</b>  | <b>Title:</b>   | <b>FY25 Flexible Spending Account (FSA)</b> |                         |
| <b>Version(s):</b>  | <ul style="list-style-type: none"> <li>Delaware Learning Center (DLC)</li> <li>Website</li> </ul> | <b>Availability:</b>                        | 07/01/2024 – 09/30/2024 |
| <b>FY25 Q1 Total Completions: (16)</b>  | <ul style="list-style-type: none"> <li>DLC = 14</li> <li>Website = 2</li> </ul>                   | <b>Assigned:</b>                            | N/A                     |
| <b>FY25 Q1 Evaluations Submitted: (3)</b>   | <ul style="list-style-type: none"> <li>DLC = 1</li> <li>Website = 2</li> </ul>                    |   |                         |
| <b><u>Evaluation Feedback</u></b>   |   |   |                         |
| <ol style="list-style-type: none"> <li>67% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> <li>67% 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.</li> <li>67% 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).</li> <li>67% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>100% of respondents Strongly Agree or Agree that overall, they found this course to be informative.</li> </ol> |   |   |                         |



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| <b>9</b>   | <b>Title:</b>   | <b>Spousal Coordination of Benefits</b> |                         |  |
| <b>Version(s):</b>   | <ul style="list-style-type: none"> <li>Delaware Learning Center (DLC)</li> <li>Website</li> </ul> | <b>Availability:</b>                    | 07/01/2024 – 09/30/2024 |  |
| <b>FY25 Q1 Total Completions: (12)</b>   | <ul style="list-style-type: none"> <li>DLC = 9</li> <li>Website = 3</li> </ul>                    | <b>Assigned:</b>                        | N/A                     |  |
| <b>FY25 Q1 Evaluations Submitted: (3)</b>  | <ul style="list-style-type: none"> <li>DLC = 0</li> <li>Website = 3</li> </ul>                    |   |                         |  |
| <b><u>Evaluation Feedback</u></b>  |   |   |                         |  |
| <ol style="list-style-type: none"> <li>100% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> <li>100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>100% of respondents Strongly Agree or Agree have a better understanding of spousal coordination of benefits.</li> <li>100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</li> </ol> |   |   |                         |  |

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| <b>10</b>  | <b>Title:</b>   | <b>Dependent Coordination of Benefits</b> |                         |  |
| <b>Version(s):</b>   | <ul style="list-style-type: none"> <li>Delaware Learning Center (DLC)</li> <li>Website</li> </ul> | <b>Availability:</b>                      | 07/01/2024 – 09/30/2024 |  |
| <b>FY25 Q1 Total Completions: (6)</b>  | <ul style="list-style-type: none"> <li>DLC = 6</li> <li>Website = 0</li> </ul>                    | <b>Assigned:</b>                          | N/A                     |  |
| <b>FY25 Q1 Evaluations Submitted: (1)</b>  | <ul style="list-style-type: none"> <li>DLC = 1</li> <li>Website = 0</li> </ul>                    |   |                         |  |
| <b><u>Evaluation Feedback</u></b>  |   |   |                         |  |
| <ol style="list-style-type: none"> <li>100% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> <li>100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>100% of respondents Strongly Agree or Agree have a better understanding of dependent coordination of benefits.</li> <li>100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</li> </ol> |   |   |                         |  |

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| <b>11</b>                                 | <b>Title:</b>   | <b>Qualifying Events</b> |                         |  |
| <b>Version(s):</b>                        | <ul style="list-style-type: none"> <li>Delaware Learning Center (DLC)</li> <li>Website</li> </ul> | <b>Availability:</b>     | 07/01/2024 – 09/30/2024 |  |
| <b>FY25 Q1 Total Completions: (10)</b>    | <ul style="list-style-type: none"> <li>DLC = 10</li> <li>Website = 0</li> </ul>                   | <b>Assigned:</b>         | N/A                     |  |
| <b>FY25 Q1 Evaluations Submitted: (0)</b> | <ul style="list-style-type: none"> <li>DLC = 0</li> <li>Website = 0</li> </ul>                    |                          |                         |  |
| <b><u>Evaluation Feedback</u></b>         |   |                          |                         |  |
| No evaluations were completed.            |   |                          |                         |  |



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|---|---|--|-------------------------|--|
| <b>12</b>                                 | <b>Title:</b>   | <b>Disability Insurance Program Overview</b> |                         |  |
| <b>Version(s):</b>                        | <ul style="list-style-type: none"> <li>Delaware Learning Center (DLC)</li> <li>Website</li> </ul> | <b>Availability:</b>                         | 07/01/2024 – 09/30/2024 |  |
| <b>FY25 Q1 Total Completions: (21)</b>    | <ul style="list-style-type: none"> <li>DLC = 21</li> <li>Website = 0</li> </ul>                   | <b>Assigned:</b>                             | N/A                     |  |
| <b>FY25 Q1 Evaluations Submitted: (0)</b> | <ul style="list-style-type: none"> <li>DLC = 0</li> <li>Website = 0</li> </ul>                    |  |                         |  |
| <b><u>Evaluation Feedback</u></b>         |   |  |                         |  |
| No evaluations were completed.            |   |  |                         |  |

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| <b>13</b>   | <b>Title:</b>   | <b>Short Term Disability</b> |                         |  |
| <b>Version(s):</b>  | <ul style="list-style-type: none"> <li>Delaware Learning Center (DLC)</li> <li>Website</li> </ul> | <b>Availability:</b>         | 07/01/2024 – 09/30/2024 |  |
| <b>FY25 Q1 Total Completions: (25)</b>  | <ul style="list-style-type: none"> <li>DLC = 24</li> <li>Website = 1</li> </ul>                   | <b>Assigned:</b>             | N/A                     |  |
| <b>FY25 Q1 Evaluations Submitted: (1)</b>   | <ul style="list-style-type: none"> <li>DLC = 0</li> <li>Website = 1</li> </ul>                    |                              |                         |  |
| <b><u>Evaluation Feedback</u></b>   |   |                              |                         |  |
| <ol style="list-style-type: none"> <li>100% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> <li>100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>100% of respondents Strongly Agree or Agree that they have a basic understanding of the Short Term Disability program.</li> <li>100% of respondents Strongly Agree or Agree that they learned how and when to file a Short Term Disability claim.</li> <li>100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</li> </ol> |   |                              |                         |  |

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|---|---|-----------------------------|-------------------------|--|
| <b>14</b>   | <b>Title:</b>   | <b>Long Term Disability</b> |                         |  |
| <b>Version(s):</b>  | <ul style="list-style-type: none"> <li>Delaware Learning Center (DLC)</li> <li>Website</li> </ul> | <b>Availability:</b>        | 07/01/2024 – 09/30/2024 |  |
| <b>FY25 Q1 Total Completions: (24)</b>  | <ul style="list-style-type: none"> <li>DLC = 24</li> <li>Website = 0</li> </ul>                   | <b>Assigned:</b>            | N/A                     |  |
| <b>FY25 Q1 Evaluations Submitted: (1)</b>   | <ul style="list-style-type: none"> <li>DLC = 1</li> <li>Website = 0</li> </ul>                    |                             |                         |  |
| <b><u>Evaluation Feedback</u></b>   |   |                             |                         |  |
| <ol style="list-style-type: none"> <li>100% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> </ol> |   |                             |                         |  |



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

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| <b>15</b>  | <b>Title:</b>   | <b>Return to Work</b> |                         |  |
| <b>Version(s):</b>   | <ul style="list-style-type: none"> <li>• Delaware Learning Center (DLC)</li> <li>• Website</li> </ul> | <b>Availability:</b>  | 07/01/2024 – 09/30/2024 |  |
| <b>FY25 Q1 Total Completions: (23)</b>   | <ul style="list-style-type: none"> <li>• DLC = 22</li> <li>• Website = 1</li> </ul>                   | <b>Assigned:</b>      | N/A                     |  |
| <b>FY25 Q1 Evaluations Submitted: (2)</b>  | <ul style="list-style-type: none"> <li>• DLC = 1</li> <li>• Website = 1</li> </ul>                    |                       |                         |  |
| <b><u>Evaluation Feedback</u></b>  |   |                       |                         |  |
| <ol style="list-style-type: none"> <li>1. 100% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> <li>3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>4. 100% of respondents Strongly Agree or Agree that they have a basic understanding of the Return to Work program.</li> <li>5. 100% of respondents Strongly Agree or Agree that they learned how the Return to Work program applies to Short Term Disability and Long Term Disability.</li> <li>6. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</li> </ol> |   |                       |                         |  |

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| <b>16</b>   | <b>Title:</b>   | <b>Accident and Critical Illness Insurance</b> |                         |  |
| <b>Version(s):</b>  | <ul style="list-style-type: none"> <li>• Delaware Learning Center (DLC)</li> <li>• Website</li> </ul> | <b>Availability:</b>                           | 07/01/2024 – 09/30/2024 |  |
| <b>FY25 Q1 Total Completions: (13)</b>  | <ul style="list-style-type: none"> <li>• DLC = 11</li> <li>• Website = 2</li> </ul>                   | <b>Assigned:</b>                               | N/A                     |  |
| <b>FY25 Q1 Evaluations Submitted: (2)</b>   | <ul style="list-style-type: none"> <li>• DLC = 0</li> <li>• Website = 2</li> </ul>                    |  |                         |  |
| <b><u>Evaluation Feedback</u></b>   |   |  |                         |  |
| <ol style="list-style-type: none"> <li>1. 100% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> <li>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.</li> <li>4. 100% of respondents Strongly Agree or Agree that they feel more confident in my ability to make informed decisions about participation in the Accident and Critical Illness Insurance plans.</li> <li>5. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>6. 100% of respondents Strongly Agree or Agree that overall, they found this course to be informative.</li> </ol> |   |  |                         |  |

|           |               |   |  |  |
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| <b>17</b> | <b>Title:</b> | <b>State Group Universal Life Insurance</b> |  |  |
|-----------|---------------|---|--|--|



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| <b>Version(s):</b>   | <ul style="list-style-type: none"><li>Delaware Learning Center (DLC)</li><li>Website</li></ul> | <b>Availability:</b> | 07/01/2024 – 09/30/2024 |
| <b>FY25 Q1 Total Completions: (5)</b>  | <ul style="list-style-type: none"><li>DLC = 0</li><li>Website = 5</li></ul>                    | <b>Assigned:</b>     | N/A                     |
| <b>FY25 Q1 Evaluations Submitted: (5)</b>  | <ul style="list-style-type: none"><li>DLC = 0</li><li>Website = 5</li></ul>                    |                      |                         |
| <b>Evaluation Feedback</b>   |  |                      |                         |
| <ol style="list-style-type: none"><li>100% of respondents Strongly Agree or Agree that the content was presented clearly.</li><li>100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li><li>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.</li><li>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.</li><li>100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li><li>100% of respondents Strongly Agree or Agree that overall, they found this course to be informative.</li></ol> |  |                      |                         |





## Training: Vendor Webinars

| Vendor                          | Webinar  | Date       | Attendance | Evaluation Feedback  |
|---------------------------------|--|------------|------------|--|
| Aetna                           | Sun Protection   | 07/16/2024 | 1          | <ul style="list-style-type: none"> <li>None provided</li> </ul>  |
| ComPsych®<br>GuidanceResources® | Being Adaptive in an Ever-Changing World                       | 07/17/2024 | 51         | <ul style="list-style-type: none"> <li>93% Strongly Agree to Agree that the information provided was useful.</li> <li>89% Strongly Agree to Agree that the facilitator was effective in holding their attention.</li> </ul>  |
| Delta Dental                    | Oral Health and Wellness: The Whole Tooth About a Health Smile | 07/23/2024 | 220        | <ul style="list-style-type: none"> <li>None provided</li> </ul>  |
| Aetna                           | Summer Planning for Families                                   | 07/25/2024 | 1          | <ul style="list-style-type: none"> <li>None provided</li> </ul>  |
| Delta Dental                    | Oral Health and Aging: What You Need to Know                   | 08/06/2024 | 177        | <ul style="list-style-type: none"> <li>None provided</li> </ul>  |
| Aetna                           | Communicating in a Tech World                                  | 08/08/2024 | 1          | <ul style="list-style-type: none"> <li>None provided</li> </ul>  |
| Aetna                           | Workday Workouts   | 08/20/2024 | 0          | <ul style="list-style-type: none"> <li>None provided</li> </ul>  |
| The Hartford                    | THAA Access & Navigation                                       | 08/20/2024 | 43         | <ul style="list-style-type: none"> <li>No survey responses</li> </ul>  |
| Aetna                           | A New Look at Well-Being                                       | 09/10/2024 | 2          | <ul style="list-style-type: none"> <li>None provided</li> </ul>  |
| Delta Dental                    | Oral Health and Wellness: The Whole Tooth About a Health Smile | 09/12/2024 | 38         | <ul style="list-style-type: none"> <li>None provided</li> </ul>  |
| The Hartford                    | Getting the Most Out of THAA                                   | 09/17/2024 | 27         | <ul style="list-style-type: none"> <li>No survey responses</li> </ul>  |
| ComPsych®<br>GuidanceResources® | Supervisor Program Orientation                                 | 09/18/2024 | 25         | <ul style="list-style-type: none"> <li>100% Strongly Agree to Agree that the information provided was useful.</li> <li>92% Strongly Agree to Agree that the facilitator was effective in holding their attention.</li> </ul> |
| ComPsych®<br>GuidanceResources® | Employee EAP Orientation                                       | 09/19/2024 | 27         | <ul style="list-style-type: none"> <li>100% Strongly Agree to Agree that the information provided was useful.</li> <li>94% Strongly Agree to Agree that the facilitator was effective in holding their attention.</li> </ul> |
| Aetna                           | Exercise As You Age  | 09/24/2024 | 3          | <ul style="list-style-type: none"> <li>None provided</li> </ul>  |