

Statewide Benefits Office Training/Communications FY25 Q3 Report

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Overview: Executive Summary and Key Findings

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

There were three main communication campaigns for Q3 of FY25. The first was the Vision Survey that was used to gather employee preferences related to the Vision RFP. The survey was launched in January and employees received assignment and reminder emails. Survey participation was 12.28% and results were provided to the State Employee Benefits Committee (SEBC) Proposal Review Committee.

The second communication campaign pertained to the Life Insurance Survey that was used to gather employee preferences related to the Life Insurance RFP. This survey was accompanied by a short online training course to provide employees with background information on different types of life insurance. The survey was launched in March and employees received assignment and reminder emails. Survey participation was 4.21% and results will be provided to the SEBC Proposal Review Committee.

The third communication campaign pertained to Open Enrollment preparations. SBO sent two targeted emails to benefit-eligible employees to make them aware of Open Enrollment and ensure they can access Employee Self-Service prior to the Open Enrollment period. Additionally, three State memos, two Participating Group memos, and two Organization Specific memos were sent to prepare the HR/Benefits Representatives for Open Enrollment. SBO also began posting Open Enrollment information on the website. Specifically, there were six Open Enrollment website updates in February and 55 Open Enrollment website updates in March.



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	13	5	14			
Benefits Bulletin Distributed	1	1	1	1	1	1	1	1	1			
State Memos Distributed	4	1	2	4	3	4	4	1	4			
Participating Group Memos Distributed	2	2	2	1	2	4	3	1	3			
Organizational Specific Memos Distributed	6	3	5	6	2	1	4	0	5			
State Alerts Distributed	0	0	0	0	0	1	0	0	0			
Participating Group Alerts Distributed	0	0	0	0	0	1	0	0	0			
SBO Communications Mailbox Responses	29	43	35	44	21	29	22	7	1			
Electronic Communications Distributed by Vendors	3	2	3	2	2	1	1	2	2			
Letters/Packets Distributed	0	0	3	1	0	0	0	0	0			
Postcards Distributed	0	0	0	0	0	0	0	0	0			
Posters/Flyers Distributed	0	1	2	0	0	5	0	3	0			
Printed Communications Distributed by Vendors	1	2	5	2	5	1	1	7	1			
Total SBO Website Users	17,112	14,790	14,366	16,294	13,398	12,803	16,088	13,375	15,731			
Total SBO Website Updates	58	23	33	38	17	32	36	31	75			
Website Surveys Received	6	2	2	1	1	0	2	3	3			
SBO Instructor-Led Training Sessions	3	2	3	4	1	3	4	2	3			
SBO Computer-Based Training Courses Available	17	17	17	17	17	17	17	17	17			
Vendor Webinars	4	4	6	4	3	4	4	4	3			



Electronic Communications: Targeted Emails

Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
No Cost Virtual Exercise Therapy Benefit – Join Hinge Health Today!	SBO	01/03/2025	State Agency, K12, DTCC, and DSU employees enrolled in a State of Delaware non-Medicare health plan	35,380	<ul style="list-style-type: none"> Continue to offer access to physical therapy in multiple formats. Continue to communicate the value of benefits provided along with member education resources.
Get the Facts on What's Happening – December 2024 Updates	SBO	01/08/2025	Benefit-eligible employees of State Agencies, K12, DTCC, and DSU	41,005	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. 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. Continue to measure condition-specific disease prevalence, medical service/Rx utilization, and cost ongoing vs. baseline.
Important Information Regarding Your Health Plan	SBO	01/08/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the Comprehensive PPO health plan	151	<ul style="list-style-type: none"> Continue to promote educational tools and resources that help members identify high-quality, high-value providers. Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles. Continue to offer access to physical therapy in multiple formats. Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
					<p>reduction through the GHIP and other community resources.</p> <ul style="list-style-type: none">• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your Health Plan	SBO	01/08/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the First State Basic health plan	57	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
					<ul style="list-style-type: none">• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your Health Plan	SBO	01/08/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the CDH Gold health plan	27	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
					<p>help steer members to most appropriate sites of care.</p> <ul style="list-style-type: none">• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your Health Plan	SBO	01/08/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the HMO health plan	47	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
					<ul style="list-style-type: none"> Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care. Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs. Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives. Continue to communicate the value of benefits provided along with member education resources.
State Vision Plan Participation and Preferences Survey	SEBC	01/09/2025	State Agency, K12, DTCC, and DSU employees eligible for the State's Vision Plan but not enrolled	6,887	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
State High Vision Plan Participation and Preferences Survey	SEBC	01/09/2025	State Agency, K12, DTCC, and DSU employees enrolled in the State's High Vision Plan	10,819	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
State Low Vision Plan Participation and Preferences Survey	SEBC	01/09/2025	State Agency, K12, DTCC, and DSU employees enrolled in the State's Low Vision Plan	10,159	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Aetna Live and Recorded Webinars	SBO	01/22/2025	Benefit-Eligible Agency, K12, DTCC, and DSU Employees	41,005	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
REMINDER: State Vision Plan Participation and Preferences Survey	SEBC	01/27/2025	State Agency, K12, DTCC, and DSU employees eligible for the State's Vision Plan but not enrolled	6,887	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
REMINDER: State High Vision Plan Participation and Preferences Survey	SEBC	01/27/2025	State Agency, K12, DTCC, and DSU employees enrolled in the State's High Vision Plan	10,819	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.



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REMINDER: State Low Vision Plan Participation and Preferences Survey	SEBC	01/27/2025	State Agency, K12, DTCC, and DSU employees enrolled in the State's Low Vision Plan	10,159	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your Health Plan	SBO	02/06/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the Comprehensive PPO health plan	177	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.



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Important Information Regarding Your Health Plan	SBO	02/06/2025	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">• Continue to communicate the value of benefits provided along with member education resources.• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.



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					<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your Health Plan	SBO	02/06/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the CDH Gold health plan	44	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.



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Important Information Regarding Your Health Plan	SBO	02/06/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the HMO health plan	63	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.



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Seats Are Still Available for Benefits Training!	SBO	02/11/2025	State Agency benefit-eligible employees	15,017	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.• Continue to promote educational tools and resources that help members identify high quality, high value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
					<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.
Get the Facts on What's Happening – February 2025 Updates	SBO	03/05/2025	Benefit-eligible State Agency, K12, DTCC, and DSU employees	41,072	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your Health Plan	SBO	03/06/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the Comprehensive PPO health plan	172	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
					engagement through additional member education and ongoing review of incentives. <ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your Health Plan	SBO	03/06/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the First State Basic health plan	55	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.



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					<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your Health Plan	SBO	03/06/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the CDH Gold health plan	20	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
Important Information Regarding Your Health Plan	SBO	03/06/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the HMO health plan	50	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
					<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
State of Delaware Life Insurance Participation and Preferences Survey	SEBC	03/10/2025	State Agency, School District, Charter School, DTCC, and DSU employees who are eligible for the State's Life Insurance plan but not enrolled in the plan	28,967	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
State of Delaware Life Insurance Plan Participation and Preferences Survey	SEBC	03/10/2025	State Agency, K12, DTCC, and DSU employees enrolled in the State's GUL Plan	12,118	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Aetna Live and Recorded Webinars	SBO	03/13/2025	Benefit-Eligible Agency, K12, DTCC, and DSU Employees	41,072	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Attention School Employees! Employee Assistance Program (EAP) April – June 2025 Live and Recorded Webinars	SBO	03/19/2025	Benefit-eligible K12, DTCC, and DSU employees	21,930	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Employee Assistance Program (EAP) April – June 2025 Live and Recorded Webinars	SBO	03/19/2025	Benefit-eligible State Agency employees	13,555	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Act Now – Make Sure You Can Access Employee Self-Service	SBO	03/20/2025	Benefit-eligible State Agency, K12, DTCC, and DSU employees	41,072	<ul style="list-style-type: none"> N/A
REMINDER: State of Delaware Life Insurance Plan Participation and Preferences Survey	SEBC	03/24/2025	State Agency, K12, DTCC, and DSU employees eligible for the State's GUL Plan but not enrolled	28,967	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
REMINDER: State of Delaware Life Insurance Plan Participation and Preferences Survey	SEBC	03/24/2025	State Agency, K12, DTCC, and DSU employees enrolled in the State's GUL Plan	12,118	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
Benefit Updates and 2025 Open Enrollment	SEBC	03/26/2025	Benefit-eligible State Agency, K12, DTCC, and DSU employees	41,072	• N/A



Electronic Communications: Benefits Bulletin

January		https://dhr.delaware.gov/benefits/news/documents/2025/010725.pdf			
Distribution Mailbox:		SBO Communications	Date Distributed:	01/07/2025	
Target Audience:		Benefit-eligible employees of State agencies, K12, DTCC, and DSU			
Articles:		<ul style="list-style-type: none">• New Year, New You• Prescription Formulary Facts• Facts & Figures• Upcoming Webinars• State Employee Benefits Committee (SEBC) Corner• “Caramel” Yogurt Dip• Hidden Treasures Activity			
Total Recipients:		41,005	Trackable Links (Y/N):	Yes	Sessions: 988
Page Views:		1,944	Average Session Duration (MM:SS):	0:44	Hidden Treasures Responses: 69
SBO Tactics Based on SEBC Strategic Framework		<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to measure condition-specific disease prevalence, medical service/Rx utilization and cost ongoing vs. baseline.• Continue to measure GHIP use, cost, and outcomes from weight management drugs.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.			

February		https://dhr.delaware.gov/benefits/news/documents/2025/020425.pdf	
Distribution Mailbox:	SBO Communications	Date Distributed:	02/04/2025
Target Audience:	Benefit-eligible employees of State agencies, K12, DTCC, and DSU		
Articles:	<ul style="list-style-type: none">• American Heart Month• State Employee Benefits Committee (SEBC) Corner• Health and Wellness Benefit• Donate Blood• Hinge Health		



	<ul style="list-style-type: none"> • Upcoming Webinars • National Cancer Prevention Month • Stuffed Peppers • Hidden Treasures Activity 				
Total Recipients:	41,035	Trackable Links (Y/N):	Yes	Sessions:	791
Page Views:	1,740	Average Session Duration (MM:SS):	0:40	Hidden Treasures Responses:	48
SBO Tactics Based on SEBC Strategic Framework	<ul style="list-style-type: none"> • Continue to communicate the value of benefits provided along with member education resources. • Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. • Continue to offer physical therapy in multiple formats. • Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs. 				

March		https://dhr.delaware.gov/benefits/news/documents/2025/030425.pdf			
Distribution Mailbox:		SBO Communications		Date Distributed:	03/04/2025
Target Audience:		Benefit-eligible employees of State agencies, K12, DTCC, and DSU			
Articles:		<ul style="list-style-type: none">• 5 Things You Should Know About Your ASIFlex Debit Card• State Employee Benefits Committee (SEBC) Corner• Financial Wellness Webinar on Budgeting from the Office of the State Treasurer (OST)• Workplace Eye Wellness Month• Upcoming Webinars• Act Now – Make Sure You Can Access Employee Self-Service• Egg “Muffin” Cups• Hidden Treasures Activity			
Total Recipients:		41,067	Trackable Links (Y/N):	Yes	Sessions: 1,371
Page Views:		2,555	Average Session Duration (MM:SS):	0:43	Hidden Treasures Responses: 63
SBO Tactics Based on SEBC Strategic Framework		<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.• Continue to evaluate solutions available through GHIP TPAs and other third-party vendors to supplement the network of behavioral health providers available to members.			



Electronic Communications: State Memos

Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
New Cost Share Premium Structure for Eligible Pensioners Who Were Hired as Regular Officers or Employees on or after January 1, 2025	#25-01	01/02/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	572	<ul style="list-style-type: none"> N/A
Get the Facts on What's Happening FAQs – December 2024 Updates	#25-02	01/07/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	572	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. 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. Continue to measure condition-specific disease prevalence, medical service/Rx utilization, and cost ongoing vs. baseline.
Mark Your Calendars – 2025 Open Enrollment Dates and Events	#25-03	01/15/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	568	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.
Updated SBO and Vendor PDF Forms	#25-04	01/16/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	568	<ul style="list-style-type: none"> N/A
EAP Vendor Change and Scheduling Webinars	#25-05	02/11/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	569	<ul style="list-style-type: none"> N/A



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Get the Facts on What's Happening FAQs – February 2025 Updates	#25-06	03/04/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	545	<ul style="list-style-type: none">Continue to communicate the value of benefits provided along with member education resources.
Upcoming Employee Assistance Program (EAP) Webinars	#25-07	3/18/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	553	<ul style="list-style-type: none">Continue to communicate the value of benefits provided along with member education resources.
2025 Open Enrollment – Employee Self-Service through my.delaware.gov	#25-08	03/19/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	553	<ul style="list-style-type: none">N/A
2025 Open Enrollment Updates and Reminders	#25-09	03/25/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	554	<ul style="list-style-type: none">Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.Continue to communicate the value of benefits provided along with member education resources.



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 – December 2024 Updates	#25-01	01/07/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	187	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. 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. Continue to measure condition-specific disease prevalence, medical service/Rx utilization, and cost ongoing vs. baseline.
Mark Your Calendars – 2025 Open Enrollment Dates and Events	#25-02	01/15/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	187	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.
Updated SBO and Vendor PDF Forms	#25-03	01/16/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	187	<ul style="list-style-type: none"> N/A
EAP Vendor Change and Scheduling Webinars	#25-04	02/11/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	192	<ul style="list-style-type: none"> N/A
Get the Facts on What's Happening FAQs – February 2025 Updates	#25-05	03/04/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	194	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Upcoming Employee Assistance Program (EAP) Webinars	#25-06	03/18/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	194	<ul style="list-style-type: none">Continue to communicate the value of benefits provided along with member education resources.
2025 Open Enrollment Updates and Reminders	#25-07	03/25/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	195	<ul style="list-style-type: none">Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.Continue to communicate the value of benefits provided along with member education resources.



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 – December 2024 Updates	01/07/2025	Delaware Senators, House Representatives, and Legislative Staff	87	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. 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. Continue to measure condition-specific disease prevalence, medical service/Rx utilization, and cost ongoing vs. baseline.
Updated Vendor Contact Information for EyeMed	01/28/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives from organizations that participate in the State's Vision Plan	117	<ul style="list-style-type: none"> N/A
Disability Insurance Program (DIP) Updates and Reminders	01/29/2025	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)	374	<ul style="list-style-type: none"> N/A
Disability Insurance Program (DIP) Updates and Reminders	01/29/2025	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)	6	<ul style="list-style-type: none"> N/A



Subject	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
SBO Org. Specific Memo - Get the Facts FAQs - February 2025 Updates	03/04/2025	Delaware Senators, House Representatives, and Legislative Staff	86	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.
Please Review - Resource Document for Education Employees	03/05/2025	School District, Charter School, DTCC, and DSU Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	213	<ul style="list-style-type: none">• N/A
Delaware Paid Leave – Waivers Are Not Applicable To The State	03/05/2025	“Delaware Paid Leave” Administrative Points of Contact at State Agencies, School Districts, Charter Schools, and DTCC; CC: HR and Payroll Leads (includes individuals from HR Roundtable, as well as School Business Managers, School Personnel Administrators, and Charter School Business Managers)	229	<ul style="list-style-type: none">• N/A
GHIP Premium Payments- ACH Information	03/17/2025	Non-ACH Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	116	<ul style="list-style-type: none">• N/A
2025 Open Enrollment Updates and Reminders	03/26/2025	Delaware State Housing Authority, Delaware Solid Waste Authority, Delaware Transit Corporation, and Rehabilitation and Liquidation Bureau Human Resource and Benefit Managers & Representatives	41	<ul style="list-style-type: none">• Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.• Continue to communicate the value of benefits provided along with member education resources.



Electronic Communications: State Alerts

Subject	Alert Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
None were sent for the 3 rd quarter of FY25	N/A	N/A	N/A	N/A	N/A



Electronic Communications: Participating Group Alerts

Subject	Alert Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
None were sent for the 3 rd quarter of FY25	N/A	N/A	N/A	N/A	N/A



Electronic Communications: SBO Communications Mailbox Responses

January

Total Email Responses Sent:	22
Response Topics:	<ul style="list-style-type: none">• DLC/Training Inquiries: 8• Emails Forwarded to SBO Customer Service Team: 7• Benefit Inquiries: 4• Testimonials: 2• SBO Master Contact List Updates: 1

February

Total Email Responses Sent:	7
Response Topics:	<ul style="list-style-type: none">• DLC/Training Inquiries: 6• Benefit Inquiries: 1

March

Total Email Responses Sent:	1
Response Topics:	<ul style="list-style-type: none">• Benefit Inquiries: 1



Electronic Communications: Vendor Communications*

**This section captures general communications that are distributed to the broad audience. Other communications may be sent by vendors based on specific events related to a member.*

Vendor	Communication Description	Distribution Date	Distribution Quantity	SBO Tactics Based on SEBC Strategic Framework
EyeMed	New Year – How to Choose Eyewear Guide	01/21/2025	Members who opted into text messages	<ul style="list-style-type: none">Continue to communicate the value of benefits provided along with member education resources.
EyeMed	3 Reasons to Get Your Eye Exam	02/11/2025	Member who opted into text messages	<ul style="list-style-type: none">Continue to communicate the value of benefits provided along with member education resources.
EyeMed	Q1 InSights – How to Choose Eyewear Guide	02/18/2025	Members who opted into email messages	<ul style="list-style-type: none">Continue to communicate the value of benefits provided along with member education resources.
EyeMed	Q1 Special Offers	03/04/2025	Member who opted into email messages	<ul style="list-style-type: none">Continue to communicate the value of benefits provided along with member education resources.
EyeMed	Introducing Nuance Technology	03/11/2025	Members who opted into text messages	<ul style="list-style-type: none">Continue to communicate the value of benefits provided along with member education resources.



Printed Communications: Letters/Packets

Description	Target Audience	Mail Date	Quantity	Contents
None were sent for the 3 rd quarter of FY25	N/A	N/A	N/A	N/A



Printed Communications: Postcards

SBO did not distribute any postcards during FY25 Q3.



Printed Communications: Posters/Flyers

1	Description: April EAP Webinar Flyer						
Mail/Post Date:	02/06/2025	Target Audience:	Benefit-eligible State of Delaware employees		Quantity:	Posted online	
QR Code (Y/N):	Yes	Users:	N/A	Pages/Session:	N/A	Average Session Duration (MM:SS):	N/A

Statewide Benefits Office
SBO
Benefits Made Easy

ComPsych® GuidanceResources® Webinar

April 2, 2025
2:00pm - 3:00pm

Breathing Techniques To Relieve Stress & Improve Health

Stress can compromise healthy breathing habits, but practicing breath work can reduce anxiety, encourage sleep, and in some cases, lower blood pressure. Participants will experience a variety of quick, easy breathing techniques during this course, and share back their results.

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

SCAN ME!



2	Description: May EAP Webinar Flyer						
Mail/Post Date:	02/06/2025	Target Audience:	Benefit-eligible State of Delaware employees			Quantity:	Posted online
QR Code (Y/N):	Yes	Users:	N/A	Pages/Session:	N/A	Average Session Duration (MM:SS):	N/A



ComPsych® GuidanceResources® Webinar

**May 14, 2025
10:00am - 11:00am**

Loneliness and Social Isolation In Today's World

Despite living in a world with instant electronic access to friends, family and all manner of online social networks, the rates of reported loneliness and social isolation have been steadily increasing. Loneliness and social isolation substantially impact not only psychological well-being but physical health as well. Loneliness is now considered a health risk factor on par with cigarette smoking. This training will address the possible reasons for loneliness and identify actions participants can take to increase their emotional connection with others and decrease the risk of social isolation.

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

SCAN ME! 



3	Description: June EAP Webinar Flyer						
Mail/Post Date:	02/06/2025	Target Audience:	Benefit-eligible State of Delaware employees			Quantity:	Posted online
QR Code (Y/N):	Yes	Users:	N/A	Pages/Session:	N/A	Average Session Duration (MM:SS):	N/A

Statewide Benefits Office
SBO
Benefits Made Easy

ComPsych®
GuidanceResources®
Webinar

June 11, 2025
2:00pm - 3:00pm

Running on E: Adding Energy and Passion to Your Work and Life

Longer hours, increased responsibilities, constant change, accelerated pace of business, intensified pressure... But this doesn't mean you can't have fun and enjoy your work. This workshop will help you not only to survive but also thrive in today's high-pressure world. By unleashing your energy, igniting your enthusiasm and finding fun in your job, you're sure to maximize your work performance and even enjoy it!

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

SCAN ME!



Printed Communications: Vendor Communications*

**This section captures general communications that are distributed to the broad audience. Other communications may be sent by vendors based on specific events related to a member.*

Vendor	Communication Description	Distribution Date	Distribution Quantity	SBO Tactics Based on SEBC Strategic Framework
Aetna	January Site of Care Postcards	01/30/2025	594	<ul style="list-style-type: none"> Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.
ComPsych® GuidanceResources®	Annual Postcard	02/12/2025	47,739	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Securian Financial	Health and Wellness Benefit for Accident and Critical Illness Insurance Members	02/14/2025	4,914	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
EyeMed	Q1 At Risk Mailer	02/15/2025	Members determined at risk during an eye exam	<ul style="list-style-type: none"> Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.
Highmark Delaware	Site of Care Postcards for First State Basic Members	02/24/2025	1,497	<ul style="list-style-type: none"> Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.
Highmark Delaware	Site of Care Postcards for Comprehensive PPO Members	02/24/2025	14,139	<ul style="list-style-type: none"> Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.
Aetna	February Site of Care Postcards	02/26/2025	552	<ul style="list-style-type: none"> Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.
Highmark Delaware	Know Where to Go	02/27/2025	2,261	<ul style="list-style-type: none"> Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.
Aetna	March Site of Care Postcards	03/28/2025	591	<ul style="list-style-type: none"> Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.



Website Statistics: Google Analytics*

*A session is a single 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.

January			
Sessions:	22,690	Total Page Views:	55,163
Average Session Duration (MM:SS):	1:13	Pages Per Session:	3.46
Top Ten Page Views:	<ol style="list-style-type: none"> 1. Homepage (12,429) 2. State Agency Employees Main Page (4,873) 3. K12, DTCC, & DSU Employees Main Page (2,030) 4. SEBC Page (1,716) 5. Policies & Procedures Page (1,098) 6. SEBC: Get the Facts Page (1,067) 7. CVS SilverScript Page (1,053) 8. Benefits Bulletin Page (1,003) 9. Agency Enrollment Page (887) 10. Lantern Page (805) 		

February			
Sessions:	18,733	Total Page Views:	47,128
Average Session Duration (MM:SS):	1:17	Pages Per Session:	3.52
Top Ten Page Views:	<ol style="list-style-type: none"> 1. Homepage (10,690) 2. State Agency Employees Main Page (4,238) 3. K12, DTCC, & DSU Employees Main Page (1,775) 4. SEBC Page (1,170) 5. Policies & Procedures Page (1,008) 6. Benefits Bulletin Page (1,006) 7. Agency Enrollment Page (739) 8. Choosing the Right Care Page (677) 9. ComPsych Page (642) 10. DLC Benefits Training Page (638) 		

March			
Sessions:	23,194	Total Page Views:	59,129
Average Session Duration (MM:SS):	1:20	Pages Per Session:	3.76



Top Ten Page Views:

1. [Homepage](#) (11,968)
2. [State Agency Employees Main Page](#) (5,068)
3. [SEBC Page](#) (2,211)
4. [K12, DTCC, & DSU Employees Main Page](#) (2,137)
5. [SEBC: Get the Facts Page](#) (1,227)
6. [Benefits Bulletin Page](#) (1,198)
7. [Agency Enrollment Page](#) (1,176)
8. [Policies & Procedures Page](#) (1,134)
9. [Choosing the Right Care Page](#) (948)
10. [ComPsych Page](#) (864)



Website Statistics: Website Updates

January

Total Website Updates Requested	36
Update Topics:	<ul style="list-style-type: none">• Communications: 15• Health: 12• Group Universal Life: 2• Fillable Forms: 2• Annual Updates: 1• Open Enrollment: 1• Contact Information: 1• Vision: 1• EAP: 1

February

Total Website Updates Requested	31
Update Topics:	<ul style="list-style-type: none">• Open Enrollment: 6• Health: 6• Communications: 5• Coordination of Benefits: 3• Dental: 2• EAP: 2• Disability Insurance Program: 1• Lantern: 1• DHR NEO Module: 1• Homepage Banner: 1• Prescription: 1• FSA/COBRA: 1• Notices: 1

March

Total Website Updates Requested	75
Update Topics:	<ul style="list-style-type: none">• Open Enrollment: 55• Communications: 15• Contact Information: 2• Lantern: 1• EAP: 1• Fillable Forms: 1



Website Statistics: Website Survey Responses

January

Total Surveys Received:	2
Survey Topics:	<ul style="list-style-type: none">• Pensioner Benefits: 1• Benefit Claims: 1

February

Total Surveys Received:	3
Response Topics:	<ul style="list-style-type: none">• Benefits Training: 1• Coordination of Benefits: 1• Vision Benefits: 1

March

Total Surveys Received:	3
Response Topics:	<ul style="list-style-type: none">• Pensioner Benefits: 2• Coordination of Benefits: 1



Training: Instructor-Led Training (ILT)

1	Title:	Everything You Need to Know About Covering a Spouse or Dependent		
Target Audience:	Benefit-eligible State Agency employees	Date(s):	01/14/2025	
Attendance:	11	Facilitated:	Virtually	
Evaluation Feedback				
<div><div></div><div><div>1.</div><div>100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.</div></div><div><div>2.</div><div>100% of respondents Strongly Agree or Agree that the course learning objectives were met.</div></div><div><div>3.</div><div>100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.</div></div><div><div>4.</div><div>100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.</div></div><div><div>5.</div><div>100% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.</div></div><div><div>6.</div><div>100% of respondents Strongly Agree or Agree that they would recommend this course to others.</div></div><div><div>7.</div><div>100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.</div></div></div>				

2	Title:	Benefit Information @ Your Fingertips		
Target Audience:	Benefit-eligible State Agency employees	Date(s):	01/22/2025	
Attendance:	10	Facilitated:	Virtually	
Evaluation Feedback				
No Evaluation Responses				

3	Title:	Health Care Quality and Safety Starts With You		
Target Audience:	Benefit-eligible State Agency employees	Date(s):	01/28/2025	
Attendance:	9	Facilitated:	Virtually	
Evaluation Feedback				
<div>1. 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.</div> <div>2. 100% of respondents Strongly Agree or Agree that the course learning objectives were met.</div> <div>3. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.</div> <div>4. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.</div> <div>5. 100% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.</div> <div>6. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</div> <div>7. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.</div>				



4	Title:	Benefits 101	
Target Audience:	Benefit-eligible State Agency employees	Date(s):	01/29/2025
Attendance:	12	Facilitated:	Virtually
<u>Evaluation Feedback</u>			
No Evaluation Responses			

5	Title:	Everything You Need to Know About Covering a Spouse or Dependent	
Target Audience:	Benefit-eligible State Agency employees	Date(s):	02/20/2025
Attendance:	20	Facilitated:	Virtually
<u>Evaluation Feedback</u>			
<ol style="list-style-type: none"> 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated. 100% of respondents Strongly Agree or Agree that the course learning objectives were met. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention. 100% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training. 			

6	Title:	Benefit Information @ Your Fingertips	
Target Audience:	Benefit-eligible State Agency employees	Date(s):	02/25/2025
Attendance:	20	Facilitated:	Virtually
<u>Evaluation Feedback</u>			
<ol style="list-style-type: none"> 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated. 100% of respondents Strongly Agree or Agree that the course learning objectives were met. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention. 100% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training. 			

7	Title:	Statewide Benefits	
Target Audience:	State of Delaware HR/Benefit Representatives	Date(s):	03/03/2025 & 03/04/2025



Attendance:	21	Facilitated:	Virtually
<u>Evaluation Feedback</u>			
<ol style="list-style-type: none"> 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated. 100% of respondents Strongly Agree or Agree that the course learning objectives were met. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention. 100% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective. 92% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training. 			

8	Title:	Benefit Information @ Your Fingertips	
Target Audience:	Benefit-eligible State Agency employees	Date(s):	03/18/2025
Attendance:	5	Facilitated:	Virtually
<u>Evaluation Feedback</u>			
<ol style="list-style-type: none"> 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated. 100% of respondents Strongly Agree or Agree that the course learning objectives were met. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention. 100% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training. 			

9	Title:	Benefits 101	
Target Audience:	Benefit-eligible State Agency employees	Date(s):	03/31/2025
Attendance:	25	Facilitated:	Virtually
<u>Evaluation Feedback</u>			
<ol style="list-style-type: none"> 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated. 100% of respondents Strongly Agree or Agree that the course learning objectives were met. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training. 			



Training: Computer-Based Training (CBT)

1	Title:	HIPAA Training for Members of the HIPAA Workforce		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	01/01/2025 – 3/31/2025	
FY25 Q3 Total Completions: (1825)	<ul style="list-style-type: none">DLC = 1,818Website = 7	Assigned:	Yes, assignment is ongoing. This course must be completed annually by all members of the HIPAA Workforce.	
FY25 Q3 Evaluations Submitted: (202)	<ul style="list-style-type: none">DLC = 195Website = 7			
Evaluation Feedback				
<div>1. 99% of respondents Strongly Agree or Agree that the learning objectives were clearly presented in the course.</div> <div>2. 97% of respondents Strongly Agree or Agree that the content was presented clearly.</div> <div>3. 87% of respondents Strongly Agree or Agree that the content was engaging.</div> <div>4. 96% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</div> <div>5. 96% of respondents Strongly Agree or Agree that they would recommend this training to others.</div> <div>6. 97% of respondents Strongly Agree or Agree that they have a better understanding of HIPAA and how to safeguard PHI.</div> <div>7. 97% of respondents Strongly Agree or Agree that overall, they satisfied with the training.</div>				

2	Title:	FY25 How to Select a Health Plan		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	01/01/2025 – 3/31/2025	
FY25 Q3 Total Completions: (11)	<ul style="list-style-type: none">DLC = 5Website = 6	Assigned:	N/A	
FY25 Q3 Evaluations Submitted: (6)	<ul style="list-style-type: none">DLC = 0Website = 6			
Evaluation Feedback				
<div>1. 100% of respondents Strongly Agree or Agree that the content was presented clearly.</div> <div>2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</div> <div>3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</div> <div>4. 100% of respondents Strongly Agree or Agree that they learned about resources to help them select the best coverage based on their anticipated needs.</div> <div>5. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</div>				

3	Title:	FY25 Choosing the Right Care		
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	01/01/2025 – 3/31/2025	
FY25 Q3 Total Completions: (7)	<ul style="list-style-type: none"> DLC = 4 Website = 3 	Number Assigned:	N/A	



FY25 Q3 Evaluations Submitted: (3)	<ul style="list-style-type: none"> DLC = 0 Website = 3
<u>Evaluation Feedback</u>	
<ol style="list-style-type: none"> 100% of respondents Strongly Agree or Agree that the content was presented clearly. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 100% of respondents Strongly Agree or Agree that they learned ways to choosing high-quality, safe, and affordable care throughout the plan year. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the course. 	

4	Title:	FY25 Highmark Delaware First State Basic Plan		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	01/01/2025 – 3/31/2025	
FY25 Q3 Total Completions: (8)	<ul style="list-style-type: none">DLC = 6Website = 2	Assigned:	N/A	
FY25 Q3 Evaluations Submitted: (2)	<ul style="list-style-type: none">DLC = 0Website = 2			
Evaluation Feedback				
<div>1. 100% of respondents Strongly Agree or Agree that the content was presented clearly.</div> <div>2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</div> <div>3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</div> <div>4. 100% of respondents Strongly Agree or Agree that they have a better understanding of the First State Basic Plan.</div> <div>5. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</div>				

5	Title:	FY25 Aetna CDH Gold Plan		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	01/01/2025 – 3/31/2025	
FY25 Q3 Total Completions: (3)	<ul style="list-style-type: none">DLC = 3Website = 0	Assigned:	N/A	
FY25 Q3 Evaluations Submitted: (0)	<ul style="list-style-type: none">DLC = 0Website = 0			
Evaluation Feedback				
No evaluations were completed.				

6	Title:	FY25 Aetna HMO Plan	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	01/01/2025 – 3/31/2025



FY25 Q3 Total Completions: (5)	<ul style="list-style-type: none"> DLC = 5 Website = 0 	Assigned:	N/A
FY25 Q3 Evaluations Submitted: (0)	<ul style="list-style-type: none"> DLC = 0 Website = 0 		
<u>Evaluation Feedback</u>			
No evaluations were completed.			

7	Title:	FY25 Highmark Delaware Comprehensive PPO Plan	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	01/01/2025 – 3/31/2025
FY25 Q3 Total Completions: (5)	<ul style="list-style-type: none"> DLC = 5 Website = 0 	Assigned:	N/A
FY25 Q3 Evaluations Submitted: (0)	<ul style="list-style-type: none"> DLC = 0 Website = 0 		
<u>Evaluation Feedback</u>			
No evaluations were completed.			

8	Title:	FY25 Flexible Spending Account (FSA)	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	01/01/2025 – 3/31/2025
FY25 Q3 Total Completions: (8)	<ul style="list-style-type: none"> DLC = 6 Website = 2 	Assigned:	N/A
FY25 Q3 Evaluations Submitted: (2)	<ul style="list-style-type: none"> DLC = 0 Website = 2 		
<u>Evaluation Feedback</u>			
<ol style="list-style-type: none"> 100% of respondents Strongly Agree or Agree that the content was presented clearly. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 100% of respondents Strongly Agree or Agree that they have a better understanding of the Flexible Spending Account (FSA) and how it can help people save money. 100% of respondents Strongly Agree or Agree that they feel more confident in their ability to make informed decisions about participation in the Flexible Spending Account (FSA). 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree that overall, they found the course informative. 			

9	Title:	Spousal Coordination of Benefits	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	01/01/2025 – 3/31/2025



FY25 Q3 Total Completions: (12)	<ul style="list-style-type: none"> DLC = 7 Website = 5 	Assigned:	N/A
FY25 Q3 Evaluations Submitted: (6)	<ul style="list-style-type: none"> DLC = 1 Website = 5 		
<u>Evaluation Feedback</u>			
<ol style="list-style-type: none"> 100% of respondents Strongly Agree or Agree that the content was presented clearly. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree have a better understanding of spousal coordination of benefits. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course. 			

10	Title:	Dependent Coordination of Benefits	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	01/01/2025 – 3/31/2025
FY25 Q3 Total Completions: (7)	<ul style="list-style-type: none"> DLC = 6 Website = 1 	Assigned:	N/A
FY25 Q3 Evaluations Submitted: (1)	<ul style="list-style-type: none"> DLC = 0 Website = 1 		
<u>Evaluation Feedback</u>			
<ol style="list-style-type: none"> 100% of respondents Strongly Agree or Agree that the content was presented clearly. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 0% of respondents Strongly Agree or Agree that they would recommend this course to others. 0% of respondents Strongly Agree or Agree have a better understanding of dependent coordination of benefits. 0% of respondents Strongly Agree or Agree that overall, they are satisfied with the course. 			

11	Title:	Qualifying Events	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	01/01/2025 – 3/31/2025
FY25 Q3 Total Completions: (12)	<ul style="list-style-type: none"> DLC = 9 Website = 3 	Assigned:	N/A
FY25 Q3 Evaluations Submitted: (3)	<ul style="list-style-type: none"> DLC = 0 Website = 3 		
<u>Evaluation Feedback</u>			
<ol style="list-style-type: none"> 100% of respondents Strongly Agree or Agree that the content was presented clearly. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree have a better understanding of qualifying events, including timeframes and documentation. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course. 			



12	Title:	Disability Insurance Program Overview		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	01/01/2025 – 3/31/2025	
FY25 Q3 Total Completions: (31)	<ul style="list-style-type: none">DLC = 30Website = 1	Assigned:	N/A	
FY25 Q3 Evaluations Submitted: (1)	<ul style="list-style-type: none">DLC = 0Website = 1			
Evaluation Feedback				
<div>1. 100% of respondents Strongly Agree or Agree that the content was presented clearly.</div> <div>2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</div> <div>3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</div> <div>4. 100% of respondents Strongly Agree or Agree that they learned who is eligible for the Disability Insurance Program.</div> <div>5. 100% of respondents Strongly Agree or Agree that they have a basic understanding of Short Term Disability, Long Term Disability, and Return to Work.</div> <div>6. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</div>				

13	Title:	Short Term Disability		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	01/01/2025 – 3/31/2025	
FY25 Q3 Total Completions: (29)	<ul style="list-style-type: none">DLC = 29Website = 0	Assigned:	N/A	
FY25 Q3 Evaluations Submitted: (1)	<ul style="list-style-type: none">DLC = 1Website = 0			
Evaluation Feedback				
<div>1. 100% of respondents Strongly Agree or Agree that the content was presented clearly.</div> <div>2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</div> <div>3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</div> <div>4. 100% of respondents Strongly Agree or Agree that they have a basic understanding of the Short Term Disability program.</div> <div>5. 100% of respondents Strongly Agree or Agree that they learned how and when to file a Short Term Disability claim.</div> <div>6. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</div>				

14	Title:	Long Term Disability		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	01/01/2025 – 3/31/2025	
FY25 Q3 Total Completions: (32)	<ul style="list-style-type: none">DLC = 32Website = 0	Assigned:	N/A	
FY25 Q3 Evaluations Submitted: (0)	<ul style="list-style-type: none">DLC = 0Website = 0			



Evaluation Feedback

No evaluations were completed.

15	Title:	Return to Work		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	01/01/2025 – 3/31/2025	
FY25 Q3 Total Completions: (33)	<ul style="list-style-type: none">DLC = 32Website = 1	Assigned:	N/A	
FY25 Q3 Evaluations Submitted: (1)	<ul style="list-style-type: none">DLC = 0Website = 1			
Evaluation Feedback				
<div><div>1.</div><div>100% of respondents Strongly Agree or Agree that the content was presented clearly.</div></div> <div><div>2.</div><div>100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</div></div> <div><div>3.</div><div>100% of respondents Strongly Agree or Agree that they would recommend this course to others.</div></div> <div><div>4.</div><div>100% of respondents Strongly Agree or Agree that they have a basic understanding of the Return to Work program.</div></div> <div><div>5.</div><div>100% of respondents Strongly Agree or Agree that they learned how the Return to Work program applies to Short Term Disability and Long Term Disability.</div></div> <div><div>6.</div><div>100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</div></div>				

16	Title:	Accident and Critical Illness Insurance		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	01/01/2025 – 3/31/2025	
FY25 Q3 Total Completions: (6)	<ul style="list-style-type: none">DLC = 5Website = 1	Assigned:	N/A	
FY25 Q3 Evaluations Submitted: (1)	<ul style="list-style-type: none">DLC = 0Website = 1			
Evaluation Feedback				
<div><div></div><div><div>1.</div><div>100% of respondents Strongly Agree or Agree that the content was presented clearly.</div></div><div><div>2.</div><div>100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</div></div><div><div>3.</div><div>100% of respondents Strongly Agree or Agree that they have a better understanding of the Accident and Critical Illness Insurance plans and how they can help people save money.</div></div><div><div>4.</div><div>100% of respondents Strongly Agree or Agree that they feel more confident in their ability to make informed decisions about participation in the Accident and Critical Illness Insurance plans.</div></div><div><div>5.</div><div>100% of respondents Strongly Agree or Agree that they would recommend this course to others.</div></div><div><div>6.</div><div>100% of respondents Strongly Agree or Agree that overall, they found the course informative.</div></div></div>				

17	Title:	State Group Universal Life Insurance		
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) 	Availability:	01/01/2025 – 3/31/2025	



	<ul style="list-style-type: none">Website		
FY25 Q3 Total Completions: (9)	<ul style="list-style-type: none">DLC = 6Website = 3	Assigned:	N/A
FY25 Q3 Evaluations Submitted: (3)	<ul style="list-style-type: none">DLC = 0Website = 3		
<u>Evaluation Feedback</u>			
<div><div>1.</div><div>100% of respondents Strongly Agree or Agree that the content was presented clearly.</div></div> <div><div>2.</div><div>100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</div></div> <div><div>3.</div><div>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.</div></div> <div><div>4.</div><div>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.</div></div> <div><div>5.</div><div>100% of respondents Strongly Agree or Agree that they would recommend this course to others.</div></div> <div><div>6.</div><div>100% of respondents Strongly Agree or Agree that overall, they found this course to be informative.</div></div>			



Training: Vendor Webinars

Vendor	Webinar	Date	Attendance	Evaluation Feedback
Aetna	Eating Right on the Run and on a Budget	01/08/2025	3	• None provided
ComPsych® GuidanceResources®	Program Orientation for Supervisors	01/15/2025	19	• None provided
ComPsych® GuidanceResources®	Program Orientation for Employees	01/16/2025	22	• None provided
Aetna	Understanding Food Labels	01/21/2025	6	• None provided
The Hartford	THAA Access & Navigation	02/04/2025	59	• No survey responses
Aetna	Balancing Life Issues	02/10/2025	30	• None provided
ComPsych® GuidanceResources®	Mental Health Awareness for Leaders	02/13/2025	60	• None provided
Aetna	All You Need to Know About Cholesterol	02/25/2025	10	• None provided
The Hartford	Getting the Most Out of THAA	03/04/2025	61	• No survey responses
Aetna	Healthy Aging	03/11/2025	5	• None provided
Aetna	Sleep Basics	03/27/2025	25	• None provided