

# Statewide Benefits Office Training/Communications FY25 Q2 Report

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## Overview: Executive Summary and Key Findings

The Statewide Benefits Office (SBO) distributes numerous communications through various mediums to benefit-eligible members of the Group Health Insurance Plan (GHIP) to ensure that they are well informed and understand their benefits. In addition, HR/Benefits/Payroll Representatives at the employing organizations are provided with information about the benefits that are offered in a manner that allows them to support their employees and the Statewide Benefits Office efficiently and effectively.

The Special Medicfill Open Enrollment was in October of 2024. Most communications were sent in FY25 Q1 to prepare the applicable individuals for Special Medicfill Open Enrollment. However, during the Open Enrollment period, overall website visits increased, and the Medicare page of the SBO website was one of the top ten pages visited in October.

There were two main communication campaigns for Q2 of FY25. The first was Diabetes Awareness Month in November. The Statewide Benefit Office informed employees of condition management and prevention resources that are available for eligible members. This included an article in the Benefits Bulletin newsletter, targeted emails to new health plan members, and *Get the Facts* communications sent to benefit-eligible employees and HR/Benefits Representatives. Aetna, Highmark Delaware, and EyeMed mailed postcards to the applicable members from their enrollments.

The second communication campaign pertained to SurgeryPlus changing their name to Lantern. This change was effective January 1, 2025, so the SBO distributed communications in December to prepare individuals enrolled in a non-Medicare health plan as well as HR/Benefits Representatives. A targeted email and memos were sent. In addition, there were several updates to the SBO website, Delaware Launchpad, and other DHR websites that mentioned SurgeryPlus.



## Overview: Fiscal Year Training/Communications Summary

	<i>July 2024</i>	<i>Aug 2024</i>	<i>Sept 2024</i>	<i>Oct 2024</i>	<i>Nov 2024</i>	<i>Dec 2024</i>	<i>Jan 2025</i>	<i>Feb 2025</i>	<i>Mar 2025</i>	<i>Apr 2025</i>	<i>May 2025</i>	<i>June 2025</i>
Targeted Emails Distributed	9	6	5	8	10	9						
Benefits Bulletin Distributed	1	1	1	1	1	1						
State Memos Distributed	4	1	2	4	3	4						
Participating Group Memos Distributed	2	2	2	1	2	4						
Organizational Specific Memos Distributed	6	3	5	6	2	1						
State Alerts Distributed	0	0	0	0	0	1						
Participating Group Alerts Distributed	0	0	0	0	0	1						
SBO Communications Mailbox Responses	29	43	35	44	21	29						
Electronic Communications Distributed by Vendors	3	2	3	2	2	1						
Letters/Packets Distributed	0	0	3	1	0	0						
Postcards Distributed	0	0	0	0	0	0						
Posters/Flyers Distributed	0	1	2	0	0	5						
Printed Communications Distributed by Vendors	1	2	5	2	5	1						
Total SBO Website Users	17,112	14,790	14,366	16,294	13,398	12,803						
Total SBO Website Updates	58	23	33	38	17	32						
Website Surveys Received	6	2	2	1	1	0						
SBO Instructor-Led Training Sessions	3	2	3	4	1	3						
SBO Computer-Based Training Courses Available	17	17	17	17	17	17						
Vendor Webinars	4	4	6	4	3	4						



## Electronic Communications: Targeted Emails

Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
Get the Facts on What's Happening – September 2024 Updates	SBO	10/03/2024	State Agency, K12, DTCC, and DSU benefit-eligible employees	40,572	<ul style="list-style-type: none"> <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 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 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 evaluate solutions available through the GHIP TPAs and other third-party vendors to supplement the network of behavioral health providers available to members.</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>



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
IMPORTANT INFORMATION REGARDING YOUR HIGHMARK DELAWARE HEALTH PLAN	SBO	10/09/2024	State Agency, K12, DTCC, and DSU Highmark Delaware members	26,246	<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>
Important Information Regarding Your Health Plan	SBO	10/09/2024	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the Comprehensive PPO health plan	183	<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-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> </ul>



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Important Information Regarding Your Health Plan	SBO	10/09/2024	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the First State Basic health plan	83	<ul style="list-style-type: none"><li>• Continue to communicate the value of benefits provided along with member education resources.</li><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-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></ul>



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Important Information Regarding Your Health Plan	SBO	10/09/2024	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the CDH Gold health plan	34	<ul style="list-style-type: none"><li>• Continue to communicate the value of benefits provided along with member education resources.</li><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-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></ul>



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Important Information Regarding Your Health Plan	SBO	10/09/2024	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the HMO health plan	44	<ul style="list-style-type: none"><li>• Continue to communicate the value of benefits provided along with member education resources.</li><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-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></ul>





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New my.delaware.gov Login Screen	SBO	10/16/2024	Benefit-Eligible Agency, K12, DTCC, and DSU Employees	40,572	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> <li>Steer members to these tools.</li> </ul>
Financial Wellness Resources and Upcoming Webinars	SBO	10/23/2024	Benefit-eligible employees of State Agencies, K12, DTCC, and DSU	40,572	<ul style="list-style-type: none"> <li>N/A</li> </ul>
Get the Facts on What's Happening – October 2024 Updates	SBO	11/07/2024	State Agency, K12, DTCC, and DSU benefit-eligible employees	40,691	<ul style="list-style-type: none"> <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 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 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 evaluate solutions available through the GHIP TPAs and other third-party vendors to supplement the network of behavioral health providers available to members.</li> </ul>



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Important Information Regarding Your Health Plan	SBO	11/13/2024	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the Comprehensive PPO health plan	168	<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> <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-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> </ul>



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Important Information Regarding Your Health Plan	SBO	11/13/2024	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the First State Basic health plan	64	<ul style="list-style-type: none"><li>• Continue to communicate the value of benefits provided along with member education resources.</li><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-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></ul>



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Important Information Regarding Your Health Plan	SBO	11/13/2024	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the CDH Gold health plan	33	<ul style="list-style-type: none"><li>• Continue to communicate the value of benefits provided along with member education resources.</li><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-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></ul>



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Important Information Regarding Your Health Plan	SBO	11/13/2024	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the HMO health plan	57	<ul style="list-style-type: none"><li>• Continue to communicate the value of benefits provided along with member education resources.</li><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-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></ul>



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Accident and Critical Illness Insurance Deductions	SBO	11/13/2024	Individuals enrolled in A&CI with the wrong deduction amount taken from their October 18, 2024 pay	8	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> <li>N/A</li> </ul>
Accident and Critical Illness Insurance Deductions	SBO	11/13/2024	Individuals enrolled in A&CI with no deduction amount taken from their October 18, 2024 pay	12	<ul style="list-style-type: none"> <li>N/A</li> </ul>
Staying Healthy During the Holidays	SBO	11/14/2024	Benefit-eligible employees of State Agencies, K12, DTCC, and DSU	40,786	<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>
Seats Are Still Available for Benefits Training!	SBO	11/18/2024	State Agency benefit-eligible employees	15,237	<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-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</li> </ul>



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					<p>help steer members to most appropriate sites of care.</p> <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> <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>
SurgeryPlus Benefit – Announcement of Name Change	SBO	11/20/2024	State Agencies, K12, DTCC, and DSU who are enrolled in a health plan	35,277	<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> <li>• Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
Consent to Receive Information Online	SBO	12/04/2024	Benefit-eligible State Agency, K12, DTCC, & DSU employees	40,918	<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>
Get the Facts on What’s Happening – November 2024 Updates	SBO	12/11/2024	State Agency, K12, DTCC, and DSU benefit-eligible employees	40,918	<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>



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 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 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 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 evaluate solutions available through the GHIP TPAs and other third-party vendors to supplement the network of behavioral health providers available to members.</li> </ul>
Important Information Regarding Your Health Plan	SBO	12/12/2024	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the Comprehensive PPO health plan	154	<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>





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					<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	12/12/2024	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the First State Basic health plan	62	<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>



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					<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>
Important Information Regarding Your Health Plan	SBO	12/12/2024	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the CDH Gold health plan	33	<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>



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					<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>
Important Information Regarding Your Health Plan	SBO	12/12/2024	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the HMO health plan	40	<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-specific resources to support lifestyle risk</li> </ul>



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					<p>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>
Attention School Employees! Employee Assistance Program (EAP) January - March Live and Recorded Webinars	SBO	12/18/2024	Benefit-eligible K12, DTCC, and DSU employees	21,853	<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) January - March Live and Recorded Webinars	SBO	12/18/2024	Benefit-eligible State Agency employees	13,531	<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	12/23/2024	State Agency benefit-eligible employees	15,265	<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>



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					<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>



## Electronic Communications: Benefits Bulletin

<b>October</b>	<a href="https://dhr.delaware.gov/benefits/news/documents/2024/100224.pdf">https://dhr.delaware.gov/benefits/news/documents/2024/100224.pdf</a>				
<b>Distribution Mailbox:</b>	SBO Communications	<b>Date Distributed:</b>	10/02/2024		
<b>Target Audience:</b>	Benefit-eligible employees of State agencies, K12, DTCC, and DSU				
<b>Articles:</b>	<ul style="list-style-type: none"> <li>• Disability Employment Awareness Month</li> <li>• National Chiropractic Health Month</li> <li>• Breast Cancer Awareness Month</li> <li>• Financial Wellness Webinars on Special Needs Planning and Caregiving</li> <li>• State Employee Benefits Committee (SEBC) Corner</li> <li>• Upcoming Webinars</li> <li>• National Dental Hygiene Month</li> <li>• Broccomole Recipe</li> <li>• Hidden Treasures Activity</li> </ul>				
<b>Total Recipients:</b>	40,572	<b>Trackable Links (Y/N):</b>	Yes	<b>Total Readers:</b>	1,237
<b>Sessions:</b>	825	<b>Average Session Duration (MM:SS):</b>	0:48	<b>Hidden Treasures Responses:</b>	100
<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 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 GHIP members on lower cost alternatives to the emergency room for non-emergency care.</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 measure condition-specific disease prevalence, medical service/Rx utilization and cost ongoing vs. baseline.</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>				

<b>November</b>	<a href="https://dhr.delaware.gov/benefits/news/documents/2024/110624.pdf">https://dhr.delaware.gov/benefits/news/documents/2024/110624.pdf</a>				
<b>Distribution Mailbox:</b>	SBO Communications	<b>Date Distributed:</b>	11/06/2024		



<b>Target Audience:</b>	Benefit-eligible employees of State agencies, K12, DTCC, and DSU				
<b>Articles:</b>	<ul style="list-style-type: none"> <li>National Diabetes Month</li> <li>Lung Cancer Awareness Month</li> <li>State Employee Benefits Committee (SEBC) Corner</li> <li>Share Your Experience</li> <li>Upcoming Webinars</li> <li>Financial Wellness Webinar on Caregiving</li> <li>Pre-Tax Commuter Benefit Program (CBP)</li> <li>Hidden Treasures Activity</li> </ul>				
<b>Total Recipients:</b>	40,786	<b>Trackable Links (Y/N):</b>	Yes	<b>Total Readers:</b>	895
<b>Sessions:</b>	590	<b>Average Session Duration (MM:SS):</b>	0:40	<b>Hidden Treasures Responses:</b>	33
<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 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>Continue to measure condition-specific disease prevalence, medical service/Rx utilization, and cost ongoing vs. baseline.</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>				

<b>December</b>	<a href="https://dhr.delaware.gov/benefits/news/documents/2024/121024.pdf">https://dhr.delaware.gov/benefits/news/documents/2024/121024.pdf</a>				
<b>Distribution Mailbox:</b>	SBO Communications	<b>Date Distributed:</b>	12/10/2024		
<b>Target Audience:</b>	Benefit-eligible employees of State agencies, K12, DTCC, and DSU				
<b>Articles:</b>	<ul style="list-style-type: none"> <li>Managing Holiday Stress</li> <li>SurgeryPlus Renamed Lantern</li> <li>State Group Universal Life Insurance Age Based Rate Structure</li> <li>Leapfrog Hospital Safety Grade</li> <li>Upcoming Webinars</li> <li>State Employee Benefits Committee (SEBC) Corner</li> <li>Sweet and Fiery Roasted Nuts</li> <li>Hidden Treasures Activity</li> </ul>				



<b>Total Recipients:</b>	40,918	<b>Trackable Links (Y/N):</b>	Yes	<b>Total Readers:</b>	1,183
<b>Sessions:</b>	766	<b>Average Session Duration (MM:SS):</b>	0:43	<b>Hidden Treasures Responses:</b>	50
<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 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 offer access to providers who deliver high-quality, cost-efficient health care (e.g., Centers of Excellence).</li><li>• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.</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 measure condition-specific disease prevalence, medical service/Rx utilization, and cost ongoing vs. baseline.</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>				





## Electronic Communications: State Memos

Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Get the Facts on What's Happening FAQs - September 2024 Updates	#24-29	10/02/2024	Human Resource and Benefits 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 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 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 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 evaluate solutions available through the GHIP TPAs and other third-party vendors to supplement the network of behavioral health providers available to members.</li><li>• Continue to measure condition-specific disease prevalence, medical service/Rx utilization, and cost ongoing vs. baseline.</li></ul>



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
					<ul style="list-style-type: none"> <li>Continue to measure GHIP use, cost, and outcomes from weight management drugs.</li> </ul>
ACA Reporting – Important Deadline for November and December 2024 Reporting	#24-30	10/10/2024	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	486	<ul style="list-style-type: none"> <li>N/A</li> </ul>
New my.delaware.gov Login Screen	#24-31	10/16/2024	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	550	<ul style="list-style-type: none"> <li>Steer members to these tools.</li> </ul>
Seats Available for Upcoming Benefits Training	#24-32	10/30/2024	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	584	<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-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> </ul>



Subject	Memo Number	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 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>
Get the Facts on What's Happening FAQs - October 2024 Updates	#24-33	11/06/2024	Human Resource and Benefits Managers & Specialists, School Personnel Administrators and Business Managers	581	<ul style="list-style-type: none"><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 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 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>



Subject	Memo Number	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 the GHIP TPAs and other third-party vendors to supplement the network of behavioral health providers available to members.</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>
CY25 Pre-Tax Commuter and FY26 Health Care FSA Max Limit Increase	#24-34	11/15/2024	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	582	<ul style="list-style-type: none"> <li>N/A</li> </ul>
SurgeryPlus Benefit – Announcement of Name Change	#24-35	11/19/2024	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	582	<ul style="list-style-type: none"> <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 promote educational tools and resources that help members identify high-quality, high-value providers.</li> </ul>
Introducing ComPsych® Huddles	#24-36	12/05/2024	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	582	<ul style="list-style-type: none"> <li>Continue to evaluate solutions available through the GHIP TPAs and other third-party vendors to supplement the network of behavioral health providers available to members.</li> </ul>
Get the Facts on What’s Happening FAQs - November 2024 Updates	#24-37	12/10/2024	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	581	<ul style="list-style-type: none"> <li>Continue to measure condition-specific disease prevalence, medical service/Rx utilization, and cost ongoing vs. baseline.</li> </ul>



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
					<ul style="list-style-type: none"><li>• Continue to measure GHIP use, cost, and outcomes from weight management drugs.</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 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 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 evaluate solutions available through the GHIP TPAs and other third-party vendors to supplement the network of behavioral health providers available to members.</li></ul>
Benefit Reminders	#24-38	12/11/2024	Human Resource and Benefits Managers & Specialists, School Personnel Administrators and Business Managers	579	<ul style="list-style-type: none"><li>• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.</li></ul>



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
					<ul style="list-style-type: none"><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-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 evaluate solutions available through the GHIP TPAs and other third-party vendors to supplement the network of behavioral health providers available to members.</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>



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Upcoming Employee Assistance Program (EAP) Webinars	#24-39	12/17/2024	Human Resource and Benefits Managers & Specialists, School Personnel Administrators and Business Managers	574	<ul style="list-style-type: none"><li>Continue to communicate the value of benefits provided along with member education resources.</li><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 - September 2024 Updates	#24-27	10/02/2024	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	190	<ul style="list-style-type: none"><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 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 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 evaluate solutions available through the GHIP TPAs and other third-party vendors to supplement the network of behavioral health providers available to members.</li></ul>





Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
					<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>
Get the Facts on What's Happening FAQs - October 2024 Updates	#24-28	11/06/2024	Group Health Insurance Plan 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 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 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 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 evaluate solutions available through the GHIP TPAs and other third-party vendors to</li></ul>



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
					<p>supplement the network of behavioral health providers available to members.</p> <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>
SurgeryPlus Benefit – Announcement of Name Change	#24-29	11/19/2024	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	188	<ul style="list-style-type: none"> <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 promote educational tools and resources that help members identify high-quality, high-value providers.</li> </ul>
Introducing ComPsych® Huddles	#24-30	12/05/2024	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	189	<ul style="list-style-type: none"> <li>Continue to evaluate solutions available through the GHIP TPAs and other third-party vendors to supplement the network of behavioral health providers available to members.</li> </ul>
Get the Facts on What’s Happening FAQs - November 2024 Updates	#24-31	12/10/2024	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	189	<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> <li>Continue to offer condition-specific resources for diabetes and metabolic</li> </ul>



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
					<p>syndrome through 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 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 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 evaluate solutions available through the GHIP TPAs and other third-party vendors to supplement the network of behavioral health providers available to members.</li></ul>
Benefit Reminders	#24-32	12/11/2024	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	189	<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</li></ul>



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
					<p>syndrome through 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 evaluate solutions available through the GHIP TPAs and other third-party vendors to supplement the network of behavioral health providers available to members.</li><li>• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement</li></ul>



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Upcoming Employee Assistance Program (EAP) Webinars	#24-33	12/17/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	188	through additional member education and ongoing review of incentives. <ul style="list-style-type: none"><li>• Continue to communicate the value of benefits provided along with member education resources.</li><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
Get the Facts on What's Happening FAQs – September 2024 Updates	10/02/2024	Delaware Senators, House Representatives, and Legislative Staff	204	<ul style="list-style-type: none"> <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 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 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 evaluate solutions available through the GHIP TPAs and other third-party vendors to supplement the network of behavioral health providers available to members.</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>
				<ul style="list-style-type: none"> <li>•</li> </ul>



Subject	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Procedure GHIP-016 GHIP Enrollment for Legislators and Elected Officers	10/10/2024	Human Resource/Benefits Representatives of the General Assembly – House and Senate, Department of Insurance, Office of the Governor and Office of the Lt. Governor	36	• N/A
Disability Insurance Program (DIP) – Hartford Removing Inactive THAA Portal Users	10/11/2024	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), HR and Payroll Leads (includes individuals from HR Roundtable, as well as School Business Managers, School Personnel Administrators, & Charter School Business Managers)	431	• N/A
Disability Insurance Program (DIP) – Hartford Removing Inactive THAA Portal Users	10/11/2024	University of Delaware (UD) and Delaware Solid Waste Authority (DSWA) DIP/RTW Representatives (Human Resource, Benefits, or Payroll Representatives with Disability Insurance Program (DIP) or Return to Work (RTW) Administrative or Paying Responsibilities)	34	• N/A
THAA Trainings January 2025 - June 2025	10/23/2024	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)	391	• N/A
THAA Trainings January 2025 - June 2025	10/23/2024	University of Delaware (UD) and Delaware Solid Waste Authority (DSWA) DIP/RTW Representatives (Human Resource, Benefits, or Payroll	34	• N/A



Subject	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Get the Facts on What’s Happening FAQs – October 2024 Updates	11/06/2024	Representatives with Disability Insurance Program (DIP) or Return to Work (RTW) Administrative or Paying Responsibilities) Delaware Senators, House Representatives, and Legislative Staff	203	<ul style="list-style-type: none"> <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 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 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 evaluate solutions available through the GHIP TPAs and other third-party vendors to supplement the network of behavioral health providers available to members.</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>





Subject	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Action Needed – Designate Administrative Point of Contact For Delaware Paid Leave	11/21/2024	HR and Payroll Leads of Non-Executive Branch Employing Organizations	62	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
Action Needed – Designate Administrative Point of Contact For Delaware Paid Leave	11/21/2024	HR and Payroll Leads (School Business Managers, School Personnel Administrators, and Charter School Business Managers) of Delaware State University, School Districts, and Charter Schools	192	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
Get the Facts on What’s Happening FAQs – November 2024 Updates	12/10/2024	Delaware Senators, House Representatives, and Legislative Staff	123	<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> <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 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 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> </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 the GHIP TPAs and other third-party vendors to supplement the network of behavioral health providers available to members.</li></ul>



## Electronic Communications: State Alerts

Subject	Alert Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
ATP with Calc Report Failed to Run	#04-24	12/16/2024	Human Resource, Benefits, and Payroll Representatives with Disability Insurance Program (DIP) and/or Return to Work (RTW) Administrative or Paying Responsibilities	352	N/A



## Electronic Communications: Participating Group Alerts

Subject	Alert Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
ATP with Calc Report Failed to Run	#04-24	12/16/2024	University of Delaware and Delaware Solid Waste Authority Human Resource, Benefits, and Payroll Representatives with Disability Insurance Program (DIP) and/or Return to Work (RTW) Administrative or Paying Responsibilities	37	N/A



## Electronic Communications: SBO Communications Mailbox Responses

### October

<b>Total Email Responses Sent:</b>	44
<b>Response Topics:</b>	<ul style="list-style-type: none"><li>• Emails Forwarded to SBO Customer Service Team: 21</li><li>• DLC/Training Inquiries: 12</li><li>• Benefit Inquiries: 6</li><li>• SBO Master Contact List Updates: 5</li></ul>

### November

<b>Total Email Responses Sent:</b>	21
<b>Response Topics:</b>	<ul style="list-style-type: none"><li>• Emails Forwarded to SBO Customer Service Team: 14</li><li>• DLC/Training Inquiries: 4</li><li>• Benefit Inquiries: 2</li><li>• SBO Master Contact List Updates: 1</li></ul>

### December

<b>Total Email Responses Sent:</b>	29
<b>Response Topics:</b>	<ul style="list-style-type: none"><li>• Benefit Inquiries: 10</li><li>• DLC/Training Inquiries: 9</li><li>• Emails Forwarded to SBO Customer Service Team: 8</li><li>• SBO Master Contact List Updates: 2</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	World Sight Day	10/09/2024	Members 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	Is LASIK right for you?	10/15/2024	Member 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	Top 5 Ways to Use Your Vision Benefits Before They Expire	11/11/2024	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	Q4 InSIGHTS – Holiday Gift Guide	11/19/2024	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	Holiday Gift Guide	12/13/2024	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>



## Printed Communications: Letters/Packets

Description	Target Audience	Mail Date	Quantity	Contents
Open Enrollment Notification	Medicare-Eligible COBRA Participants	10/04/2024	16	Letter outlining steps to make a change or continue current health and/or prescription coverage



## Printed Communications: Postcards

SBO did not design or distribute any postcards during FY25 Q2.





## Printed Communications: Posters/Flyers

<b>1</b>	<b>Description:</b> January EAP Webinar Flyer						
<b>Mail/Post Date:</b>	12/16/2024	<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**

**January 8, 2025**  
**10:00am - 11:00am**

**After the Holidays:  
Managing That Debt**

Did you spend more for the holidays than you intended? Did you go into debt, maybe at unfavorable terms? Are you worried about how you will pay these debts off? Would you like to avoid being in the same position next year? Holiday shopping can sink even the best budget if one is not careful. And post-holiday credit card bills can cause high levels of stress. This workshop will help you figure out how to get out of debt quickly and cost effectively, and take steps to make sure you don't end up in debt again next year.

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

**SCAN ME!**



<b>2</b>	<b>Description:</b> January Orientation EAP Webinar Flyer						
<b>Mail/Post Date:</b>	12/16/2024	<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



# Employee Assistance Program (EAP) Orientation Webinars

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



## Program Orientation for Supervisors

Wednesday, January 15, 2025  
10:00am - 11:00am

Learn about the Employee Assistance Program (EAP) services that ComPsych® GuidanceResources® provides. Managers and supervisors can use the EAP as a free source for confidential support, expert information, and valuable resources to support their employees when they need it the most.

## Employee EAP Orientation

Thursday, January 16, 2025  
10:00am - 11:00am

Learn about the Employee Assistance Program (EAP) services that ComPsych® GuidanceResources® provides. Through the EAP, you can access free confidential emotional support, online support, interactive digital tools, work-life solutions, legal guidance, financial resources, and identity theft services.





<b>3</b>	<b>Description:</b> February EAP Webinar Flyer						
<b>Mail/Post Date:</b>	12/16/2024	<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<sup>®</sup>**  
**GuidanceResources<sup>®</sup>**  
**Webinar**  
**February 5, 2025**  
**10:00am - 11:00am**

## The Joy of Movement

Human beings naturally synchronize! The beating of our hearts, pace of our breath, and cadence of our steps become intertwined. In this training we will explore concepts from psychology, neuroscience, and biology to understand why what many consider “just exercise” extends far beyond a chore to improve mental and physical wellbeing. By moving for joy with others we increase our capacity for social connection, self-expression, and resilience.

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





<b>4</b>	<b>Description:</b> February EAP Webinar Flyer						
<b>Mail/Post Date:</b>	12/16/2024	<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**

**February 13, 2025**  
**2:00pm - 3:00pm**

**Mental Health Awareness for Leaders**

Managing individuals who may be struggling with stress, anxiety, depression and other mental health concerns can be a difficult balancing act. Your role is to manage performance and to bring out the best in your workforce, but accomplishing this often requires you to express concern and support when employees struggle emotionally. Managers often feel uncomfortable in this aspect of their role and may lack the important skills of “emotional management.” This course covers ways employees may present their distress and offers insights and strategies on forging supportive empathic alliances within the role of manager. The session also identifies common mistakes managers make in responding to employees in distress and explains communication skills that express support and convey positive expectancy. Participants are also given information on how to refer employees to the Employee Assistance Program.

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

**SCAN ME!**



<b>5</b>	<b>Description:</b> March EAP Webinar Flyer						
<b>Mail/Post Date:</b>	12/16/2024	<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

**March 5, 2025  
2:00pm - 3:00pm**



## Emotional Eating: The Connection Between Mood and Food

The population of the United States is becoming increasingly obese with each passing decade. There are many speculations about the cause of this phenomenon from an increasing sedentary lifestyle, the ready availability of high caloric foods, to stress, and even sleep deprivation. This workshop will address the relationship between emotions and food consumption and how to retrain your body and mind to recognize the cues of hunger and to eat for physiological and not emotional reasons.

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





## 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	October Site of Care Postcards	10/28/2024	684	<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>
Aetna	Breast Cancer Postcard	10/31/2024	2,000	<ul style="list-style-type: none"> <li></li> </ul>
Aetna	Diabetes Prevention Program Postcard	11/06/2024	12,473	<ul style="list-style-type: none"> <li></li> </ul>
Highmark Delaware	Breast Cancer Postcard	11/19/2024	14,842	<ul style="list-style-type: none"> <li></li> </ul>
Highmark Delaware	Diabetes Prevention Program Postcard	11/27/2024	36,183	<ul style="list-style-type: none"> <li></li> </ul>
Aetna	November Site of Care Postcards	11/27/2024	631	<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	Q4 At Risk Mailer	11/15/2024	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	December Site of Care Postcards	12/23/2024	614	<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 user's 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.

October			
Sessions:	23,150	Total Page Views:	57,470
Average Session Duration (MM:SS):	1:17	Pages Per Session:	3.53
Top Ten Page Views:	<ol style="list-style-type: none"> <li>1. <a href="#">Homepage</a> (12,376)</li> <li>2. <a href="#">State Agency Employees Main Page</a> (4,960)</li> <li>3. <a href="#">K12, DTCC, &amp; DSU Employees Main Page</a> (2,130)</li> <li>4. <a href="#">SEBC Page</a> (1,530)</li> <li>5. <a href="#">Policies &amp; Procedures Page</a> (1,252)</li> <li>6. <a href="#">Benefits Bulletin Page</a> (1,096)</li> <li>7. <a href="#">Choosing the Right Care Page</a> (941)</li> <li>8. <a href="#">Agency Enrollment Page</a> (956)</li> <li>9. <a href="#">Agency Highmark Delaware Page</a> (883)</li> <li>10. <a href="#">Medicare Pensioners Main Page</a> (814)</li> </ol>		

\*Page is no longer active.

November			
Sessions:	18,088	Total Page Views:	42,619
Average Session Duration (MM:SS):	1:12	Pages Per Session:	3.18
Top Ten Page Views:	<ol style="list-style-type: none"> <li>1. <a href="#">Homepage</a> (9,409)</li> <li>2. <a href="#">State Agency Employees Main Page</a> (3,637)</li> <li>3. <a href="#">K12, DTCC, &amp; DSU Employees Main Page</a> (1,767)</li> <li>4. <a href="#">SEBC Page</a> (1,342)</li> <li>5. <a href="#">Policies &amp; Procedures Page</a> (771)</li> <li>6. <a href="#">Benefits Bulletin Page</a> (759)</li> <li>7. <a href="#">SEBC: Get the Facts Page</a> (710)</li> <li>8. <a href="#">Agency Enrollment Page</a> (654)</li> <li>9. <a href="#">Choosing the Right Care Page</a> (651)</li> <li>10. <a href="#">Agency Highmark Delaware Page</a> (534)</li> </ol>		

December			
Sessions:	17,993	Total Page Views:	44,028
Average Session Duration (MM:SS):	2:08	Pages Per Session:	3.44



**Top Ten Page Views:**

1. [Homepage](#) (9,581)
2. [State Agency Employees Main Page](#) (3,923)
3. [K12, DTCC, & DSU Employees Main Page](#) (1,634)
4. [SEBC Page](#) (1,261)
5. [Policies & Procedures Page](#) (956)
6. [SEBC: Get the Facts Page](#) (819)
7. [Benefits Bulletin Page](#) (787)
8. [ComPsych Page](#) (774)
9. [Agency Enrollment Page](#) (709)
10. [Choosing the Right Care Page](#) (693)





## Website Statistics: Website Updates

October	
<b>Total Website Updates Requested</b>	38
<b>Update Topics:</b>	<ul style="list-style-type: none"><li>• Communications: 10</li><li>• Health: 10</li><li>• Medicfill: 5</li><li>• DIP/RTW: 2</li><li>• Health Observances: 2</li><li>• Rx: 2</li><li>• FSA: 2</li><li>• Open Enrollment: 1</li><li>• Contact Information: 1</li><li>• EAP: 1</li><li>• Dental: 1</li><li>• SCOB: 1</li></ul>

November	
<b>Total Website Updates Requested</b>	17
<b>Update Topics:</b>	<ul style="list-style-type: none"><li>• Communications: 10</li><li>• Health: 2</li><li>• Lantern: 2</li><li>• Medicfill: 1</li><li>• Choosing the Right Care: 1</li><li>• EAP: 1</li></ul>

December	
<b>Total Website Updates Requested</b>	32
<b>Update Topics:</b>	<ul style="list-style-type: none"><li>• Communications: 11</li><li>• Lantern: 6</li><li>• Health: 3</li><li>• EAP: 2</li><li>• Contact Information: 2</li><li>• Medicfill: 1</li><li>• Blood Bank of Delaware: 1</li><li>• Health Observances: 1</li><li>• New Employee Onboarding: 1</li><li>• Pre-Tax Commuter: 1</li><li>• Vision: 1</li><li>• Dental: 1</li><li>• SCOB: 1</li></ul>



## Website Statistics: Website Survey Responses

### October

Total Surveys Received:	1
Survey Topics:	<ul style="list-style-type: none"><li>Personal Benefit Inquiry: 1</li></ul>

### November

Total Surveys Received:	1
Response Topics:	<ul style="list-style-type: none"><li>Personal Benefit Inquiry: 1</li></ul>

### December

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



## Training: Instructor-Led Training (ILT)

<b>1</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>	10/02/2024	
<b>Attendance:</b>	15	<b>Facilitated:</b>	Virtually	
<b><u>Evaluation Feedback</u></b>				
<ol style="list-style-type: none"> <li>1. 50% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.</li> <li>2. 50% of respondents Strongly Agree or Agree that the course learning objectives were met.</li> <li>3. 50% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.</li> <li>4. 50% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.</li> <li>5. 50% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.</li> <li>6. 50% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>7. 50% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.</li> </ol>				

<b>2</b>	<b>Title:</b>	<b>Why Do We Have the Benefits That We Have?</b>		
<b>Target Audience:</b>	Benefit-eligible State Agency employees	<b>Date(s):</b>	10/03/2024	
<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>3</b>	<b>Title:</b>	<b>Benefits 101</b>		
<b>Target Audience:</b>	Benefit-eligible State Agency employees	<b>Date(s):</b>	10/10/2024	
<b>Attendance:</b>	17	<b>Facilitated:</b>	Virtually	
<b><u>Evaluation Feedback</u></b>				
<ol style="list-style-type: none"> <li>1. 67% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.</li> <li>2. 67% of respondents Strongly Agree or Agree that the course learning objectives were met.</li> <li>3. 67% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.</li> <li>4. 67% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.</li> </ol>				



5. 67% 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>	10/24/2024	
<b>Attendance:</b>	13	<b>Facilitated:</b>	Virtually	
<b><u>Evaluation Feedback</u></b>				
<ol style="list-style-type: none"> <li>1. 67% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.</li> <li>2. 67% of respondents Strongly Agree or Agree that the course learning objectives were met.</li> <li>3. 67% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.</li> <li>4. 67% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.</li> <li>5. 67% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.</li> <li>6. 67% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>7. 67% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.</li> </ol>				

<b>5</b>	<b>Title:</b>	<b>Health Care Quality and Safety Starts With You</b>		
<b>Target Audience:</b>	Benefit-eligible State Agency employees	<b>Date(s):</b>	11/20/2024	
<b>Attendance:</b>	8	<b>Facilitated:</b>	Virtually	
<b><u>Evaluation Feedback</u></b>				
<ol style="list-style-type: none"> <li>1. 50% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.</li> <li>2. 50% of respondents Strongly Agree or Agree that the course learning objectives were met.</li> <li>3. 50% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.</li> <li>4. 50% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.</li> <li>5. 50% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.</li> <li>6. 50% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>7. 50% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.</li> </ol>				

<b>6</b>	<b>Title:</b>	<b>Statewide Benefits</b>		
<b>Target Audience:</b>	State of Delaware HR/Benefit Representatives	<b>Date(s):</b>	12/02/2024 and 12/04/2024	
<b>Attendance:</b>	26	<b>Facilitated:</b>	Virtually	
<b><u>Evaluation Feedback</u></b>				
<ol style="list-style-type: none"> <li>1. 87% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.</li> <li>2. 93% of respondents Strongly Agree or Agree that the course learning objectives were met.</li> </ol>				



3. 93% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.
4. 94% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.
5. 86% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.
6. 80% of respondents Strongly Agree or Agree that they would recommend this course to others.
7. 80% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.

7	<b>Title:</b> Benefits 101		
<b>Target Audience:</b>	Benefit-eligible State Agency employees	<b>Date(s):</b>	12/11/2024
<b>Attendance:</b>	18	<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>			

8	<b>Title:</b> Benefit Information @ Your Fingertips		
<b>Target Audience:</b>	Benefit-eligible State Agency employees	<b>Date(s):</b>	12/17/2024
<b>Attendance:</b>	7	<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>			



## 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>	10/01/2024 – 12/31/2024	
<b>FY25 Q2 Total Completions: (2265)</b>	<ul style="list-style-type: none"> <li>DLC = 2255</li> <li>Website = 10</li> </ul>	<b>Assigned:</b>	Yes, assignment is ongoing. This course must be completed annually by all members of the HIPAA Workforce.	
<b>FY25 Q2 Evaluations Submitted: (314)</b>	<ul style="list-style-type: none"> <li>DLC = 304</li> <li>Website = 10</li> </ul>			
<b><u>Evaluation Feedback</u></b>				
<ol style="list-style-type: none"> <li>98% of respondents Strongly Agree or Agree that the learning objectives were clearly presented in the course.</li> <li>98% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>88% 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>95% of respondents Strongly Agree or Agree that they would recommend this training to others.</li> <li>96% of respondents Strongly Agree or Agree that they have a better understanding of HIPAA and how to safeguard PHI.</li> <li>97% 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>	10/01/2024 – 12/31/2024	
<b>FY25 Q2 Total Completions: (9)</b>	<ul style="list-style-type: none"> <li>DLC = 4</li> <li>Website = 5</li> </ul>	<b>Assigned:</b>	N/A	
<b>FY25 Q2 Evaluations Submitted: (5)</b>	<ul style="list-style-type: none"> <li>DLC = 0</li> <li>Website = 5</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>	10/01/2024 – 12/31/2024	
<b>FY25 Q2 Total Completions: (9)</b>	<ul style="list-style-type: none"> <li>DLC = 8</li> <li>Website = 1</li> </ul>	<b>Number Assigned:</b>	N/A	



<b>FY25 Q2 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 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>	10/01/2024 – 12/31/2024
<b>FY25 Q2 Total Completions: (5)</b>	<ul style="list-style-type: none"> <li>DLC = 4</li> <li>Website = 1</li> </ul>	<b>Assigned:</b>	N/A
<b>FY25 Q2 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 better understanding of the First State Basic Plan.</li> <li>100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</li> </ol>			

<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>	10/01/2024 – 12/31/2024
<b>FY25 Q2 Total Completions: (3)</b>	<ul style="list-style-type: none"> <li>DLC = 3</li> <li>Website = 0</li> </ul>	<b>Assigned:</b>	N/A
<b>FY25 Q2 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>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>	10/01/2024 – 12/31/2024



<b>FY25 Q2 Total Completions: (6)</b>	<ul style="list-style-type: none"> <li>DLC = 5</li> <li>Website = 1</li> </ul>	<b>Assigned:</b>	N/A
<b>FY25 Q2 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>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>	10/01/2024 – 12/31/2024
<b>FY25 Q2 Total Completions: (10)</b>	<ul style="list-style-type: none"> <li>DLC = 9</li> <li>Website = 1</li> </ul>	<b>Assigned:</b>	N/A
<b>FY25 Q2 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 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>			

<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>	10/01/2024 – 12/31/2024
<b>FY25 Q2 Total Completions: (5)</b>	<ul style="list-style-type: none"> <li>DLC = 5</li> <li>Website = 0</li> </ul>	<b>Assigned:</b>	N/A
<b>FY25 Q2 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>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>	10/01/2024 – 12/31/2024





<b>FY25 Q2 Total Completions: (11)</b>	<ul style="list-style-type: none"> <li>DLC = 8</li> <li>Website = 3</li> </ul>	<b>Assigned:</b>	N/A
<b>FY25 Q2 Evaluations Submitted: (4)</b>	<ul style="list-style-type: none"> <li>DLC = 1</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>			

<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>	10/01/2024 – 12/31/2024
<b>FY25 Q2 Total Completions: (4)</b>	<ul style="list-style-type: none"> <li>DLC = 4</li> <li>Website = 0</li> </ul>	<b>Assigned:</b>	N/A
<b>FY25 Q2 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>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>	10/01/2024 – 12/31/2024
<b>FY25 Q2 Total Completions: (8)</b>	<ul style="list-style-type: none"> <li>DLC = 6</li> <li>Website = 2</li> </ul>	<b>Assigned:</b>	N/A
<b>FY25 Q2 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>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 qualifying events, including timeframes and documentation.</li> <li>100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</li> </ol>			

<b>12</b>	<b>Title:</b>	<b>Disability Insurance Program Overview</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>	10/01/2024 – 12/31/2024
<b>FY25 Q2 Total Completions: (22)</b>	<ul style="list-style-type: none"> <li>DLC = 22</li> <li>Website = 0</li> </ul>	<b>Assigned:</b>	N/A
<b>FY25 Q2 Evaluations Submitted: (0)</b>	<ul style="list-style-type: none"> <li>DLC = 0</li> <li>Website = 0</li> </ul>		
<b>Evaluation Feedback</b>			
No evaluations were completed.			

<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>	10/01/2024 – 12/31/2024
<b>FY25 Q2 Total Completions: (20)</b>	<ul style="list-style-type: none"> <li>DLC = 19</li> <li>Website = 1</li> </ul>	<b>Assigned:</b>	N/A
<b>FY25 Q2 Evaluations Submitted: (1)</b>	<ul style="list-style-type: none"> <li>DLC = 0</li> <li>Website = 1</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 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>			

<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>	10/01/2024 – 12/31/2024
<b>FY25 Q2 Total Completions: (28)</b>	<ul style="list-style-type: none"> <li>DLC = 28</li> <li>Website = 0</li> </ul>	<b>Assigned:</b>	N/A
<b>FY25 Q2 Evaluations Submitted: (3)</b>	<ul style="list-style-type: none"> <li>DLC = 3</li> <li>Website = 0</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 would recommend this course to others.</li> <li>100% of respondents Strongly Agree or Agree that they have a basic understanding of the Long Term Disability program.</li> </ol>			



- 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.

<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>	10/01/2024 – 12/31/2024	
<b>FY25 Q2 Total Completions: (19)</b>	<ul style="list-style-type: none"> <li>• DLC = 19</li> <li>• Website = 0</li> </ul>	<b>Assigned:</b>	N/A	
<b>FY25 Q2 Evaluations Submitted: (0)</b>	<ul style="list-style-type: none"> <li>• DLC = 0</li> <li>• Website = 0</li> </ul>			
<b>Evaluation Feedback</b>				
No evaluations were completed.				

<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>	10/01/2024 – 12/31/2024	
<b>FY25 Q2 Total Completions: (3)</b>	<ul style="list-style-type: none"> <li>• DLC = 3</li> <li>• Website = 0</li> </ul>	<b>Assigned:</b>	N/A	
<b>FY25 Q2 Evaluations Submitted: (0)</b>	<ul style="list-style-type: none"> <li>• DLC = 0</li> <li>• Website = 0</li> </ul>			
<b>Evaluation Feedback</b>				
No evaluations were completed.				

<b>17</b>	<b>Title:</b>	<b>State Group Universal Life 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>	10/01/2024 – 12/31/2024	
<b>FY25 Q2 Total Completions: (7)</b>	<ul style="list-style-type: none"> <li>• DLC = 5</li> <li>• Website = 2</li> </ul>	<b>Assigned:</b>	N/A	
<b>FY25 Q2 Evaluations Submitted: (3)</b>	<ul style="list-style-type: none"> <li>• DLC = 1</li> <li>• Website = 2</li> </ul>			
<b>Evaluation Feedback</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 State Group Universal Life (GUL) Insurance plan and how it can help people save money.</li> </ol>				



4. 100% of respondents Strongly Agree or Agree that they feel more confident in my ability to make informed decisions about participation in the State Group Universal Life (GUL) Insurance plan.
5. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.
6. 100% of respondents Strongly Agree or Agree that overall, they found this course to be informative.



## Training: Vendor Webinars

Vendor	Webinar	Date	Attendance	Evaluation Feedback
Delta Dental	Oral Health and Aging: What You Need to Know	10/08/2024	73	<ul style="list-style-type: none"> <li>None provided</li> </ul>
ComPsych® GuidanceResources®	Staying Positive While Performing Difficult Client Service Work	10/08/2024	112	<ul style="list-style-type: none"> <li>89% Strongly Agree to Agree that the information provided was useful.</li> <li>91% Strongly Agree to Agree that the facilitator was effective in holding their attention.</li> </ul>
Aetna	Breast Cancer Awareness	10/14/2024	7	<ul style="list-style-type: none"> <li>None provided</li> </ul>
Aetna	Be Positive	10/24/2024	6	<ul style="list-style-type: none"> <li>None provided</li> </ul>
The Hartford	THAA Access & Navigation	10/29/2024	17	<ul style="list-style-type: none"> <li>No survey responses</li> </ul>
Aetna	Menopause	11/11/2024	3	<ul style="list-style-type: none"> <li>None provided</li> </ul>
The Hartford	Getting the Most Out of THAA	11/12/2024	17	<ul style="list-style-type: none"> <li>No survey responses</li> </ul>
Delta Dental	Oral Health and Wellness: The Whole Tooth About a Health Smile	11/14/2024	105	<ul style="list-style-type: none"> <li>None provided</li> </ul>
Aetna	Mental Health	11/19/2024	16	<ul style="list-style-type: none"> <li>None provided</li> </ul>
Delta Dental	Oral Health and Aging: What You Need to Know	12/10/2024	53	<ul style="list-style-type: none"> <li>None provided</li> </ul>
Aetna	Holiday Survival Guide	12/09/2024	3	<ul style="list-style-type: none"> <li>None provided</li> </ul>
ComPsych® GuidanceResources®	Laughter, Humor, and Play to Reduce Stress and Solve Problems	12/10/2024	112	<ul style="list-style-type: none"> <li>88% 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>
The Hartford	THAA Access & Navigation	12/10/2024	18	<ul style="list-style-type: none"> <li>No survey responses</li> </ul>
Aetna	Holiday Budgeting	12/17/2024	1	<ul style="list-style-type: none"> <li>None provided</li> </ul>