

Statewide Benefits Office Training/Communications FY25 Q4 Report

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Overview: Executive Summary and Key Findings

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

The majority of communications for Q4 FY2025 pertained to Open Enrollment. Communications in April focused on the online learning assignments. The *2025 Open Enrollment Guide* was assigned to State of Delaware employees who were currently enrolled in a State health, dental, and/or vision plan. The purpose of the course was to guide employees through their benefit options and inform them of changes for the FY2026 plan year in order to prepare them for Open Enrollment in May. Nine emails were distributed to assign and remind employees of the course. The course was also promoted on a pre-Open Enrollment poster that was distributed to State offices and a postcard sent to benefit-eligible employees' homes. Employees who completed the course provided a 98% satisfaction rate. Despite the communication frequency and the positive feedback for the course, the State Average completion rate was 34.1%. This is a decrease from the 36.4% State Average completion rate in 2024.

The *2025 HR/Ben Rep Responsibilities for Open Enrollment* online course was assigned to State of Delaware and Participating Group HR/Benefits Representatives. The purpose of the course was to inform the representatives of the actions that they needed to take to assist their employees with completing Open Enrollment. Nine emails were distributed to assign and remind the HR/Benefits Representatives of the course. Individuals who completed the course provided a 98% satisfaction rate. The overall completion rate for this course increased from 55.4% in 2024 to 56.5% in 2025.

The Open Enrollment communications in May focused on the requirement to actively participate. The Benefits Bulletin was sent on the first day of Open Enrollment to all benefit-eligible employees to remind them to actively participate. In addition, two reminder emails were sent directly to employees during Open Enrollment who had not actively participated. A memo was also sent to HR/Benefits Representatives requesting that they encourage their employees to actively participate in Open Enrollment. The State Average active participation rate for 2025 was 83.3%, which was a 0.9% decrease from 2024.

We gathered feedback on SBO's 2025 Open Enrollment Communications from HR/Benefits Representatives, PHRST Key End Users, and benefit-eligible employees through online surveys. In the survey for HR/Benefits Representatives and PHRST Key End Users, 94.9% of survey respondents reported that they had the resources they needed to answer their employees' questions. In the survey for benefit-eligible employees, 95.4% of survey respondents reported they agree or strongly agree that the information was clear and easy to understand, 97.5% of survey respondents reported they agree or strongly agree that the timing and frequency of the information was appropriate, 93.5% of survey respondents reported they agree or strongly agree that the information helped them make their benefit selections. Comments in the survey from employees included "You are doing a fantastic job!" and "I have always been very pleased with the Open Enrollment process. Job well done! Thank you!"



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	27	5	5
Benefits Bulletin Distributed	1	1	1	1	1	1	1	1	1	1	1	1
State Memos Distributed	4	1	2	4	3	4	4	1	4	1	5	7
Participating Group Memos Distributed	2	2	2	1	2	4	3	1	3	1	2	4
Organizational Specific Memos Distributed	6	3	5	6	2	1	4	0	5	2	2	3
State Alerts Distributed	0	0	0	0	0	1	0	0	0	1	0	0
Participating Group Alerts Distributed	0	0	0	0	0	1	0	0	0	1	0	0
SBO Communications Mailbox Responses	29	43	35	44	21	29	22	7	1	17	9	11
Electronic Communications Distributed by Vendors	3	2	3	2	2	1	1	2	2	1	8	1
Letters/Packets Distributed	0	0	3	1	0	0	0	0	0	8	0	0
Postcards Distributed	0	0	0	0	0	0	0	0	0	1	0	0
Posters/Flyers Distributed	0	1	2	0	0	5	0	3	0	1	1	0
Printed Communications Distributed by Vendors	1	2	5	2	5	1	1	7	1	2	3	1
Total SBO Website Users	17,112	14,790	14,366	16,294	13,398	12,803	16,088	13,375	15,731	24,774	33,897	14,349
Total SBO Website Updates	58	23	33	38	17	32	36	31	75	43	32	46
Website Surveys Received	6	2	2	1	1	0	2	3	3	31	18	3
SBO Instructor-Led Training Sessions	3	2	3	4	1	3	4	2	3	2	2	3
SBO Computer-Based Training Courses Available	17	17	17	17	17	17	17	17	17	19	19	17
Vendor Webinars	4	4	6	4	3	4	4	4	3	3	3	7



Electronic Communications: Targeted Emails

Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
TRAINING ASSIGNED: Complete HR/Ben Rep Online Course by April 30	SBO	04/01/2025	HR/Benefits Representatives and PHRST Key End Users for State Agencies	162	<ul style="list-style-type: none">• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.• Continue to communicate the value of benefits provided along with member education resources.
TRAINING ASSIGNED: Complete HR/Ben Rep Online Course by April 30	SBO	04/01/2025	HR/Benefits Representatives and PHRST Key End Users for K12, DTCC, and DSU	131	<ul style="list-style-type: none">• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
					<ul style="list-style-type: none">• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.• Continue to communicate the value of benefits provided along with member education resources.
TRAINING ASSIGNED: Complete HR/Ben Rep Online Course by April 30	SBO	04/01/2025	HR/Benefits Representatives for Participating Groups	149	<ul style="list-style-type: none">• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.• Continue to communicate the value of benefits provided along with member education resources.



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
Open Enrollment Guide – Online Course (Complete by April 30)	SBO	04/02/2025	K12, DTCC, and DSU employees enrolled in either the State health, dental, and/or vision plans	22,430	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.• Continue to communicate the value of benefits provided along with member education resources.
Open Enrollment Guide – Online Course	SBO	04/02/2025	State Agency employees enrolled in either the State health, dental, and/or vision plans and are not in the DLC	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 educate members on the availability of preventive care and condition-specific resources to support lifestyle risk



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					<p>reduction through the GHIP and other community resources.</p> <ul style="list-style-type: none">• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.• Continue to communicate the value of benefits provided along with member education resources.
Open Enrollment Guide – Online Course	SBO	04/02/2025	State Agency employees not currently enrolled in the State health, dental, and vision plans	1,459	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.



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					<ul style="list-style-type: none">• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.• Continue to communicate the value of benefits provided along with member education resources.
Open Enrollment Guide – Online Course	SBO	04/02/2025	K12, DTCC, and DSU employees not currently enrolled in the State health, dental, and/or vision plan	3,384	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.



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					<ul style="list-style-type: none">• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.• Continue to communicate the value of benefits provided along with member education resources.
Training Assigned: 2025 Open Enrollment Guide (Due 4/30/2025)	DLC	04/02/2025	State Agency employees enrolled in either the State health, dental, and/or vision plans and are in the DLC	13,840	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to promote health care consumerism and the importance of making informed



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					<p>decisions when enrolling in or changing benefits.</p> <ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.
Get the Facts on What's Happening – March 2025 Updates	SBO	04/09/2025	Benefit-eligible employees of State Agencies, K12, DTCC, and DSU	41,193	<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.
Seats Are Still Available for Benefits Training!	SBO	04/10/2025	State Agency benefit-eligible employees	15,384	<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.



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					<ul style="list-style-type: none">• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to 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	04/10/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the Comprehensive PPO health plan	222	<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.



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					<ul style="list-style-type: none">• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to 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	04/10/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the First State Basic health plan	80	<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.



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Important Information Regarding Your Health Plan	SBO	04/10/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the CDH Gold health plan	36	<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.



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Important Information Regarding Your Health Plan	SBO	04/10/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the HMO health plan	75	<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.



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REMINDER: Complete HR/Ben Rep Online Course by April 30	SBO	04/15/2025	HR/Benefit Representatives and PHRST Key End Users for State Agencies who had not completed the course	102	<ul style="list-style-type: none">• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.• Continue to communicate the value of benefits provided along with member education resources.
REMINDER: Complete HR/Ben Rep Online Course by April 30	SBO	04/15/2025	HR/Benefit Representatives and PHRST Key End Users for	93	<ul style="list-style-type: none">• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk



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			K12, DTCC, and DSU who had not completed the course		<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 promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.• Continue to communicate the value of benefits provided along with member education resources.
REMINDER: Complete HR/Ben Rep Online Course by April 30	SBO	04/15/2025	HR/Benefit Representatives for Participating Groups who had not completed the course	103	<ul style="list-style-type: none">• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.



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					<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.
REMINDER: Complete “2025 Open Enrollment Guide” Online Course by April 30	SBO	04/16/2025	K12, DTCC, and DSU employees enrolled in either the State health, dental, and/or vision plans who had not completed the 2025 Open Enrollment Guide assignment	21,858	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.



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REMINDER: Complete 2025 Open Enrollment Guide (Due April 30)	DLC	04/16/2025	State Agency employees enrolled in either the State health, dental, and/or vision plans and are in the DLC but have not completed the course	10,112	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.• Continue to communicate the value of benefits provided along with member education resources.
Flexible Spending Account Open Enrollment – New Plan Year	SBO	04/23/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees currently enrolled in the FSA	8,288	<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
			Plan (Health Care and/or Dependent Care)		
Why You Should Enroll in a Health Care FSA	SBO	04/23/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees that are <u>not</u> currently enrolled in the Health Care FSA	33,733	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Group Universal Life (GUL), Accident, and Critical Illness Insurance Open Enrollment	SBO	04/25/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees	41,198	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
ACTION NEEDED: Complete HR/Ben Rep Online Course by April 30	SBO	04/28/2025	HR/Benefits Representatives and PHRST Key End Users for State Agencies who had not completed the course	88	<ul style="list-style-type: none"> Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care. Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs. Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits. Continue to communicate the value of benefits provided along with member education resources.
ACTION NEEDED: Complete HR/Ben Rep Online Course by April 30	SBO	04/28/2025	HR/Benefits Representatives and PHRST Key End Users for	80	<ul style="list-style-type: none"> Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk



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			K12, DTCC, and DSU who had not completed the course		<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 promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.• Continue to communicate the value of benefits provided along with member education resources.
ACTION NEEDED: Complete HR/Ben Rep Online Course by April 30	SBO	04/28/2025	HR/Benefits Representatives for Participating Groups who had not completed the course	80	<ul style="list-style-type: none">• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.



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					<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.
REMINDER: Complete “2025 Open Enrollment Guide” Online Course by April 30	SBO	04/29/2025	K12, DTCC, and DSU employees enrolled in either the State health, dental, and/or vision plans who had not completed the 2025 Open Enrollment Guide assignment	20,897	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
REMINDER: Complete 2025 Open Enrollment Guide (Due April 30)	DLC	04/29/2025	State Agency employees enrolled in either the State health, dental, and/or vision plans and are in the DLC but have not completed the course	7,286	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.• Continue to communicate the value of benefits provided along with member education resources.
Get the Facts on What's Happening – April 2025 Updates	SBO	05/06/2025	Benefit-eligible State Agency, K12, DTCC, and DSU employees	41,241	<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
Only 9 Days Left: Complete Your Open Enrollment by May 16	SBO	05/07/2025	State Agency, K12, DTCC, and DSU employees who had not completed step one of the Enrollment Action Checklist as of 5:00pm on May 6	29,769	<ul style="list-style-type: none"> Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.
ACTION REQUIRED: Complete Your Open Enrollment by May 16	SBO	05/14/2025	State Agency, K12, DTCC, DSU employees who had not completed step one of the Enrollment Action Checklist as of 5:00pm on May 13	16,549	<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.
Health Advocate (EAP) Employee Orientation Webinar	SBO	05/15/2025	State Agency, K12, DTCC, & DSU employees who are enrolled in a State of Delaware non-Medicare Health Plan (Highmark Delaware or Aetna)	35,574	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Reminder: Review Your Benefit Selections	SBO	05/19/2025	State Agency, K12, DTCC, DSU benefit-eligible employees	41,421	<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.
HR/Benefits Rep and PHRST Key End User Survey - 2025 Open Enrollment	SBO	06/03/2025	State Agency, K12, DTCC, and DSU HR/Ben Reps and PHRST Key End Users	422	<ul style="list-style-type: none"> N/A
ACTION REQUIRED: Complete the Double State Share Verification Form	SBO	06/03/2025	State Agency, K12, DTCC, & DSU employees who are enrolled in a DSS plan for July 1	874	<ul style="list-style-type: none"> N/A
Seats Are Still Available for Benefits Training!	SBO	06/04/2025	State Agency benefit-eligible employees	15,414	<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.



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
					<ul style="list-style-type: none">• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to communicate the value of benefits provided along with member education resources.
Get the Facts on What's Happening – May 2025 Updates	SBO	06/12/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees	41,219	<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.
Aetna Live and Recorded Webinars	SBO	06/17/2025	Benefit-Eligible Agency, K12, DTCC, and DSU Employees	41,219	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.



Electronic Communications: Benefits Bulletin

April		https://dhr.delaware.gov/benefits/news/documents/2025/040825.pdf			
Distribution Mailbox:		SBO Communications		Date Distributed:	04/08/2025
Target Audience:		Benefit-eligible employees of State agencies, K12, DTCC, and DSU			
Articles:		<ul style="list-style-type: none">• Prepare for Open Enrollment• Review Additional Benefits• State Employee Benefits Committee (SEBC) Corner• DEFER: 457(b) & 403(b) Retirement Savings Plans• Upcoming Webinars• National Donate Life Month• Easy Salsa• Hidden Treasures Activity			
Total Recipients:		41,198	Trackable Links (Y/N):	Yes	Sessions: 1,554
Page Views:		3,432	Average Session Duration (MM:SS):	0:55	Hidden Treasures Responses: 44
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 promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.• Steer new employees to health care consumerism tools.			

May	https://dhr.delaware.gov/benefits/news/documents/2025/050125.pdf		
Distribution Mailbox:	SBO Communications	Date Distributed:	05/01/2025
Target Audience:	Benefit-eligible employees of State agencies, K12, DTCC, and DSU		
Articles:	<ul style="list-style-type: none">• Open Enrollment Begins Today!• State Employee Benefits Committee (SEBC) Corner• Review Additional Benefits• DEFER: 457(b) & 403(b) Retirement Savings Plans• Upcoming Webinars• Healthy Vision Month		



	<ul style="list-style-type: none"> • Mental Health Month • Hidden Treasures Activity 				
Total Recipients:	41,241	Trackable Links (Y/N):	Yes	Sessions:	2,438
Page Views:	1,649	Average Session Duration (MM:SS):	1:04	Hidden Treasures Responses:	23
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 promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits. • Continue to evaluate solutions available through GHIP TPAs and other third-party vendors to supplement the network of behavioral health providers available to members. • Steer new employees to health care consumerism tools. • Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. • Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs. 				

June	https://dhr.delaware.gov/benefits/news/documents/2025/060525.pdf				
Distribution Mailbox:	SBO Communications	Date Distributed:	06/05/2025		
Target Audience:	Benefit-eligible employees of State agencies, K12, DTCC, and DSU				
Articles:	<ul style="list-style-type: none">• Check Your Mail for New ID Cards• State Employee Benefits Committee (SEBC) Corner• Leapfrog Hospital Safety Grades• Employee Spotlight - Lantern• Upcoming Webinars• Health Advocate (EAP) Orientation Webinar• Rainbow Yogurt Trifle Cups• Hidden Treasures Activity				
Total Recipients:	41,219	Trackable Links (Y/N):	Yes	Sessions:	1,164
Page Views:	2,370	Average Session Duration (MM:SS):	0:45	Hidden Treasures Responses:	80
SBO Tactics Based on SEBC	<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.				



Strategic Framework	<ul style="list-style-type: none">• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to offer access to providers who deliver high-quality, cost efficient health care.
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Electronic Communications: State Memos

Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Get the Facts on What's Happening FAQs – March 2025 Updates	#25-10	04/08/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	549	<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.
Get the Facts on What's Happening FAQs – April 2025 Updates	#25-11	05/05/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	548	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Additional Outreach to Open Enrollment Non-Completers	#25-12	05/12/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	547	<ul style="list-style-type: none"> N/A
Orientation Webinars to Health Advocate Employee Assistance Program	#25-13	05/13/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	547	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Post 2025 Open Enrollment Information	#25-14	05/16/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	548	<ul style="list-style-type: none"> N/A
Seats Available for Upcoming Statewide Benefits Training	#25-15	05/29/2025	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	548	<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.



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
					<ul style="list-style-type: none">• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to communicate the value of benefits provided along with member education resources.
New SBO Director Effective June 1, 2025	#25-16	06/02/2025	Human Resource and Benefit Managers & Specialists, School Personnel Administrators and Business Managers	553	<ul style="list-style-type: none">• N/A
Get the Facts on What's Happening FAQs – May 2025 Updates	#25-17	06/11/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	541	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Rite Aid Closures	#25-18	06/11/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	541	• N/A
Open Enrollment Participation Stats	#25-19	06/18/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	544	• N/A
Critical Illness Insurance – Deduction Error	#25-20	06/23/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	545	• N/A
Updated Flexible Spending Account (FSA) Forms and Procedures	#25-21	06/24/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	545	• N/A
Health Advocate Employee Assistance Program (EAP)	#25-22	06/30/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	544	• 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 – March 2025 Updates	#25-08	04/08/2025	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. Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.
Get the Facts on What's Happening FAQs – April 2025 Updates	#25-09	05/05/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	193	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Orientation Webinars to Health Advocate Employee Assistance Program	#25-10	05/13/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	193	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
New SBO Director Effective June 1, 2025	#25-11	06/02/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	195	<ul style="list-style-type: none"> N/A
Get the Facts on What's Happening FAQs – May 2025 Updates	#25-12	06/11/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	192	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.
Rite Aid Closures	#25-13	06/11/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	191	<ul style="list-style-type: none"> N/A



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Health Advocate Employee Assistance Program (EAP)	#25-14	06/30/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	176	<ul style="list-style-type: none">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
2025 Open Enrollment - HR/Benefit Rep Online Course	04/02/2025	Delaware Association of School Personnel Administrators (DASPA), School Business Managers, and Charter School Business Managers	113	<ul style="list-style-type: none"> Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care. Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs. Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits. Continue to communicate the value of benefits provided along with member education resources.
<i>Get the Facts on What's Happening</i> FAQs – March 2025 Updates	04/08/2025	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 promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.
<i>Get the Facts on What's Happening</i> FAQs – April 2025 Updates	05/05/2025	Delaware Senators, House Representatives, and Legislative Staff	84	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.



Subject	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Disability Insurance Program (DIP)/Short Term Disability (STD) Process for Reporting Non-Contractual Dates for Less Than Twelve Month Educational Employees	05/29/2025	School District, Charter School, and DSU Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	197	<ul style="list-style-type: none">• N/A
Double State Share Verification Form Requirement for Employees/Retirees	06/03/2025	University of Delaware, Delaware Transit Corporation, Delaware Solid Waste Authority, and Delaware State Housing Authority Human Resource and Benefits Managers & Representatives	46	<ul style="list-style-type: none">• N/A
Delaware Paid Leave – Submit Copy of Paid Parental Leave Policy to DOL	06/06/2025	Human Resource, Benefits, and Payroll Leads and Representatives of Non-Executive Branch Employing Organizations (Judicial, Legislative, Elected Offices, School Districts, Charter Schools, and Delaware Technical Community College)	184	<ul style="list-style-type: none">• N/A
<i>Get the Facts on What's Happening</i> FAQs – May 2025 Updates	06/11/2025	Delaware Senators, House Representatives, and Legislative Staff	113	<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.



Electronic Communications: State Alerts

Subject	Alert Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
SBO Call Center Experiencing Technical Difficulties	#01-25	05/06/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	546	<ul style="list-style-type: none">N/A



Electronic Communications: Participating Group Alerts

Subject	Alert Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
SBO Call Center Experiencing Technical Difficulties	#01-25	05/06/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	194	<ul style="list-style-type: none">N/A



Electronic Communications: SBO Communications Mailbox Responses

April

Total Email Responses Sent:	17
Response Topics:	<ul style="list-style-type: none">• Training question/issue = 15• Benefits question = 1• Open Enrollment question = 1

May

Total Email Responses Sent:	9
Response Topics:	<ul style="list-style-type: none">• Open Enrollment question = 4• Training question/issue = 3• Benefits question = 2

June

Total Email Responses Sent:	11
Response Topics:	<ul style="list-style-type: none">• Training question/issue = 7• Issues/questions forwarded to CST = 3• Benefits question = 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	Unique Eyewear Options	04/15/2025	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.
ASIFlex	FSA Open Enrollment Reminder Email	05/01/2025	11,300	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.
ASIFlex	FSA Open Enrollment Reminder Text	05/01/2025	7,935	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.
ASIFlex	FSA Open Enrollment Reminder Email	05/08/2025	8,211	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.
ASIFlex	FSA Open Enrollment Reminder Text	05/08/2025	4,526	<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.
EyeMed	LASIK Exclusive Member Offer	05/14/2025	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.
ASIFlex	FSA Open Enrollment Reminder Email	05/16/2025	5,016	<ul style="list-style-type: none">Continue to communicate the value of benefits provided along with member education resources.Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.
ASIFlex	FSA Open Enrollment Reminder Text	05/16/2025	1,279	<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.
EyeMed	Q1 InSights – Exercise Your Way to Healthy Eyes	05/20/2025	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	EyeMed’s Guide to Online, In-Network Providers	06/18/2025	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
Retiree Healthcare Newsletter	State Non-Medicare and Medicare pensioners	04/03/2025	33,037	Included articles related to Open Enrollment and changes made by the SEBC for the new plan year.
2025 Open Enrollment Packet	State of Delaware employees who have consented to receive Federal Notices online	04/17/2025	21,402	1. Envelope 2. Variable letter including Open Enrollment action steps and changes for the new plan year
2025 Open Enrollment Packet	State of Delaware employees who have <u>not</u> consented to receive Federal Notices online	04/17/2025	19,676	1. Envelope 2. Variable letter including Open Enrollment action steps and changes for the new plan year 3. Federal Notices
2025 Open Enrollment Packet	State Non-Medicare Eligible pensioners	04/17/2025	13,974	1. Envelope 2. Variable letter including Open Enrollment action steps and changes for the new plan year 3. Pensioner Rate Sheet 4. Health Plan Comparison Chart 5. Dental/Vision Comparison Charts 6. Pensioner benefit applications 7. Summary of Benefits and Coverage for each health plan 8. Federal Notices
2025 Open Enrollment Packet	State Medicare Eligible pensioners	04/17/2025	19,209	1. Envelope 2. Variable letter including Open Enrollment action steps and changes for the new plan year 3. Pensioner Rate Sheet 4. Dental/Vision Comparison Charts 5. Pensioner benefit applications 6. Federal Notices
2025 Open Enrollment Packet	Participating Group employees	04/17/2025	2,172	1. Envelope 2. Static letter including Open Enrollment action steps and changes for the new plan year 3. Summary of Benefits and Coverage for each health plan 4. Federal Notices



Description	Target Audience	Mail Date	Quantity	Contents
2025 Open Enrollment Packet	COBRA participants	04/17/2025	296	<ol style="list-style-type: none">1. Envelope2. Static letter including Open Enrollment action steps and changes for the new plan year3. Summary of Benefits and Coverage for each health plan4. Federal Notices
2025 Open Enrollment Packet	COBRA participants (second mailing)	04/17/2025	404	<ol style="list-style-type: none">1. Envelope2. Static letter including Open Enrollment action steps and changes for the new plan year3. Summary of Benefits and Coverage for each health plan4. Federal Notices



Printed Communications: Postcards

1	Description:	Open Enrollment – Ready, Set, Enroll			
Mail Date:	04/01/2025	Target Audience:	Benefit-eligible State of Delaware employees	Quantity:	41,089

Ready, Set...

Complete the following in April to prepare for Open Enrollment:



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

► **Complete Online Training:**
April 2 - Learn what's new, the steps you need to take to prepare for Open Enrollment, and the steps you need to complete during Open Enrollment.

► **Compare Health Plan Options:**
Week of April 14 - Look for a personalized enrollment recommendation based on your use of healthcare benefits and compare estimated costs by plan with myBenefitsMentor.



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



... Enroll

Open Enrollment is May 1-16, 2025
Benefit Selections Effective July 1, 2025

Complete the following during Open Enrollment:

- Access Employee Self-Service through my.delaware.gov to enroll, confirm, or waive your health, dental, and/or vision coverage.
- Complete the online Spousal Coordination of Benefits Form if you will be covering your spouse under a Highmark or Aetna health plan as of July 1, 2025.
- Check out the additional benefits:
 - Flexible Spending Account
 - Accident & Critical Illness Insurance
 - State Group Universal Life Insurance

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



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

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Have questions? Call 1-800-489-8933





Printed Communications: Posters/Flyers

1	Description: Pre-Open Enrollment Poster – Ready, Set, Enroll!						
Mail/Post Date:	04/01/2025	Target Audience:	Benefit-eligible State of Delaware employees		Quantity:	1,075 posted in offices and posted online	
QR Code (Y/N):	Yes	Sessions:	123	Page Views:	235	Average Session Duration (MM:SS):	0:36



Ready, Set, Enroll!

 **Statewide Benefits Office**
Benefits Made Easy



Prepare for Open Enrollment

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

Complete the Online Training
April 2 - Learn what's new, the steps you need to take to prepare for Open Enrollment, and the steps you need to complete during Open Enrollment.

Compare Your Health Plan Options
Week of April 14 - Look for a personalized enrollment recommendation based on your use of healthcare benefits and compare estimated costs by plan with myBenefitsMentor.

2025 Open Enrollment May 1 - 16, 2025

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





2	Description: Open Enrollment Poster – Ready, Set, Enroll!						
Mail/Post Date:	05/01/2025	Target Audience:	Benefit-eligible State of Delaware employees		Quantity:	1,075 posted in offices and posted online	
QR Code (Y/N):	Yes	Sessions:	123	Page Views:	235	Average Session Duration (MM:SS):	0:36



The poster features a checkered racing flag at the top. Below the flag is the SBO logo (Statewide Benefits Office) with the tagline "Benefits Made Easy". The main headline reads "Ready, Set, Enroll!". Below this, it says "Open Enrollment May 1-16, 2025" and "Benefit Selections Effective July 1, 2025". An "IMPORTANT" note states that all benefit-eligible employees are required to actively participate. Three bullet points provide instructions: 1) Access Employee Self-Service through my.delaware.gov to enroll, confirm, or waive health, dental, and/or vision coverage. 2) Complete the Spousal Coordination of Benefits Form if covering a spouse under a Highmark or Aetna health plan as of July 1, 2025. 3) Check out the Additional Benefits available: Flexible Spending Account (FSA), Accident & Critical Illness Insurance, and State Group Universal Life Insurance. At the bottom left is the Seal of the State of Delaware. At the bottom right is a QR code with a circular arrow and the text "SCAN ME!".

Ready, Set, Enroll!

Open Enrollment May 1-16, 2025
Benefit Selections Effective July 1, 2025

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

- ▶ Access **Employee Self-Service** through my.delaware.gov to enroll, confirm, or waive your health, dental, and/or vision coverage.
- ▶ Complete the **Spousal Coordination of Benefits Form** if you will be covering your spouse under a Highmark or Aetna health plan as of July 1, 2025.
- ▶ Check out the **Additional Benefits** available:
 - Flexible Spending Account (FSA)
 - Accident & Critical Illness Insurance
 - State Group Universal Life Insurance

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

SCAN ME!



Printed Communications: Vendor Communications*

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

Vendor	Communication Description	Distribution Date	Distribution Quantity	SBO Tactics Based on SEBC Strategic Framework
Securian Financial (GUL and A&CI Insurance)	Open Enrollment Opportunities Postcards	04/22/2025	39,937	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.
Aetna	April Site of Care Postcards	04/29/2025	637	<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	05/01/2025	15,358	<ul style="list-style-type: none"> Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.
EyeMed	Q2 At Risk Mailer	05/15/2025	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.
Aetna	May Site of Care Postcards	05/29/2025	698	<ul style="list-style-type: none"> Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.
Aetna	June Site of Care Postcards	06/26/2025	576	<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.

April			
Sessions:	36,363	Total Page Views:	95,928
Average Session Duration (MM:SS):	1:31	Pages Per Session:	3.87
Top Ten Page Views:	<ol style="list-style-type: none"> 1. Homepage (15,833) 2. State Agency Employees Main Page (6,351) 3. K12, DTCC, & DSU Employees Open Enrollment Course (6,183)¹ 4. K12, DTCC, & DSU Employees Main Page (3,358) 5. Agency Enrollment Page (2,437) 6. SEBC Page (2,259) 7. Agency Dental Rates Page (2,242) 8. Agency Health Plan Page (2,138) 9. Agency Vision Rates Page (2,019) 10. Accident and Critical Illness Page (1,786) 		

¹ Page is no longer active.

May			
Sessions:	56,730	Total Page Views:	166,105
Average Session Duration (MM:SS):	2:04	Pages Per Session:	4.90
Top Ten Page Views:	<ol style="list-style-type: none"> 1. Homepage (36,349) 2. State Agency Employees Main Page (12,497) 3. K12, DTCC, & DSU Employees Main Page (8,563) 4. Agency Enrollment Page (7,729) 5. K12, DTCC, & DSU Enrollment Page (5,472) 6. Open Enrollment Landing Page (4,965) ¹ 7. Group Universal Life Insurance Page (4,802) 8. Flexible Spending Account Page (3,953) 9. SEBC Page (1,170) 10. Choosing the Right Care Page (677) 		

¹ Page is no longer active.

June			
Sessions:	20,835	Total Page Views:	53,326
Average Session Duration (MM:SS):	1:17	Pages Per Session:	3.72



Top Ten Page Views:

1. [Homepage](#) (12,165)
2. [State Agency Employees Main Page](#) (4,559)
3. [K12, DTCC, & DSU Employees Main Page](#) (2,007)
4. [Double State Share Page](#) (1,843)
5. [SEBC Page](#) (1,554)
6. [Policies & Procedures Page](#) (1,519)
7. [News and Events Page](#) (947)
8. [SEBC: Get the Facts Page](#) (921)
9. [Agency Highmark Delaware Page](#) (812)
10. [Agency Enrollment Page](#) (776)



Website Statistics: Website Updates

April

Total Website Updates Requested	43
Update Topics:	<ul style="list-style-type: none">• Communications: 13• Health: 6• Open Enrollment: 6• Training: 4• EAP: 3• Vision: 2• Prescription: 2• SEBC: 1• Qualifying Events: 1• Lantern: 1• Gym Discounts: 1• Flexible Spending Account: 1• Hinge Health: 1• SCOB: 1

May

Total Website Updates Requested	32
Update Topics:	<ul style="list-style-type: none">• Communications: 11• Health: 7• Open Enrollment: 4• EAP: 2• Contact List: 2• Lantern: 1• Double State Share: 1• Prescription: 1• Vision: 1• FSA: 1• Training: 1

June

Total Website Updates Requested	46
Update Topics:	<ul style="list-style-type: none">• Communications: 15• Contact Information: 6• EAP: 5• Open Enrollment: 4• Notices: 4• New Employee: 3



	<ul style="list-style-type: none">• Prescription: 2• Health: 2• Training: 2• SEBC: 1• FSA: 1• Testimonial: 1
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Website Statistics: Website Survey Responses

April

Total Surveys Received:	31
Survey Topics:	<ul style="list-style-type: none">• Benefit Information: 27• Eligibility & Enrollment Rules: 7• Spousal and Dependent Coordination of Benefits: 7• Choosing the Right Care: 7• Policies and Procedures: 5• SBO News: 3• Upcoming Events: 2• Training: 1

May

Total Surveys Received:	18
Response Topics:	<ul style="list-style-type: none">• Benefit Information: 10• Choosing the Right Care: 4• Spousal and Dependent Coordination of Benefits: 3• Eligibility & Enrollment Rules: 1

June

Total Surveys Received:	3
Response Topics:	<ul style="list-style-type: none">• Benefit Information: 1• Spousal and Dependent Coordination of Benefits: 1• Eligibility & Enrollment Rules: 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):	04/24/2025	
Attendance:	20	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>				

2	Title:	Benefit Information @ Your Fingertips		
Target Audience:	Benefit-eligible State Agency employees	Date(s):	04/29/2025	
Attendance:	19	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>				

3	Title:	Benefit Information @ Your Fingertips		
	Target Audience:	Benefit-eligible State Agency employees	Date(s):	05/01/2025
	Attendance:	7	Facilitated:	Virtually
	Evaluation Feedback			
1. 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.				
2. 100% of respondents Strongly Agree or Agree that the course learning objectives were met.				
3. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.				
4. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.				



5. 100% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.
6. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.
1. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.

4	Title:	Everything You Need to Know About Covering a Spouse or Dependent		
Target Audience:	Benefit-eligible State Agency employees	Date(s):	05/14/2025	
Attendance:	18	Facilitated:	Virtually	
Evaluation Feedback				
No evaluation responses provided.				

5	Title:	Statewide Benefits		
Target Audience:	State of Delaware HR/Benefit Representatives	Date(s):	06/03/2025 & 06/05/2025	
Attendance:	8	Facilitated:	Virtually	
Evaluation Feedback				
<div>1. 75% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.</div> <div>2. 75% of respondents Strongly Agree or Agree that the course learning objectives were met.</div> <div>3. 75% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.</div> <div>4. 75% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.</div> <div>5. 75% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.</div> <div>6. 75% of respondents Strongly Agree or Agree that they would recommend this course to others.</div> <div>7. 75% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.</div>				

6	Title:	Benefits 101		
Target Audience:	Benefit-eligible State Agency employees	Date(s):	06/17/2025	
Attendance:	18	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 they would recommend this course to others.</div> <div>6. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.</div>				



7	Title:	Benefit Information @ Your Fingertips		
	Target Audience:	Benefit-eligible State Agency employees	Date(s):	06/26/2025
	Attendance:	14	Facilitated:	Virtually
Evaluation Feedback				
No evaluation responses provided.				



Training: Computer-Based Training (CBT)

1	Title:	2025 Open Enrollment Guide		
Version(s):	<ul style="list-style-type: none">Agency Delaware Learning Center (DLC)Agency WebsiteEducationParticipating GroupNon-Medicare Pensioner	Availability:	04/02/2025 – 05/31/2025	
FY25 Q4 Total Completions: (12,361)	<ul style="list-style-type: none">Agency = 9,631Education = 2,730	Assigned:	<ul style="list-style-type: none">Agency = 13,840Education = 22,430	
FY25 Q4 Evaluations Submitted: (3,832)	<ul style="list-style-type: none">DLC = 925Website = 2,907			
Evaluation Feedback				
<div>1. 98% of respondents Strongly Agree or Agree that the content was organized and easy to understand.</div> <div>2. 98% of respondents Strongly Agree or Agree that they learned about the benefit changes for the new plan year.</div> <div>3. 98% of respondents Strongly Agree or Agree that they learned about the steps that they need to complete before and during Open Enrollment.</div>				

2	Title:	2025 HR/Ben Rep Responsibilities for Open Enrollment		
Version(s):	<ul style="list-style-type: none">AgencyEducationParticipating Group	Availability:	04/01/2025 – 05/31/2025	
FY25 Q4 Total Completions:	289	Assigned:	442	
FY25 Q4 Evaluations Submitted:	289			
Evaluation Feedback				
<div>1. 98% of respondents Strongly Agree or Agree that the content was organized and easy to understand.</div> <div>2. 97% of respondents Strongly Agree or Agree that they learned about the steps that HR/Benefit Representatives need to complete before Open Enrollment in April.</div> <div>3. 98% of respondents Strongly Agree or Agree that they learned about the steps that HR/Benefit Representatives need to complete during Open Enrollment in May.</div> <div>4. 97% of respondents Strongly Agree or Agree that they learned about resources to help them assist employees with the Open Enrollment process.</div>				

3	Title:	HIPAA Training for Members of the HIPAA Workforce		
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	04/01/2025 – 06/30/2025	



FY25 Q4 Total Completions: (729)	<ul style="list-style-type: none"> DLC = 724 Website = 5 	Assigned:	Yes, assignment is ongoing. This course must be completed annually by all members of the HIPAA Workforce.
FY25 Q4 Evaluations Submitted: (84)	<ul style="list-style-type: none"> DLC = 79 Website = 5 		
<u>Evaluation Feedback</u>			
<ol style="list-style-type: none"> 96% of respondents Strongly Agree or Agree that the learning objectives were clearly presented in the course. 95% of respondents Strongly Agree or Agree that the content was presented clearly. 88% of respondents Strongly Agree or Agree that the content was engaging. 96% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 95% of respondents Strongly Agree or Agree that they would recommend this training to others. 95% of respondents Strongly Agree or Agree that they have a better understanding of HIPAA and how to safeguard PHI. 95% of respondents Strongly Agree or Agree that overall, they satisfied with the training. 			

4	Title:	FY25 & FY26 How to Select a Health Plan	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	04/01/2025 – 06/30/2025
FY25 Q4 Total Completions: (89)	<ul style="list-style-type: none"> DLC = 5 Website = 84 	Assigned:	N/A
FY25 Q4 Evaluations Submitted: (85)	<ul style="list-style-type: none"> DLC = 1 Website = 84 		
<u>Evaluation Feedback</u>			
<ol style="list-style-type: none"> 95% of respondents Strongly Agree or Agree that the content was presented clearly. 95% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 94% of respondents Strongly Agree or Agree that they would recommend this course to others. 95% of respondents Strongly Agree or Agree that they learned about resources to help them select the best coverage based on their anticipated needs. 95% of respondents Strongly Agree or Agree that overall, they are satisfied with the course. 			

5	Title:	FY25 & FY26 Choosing the Right Care	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	04/01/2025 – 06/30/2025
FY25 Q4 Total Completions: (36)	<ul style="list-style-type: none"> DLC = 9 Website = 27 	Number Assigned:	N/A
FY25 Q4 Evaluations Submitted: (29)	<ul style="list-style-type: none"> DLC = 2 Website = 27 		
<u>Evaluation Feedback</u>			
<ol style="list-style-type: none"> 100% of respondents Strongly Agree or Agree that the content was presented clearly. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 			



3. 93% of respondents Strongly Agree or Agree that they learned ways to choosing high-quality, safe, and affordable care throughout the plan year.
4. 93% of respondents Strongly Agree or Agree that they would recommend this course to others.
5. 93% of respondents Strongly Agree or Agree that overall, they were satisfied with the course.

6	Title:	FY25 & FY26 Highmark Delaware First State Basic Plan		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	04/01/2025 – 06/30/2025	
FY25 Q4 Total Completions: (26)	<ul style="list-style-type: none">DLC = 14Website = 12	Assigned:	N/A	
FY25 Q4 Evaluations Submitted: (15)	<ul style="list-style-type: none">DLC = 3Website = 12			
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>				

7	Title:	FY25 & FY26 Aetna CDH Gold Plan		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	04/01/2025 – 06/30/2025	
FY25 Q4 Total Completions: (20)	<ul style="list-style-type: none">DLC = 12Website = 8	Assigned:	N/A	
FY25 Q4 Evaluations Submitted: (10)	<ul style="list-style-type: none">DLC = 2Website = 8			
Evaluation Feedback				
<div>1. 90% 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. 90% of respondents Strongly Agree or Agree that they would recommend this course to others.</div> <div>4. 90% of respondents Strongly Agree or Agree that they have a better understanding of the CDH Gold Plan.</div> <div>5. 90% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</div>				

8	Title:	FY25 & FY26 Aetna HMO Plan	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	04/01/2025 – 06/30/2025
FY25 Q4 Total Completions: (15)	<ul style="list-style-type: none"> DLC = 9 Website = 6 	Assigned:	N/A
FY25 Q4 Evaluations Submitted: (9)	<ul style="list-style-type: none"> DLC = 3 Website = 6 		



Evaluation Feedback			
<ol style="list-style-type: none"> 89% of respondents Strongly Agree or Agree that the content was presented clearly. 89% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 89% of respondents Strongly Agree or Agree that they would recommend this course to others. 89% of respondents Strongly Agree or Agree that they have a better understanding of the HMO Plan. 89% of respondents Strongly Agree or Agree that overall, they are satisfied with the course. 			

9	Title:	FY25 & FY26 Highmark Delaware Comprehensive PPO Plan		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	04/01/2025 – 06/30/2025	
FY25 Q4 Total Completions: (33)	<ul style="list-style-type: none">DLC = 14Website = 19	Assigned:	N/A	
FY25 Q4 Evaluations Submitted: (21)	<ul style="list-style-type: none">DLC = 2Website = 19			
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 HMO Plan.</div> <div>5. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</div>				

10	Title:	FY25 & FY26 Flexible Spending Account (FSA)		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	04/01/2025 – 06/30/2025	
FY25 Q4 Total Completions: (27)	<ul style="list-style-type: none">DLC = 9Website = 18	Assigned:	N/A	
FY25 Q4 Evaluations Submitted: (19)	<ul style="list-style-type: none">DLC = 1Website = 18			
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 have a better understanding of the Flexible Spending Account (FSA) and how it can help people save money.</div> <div>4. 89% 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).</div> <div>5. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</div> <div>6. 100% of respondents Strongly Agree or Agree that overall, they found the course informative.</div>				

11	Title:	Spousal Coordination of Benefits	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	04/01/2025 – 06/30/2025



FY25 Q4 Total Completions: (26)	<ul style="list-style-type: none"> DLC = 12 Website = 14 	Assigned:	N/A
FY25 Q4 Evaluations Submitted: (15)	<ul style="list-style-type: none"> DLC = 1 Website = 14 		
<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. 93% of respondents Strongly Agree or Agree that overall, they are satisfied with the course. 			

12	Title:	Dependent Coordination of Benefits	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	04/01/2025 – 06/30/2025
FY25 Q4 Total Completions: (16)	<ul style="list-style-type: none"> DLC = 9 Website = 7 	Assigned:	N/A
FY25 Q4 Evaluations Submitted: (8)	<ul style="list-style-type: none"> DLC = 1 Website = 7 		
<u>Evaluation Feedback</u>			
<ol style="list-style-type: none"> 100% of respondents Strongly Agree or Agree that the content was presented clearly. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree have a better understanding of dependent coordination of benefits. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course. 			

13	Title:	Qualifying Events	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	04/01/2025 – 06/30/2025
FY25 Q4 Total Completions: (15)	<ul style="list-style-type: none"> DLC = 13 Website = 2 	Assigned:	N/A
FY25 Q4 Evaluations Submitted: (3)	<ul style="list-style-type: none"> DLC = 1 Website = 2 		
<u>Evaluation Feedback</u>			
<ol style="list-style-type: none"> 100% of respondents Strongly Agree or Agree that the content was presented clearly. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree 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. 			



14	Title:	Disability Insurance Program Overview		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	04/01/2025 – 06/30/2025	
FY25 Q4 Total Completions: (16)	<ul style="list-style-type: none">DLC = 12Website = 4	Assigned:	N/A	
FY25 Q4 Evaluations Submitted: (5)	<ul style="list-style-type: none">DLC = 1Website = 4			
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>				

15	Title:	Short Term Disability		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	04/01/2025 – 06/30/2025	
FY25 Q4 Total Completions: (19)	<ul style="list-style-type: none">DLC = 17Website = 2	Assigned:	N/A	
FY25 Q4 Evaluations Submitted: (3)	<ul style="list-style-type: none">DLC = 1Website = 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 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>				

16	Title:	Long Term Disability		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	04/01/2025 – 06/30/2025	
FY25 Q4 Total Completions: (26)	<ul style="list-style-type: none">DLC = 22Website = 4	Assigned:	N/A	
FY25 Q4 Evaluations Submitted: (5)	<ul style="list-style-type: none">DLC = 1Website = 4			



Evaluation Feedback			
<ol style="list-style-type: none"> 100% of respondents Strongly Agree or Agree that the content was presented clearly. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree that they have a basic understanding of the Long Term Disability program. 100% of respondents Strongly Agree or Agree that they learned how and when to file a Long Term Disability claim. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course. 			

17	Title:	Return to Work		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	04/01/2025 – 06/30/2025	
FY25 Q4 Total Completions: (14)	<ul style="list-style-type: none">DLC = 12Website = 2	Assigned:	N/A	
FY25 Q4 Evaluations Submitted: (3)	<ul style="list-style-type: none">DLC = 1Website = 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 basic understanding of the Return to Work program.</div> <div>5. 100% of respondents Strongly Agree or Agree that they learned how the Return to Work program applies to Short Term Disability and Long Term Disability.</div> <div>6. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</div>				

18	Title:	Accident and Critical Illness Insurance		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	04/01/2025 – 06/30/2025	
FY25 Q4 Total Completions: (11)	<ul style="list-style-type: none">DLC = 8Website = 3	Assigned:	N/A	
FY25 Q4 Evaluations Submitted: (4)	<ul style="list-style-type: none">DLC = 1Website = 3			
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 have a better understanding of the Accident and Critical Illness Insurance plans and how they can help people save money.</div> <div>4. 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>5. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</div> <div>6. 100% of respondents Strongly Agree or Agree that overall, they found the course informative.</div>				



19	Title:	State Group Universal Life Insurance		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	04/01/2025 – 06/30/2025	
FY25 Q4 Total Completions: (17)	<ul style="list-style-type: none">DLC = 0Website = 17	Assigned:	N/A	
FY25 Q4 Evaluations Submitted: (17)	<ul style="list-style-type: none">DLC = 0Website = 17			
Evaluation Feedback				
<div>1. 100% of respondents Strongly Agree or Agree that the content was presented clearly.</div> <div>2. 94% 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 have a better understanding of the State Group Universal Life (GUL) Insurance plan and how it can help people save money.</div> <div>4. 94% 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>5. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</div> <div>6. 100% of respondents Strongly Agree or Agree that overall, they found this course to be informative.</div>				



Training: Vendor Webinars

Vendor	Webinar	Date	Attendance	Evaluation Feedback
ComPsych® GuidanceResources®	Breathing Techniques to Relieve Stress & Improve Health	04/02/2025	43	• None provided
Aetna	Effective One-on-One Conversations	04/21/2025	8	• None provided
Aetna	Motivate, Recognize, and Energize Employees	04/30/2025	28	• None provided
Aetna	Understanding Personality Types	05/13/2025	29	• None provided
ComPsych® GuidanceResources®	Loneliness and Isolation in Today's World	05/14/2025	64	• None provided
Aetna	Making Healthy Choices – Grocery Shopping Tips	05/20/2025	5	• None provided
Aetna	Bicycle Safety	06/10/2025	3	• None provided
Health Advocate	Health Advocate Supervisor Orientation	06/03/2025	32	• None provided
Health Advocate	Health Advocate Supervisor Orientation	06/04/2025	28	• None provided
Health Advocate	Health Advocate Employee Orientation	06/09/2025	97	• None provided
Health Advocate	Health Advocate Employee Orientation	06/10/2025	55	• None provided
ComPsych® GuidanceResources®	Running on E: Adding Energy and Passion to Your Work and Life	06/11/2025	72	• None provided
Aetna	Sun Protection	06/25/2025	7	• None provided