

Statewide Benefits Office Training/Communications FY26 Q1 Report

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Overview: Executive Summary and Key Findings

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

One of the communication themes for Q1 of FY26 was to increase awareness of the appropriate site of care and the additional services available through the member's selected health plan. To kick off the new plan year, targeted emails were sent in July to State Agency, K12, DTCC, and DSU employees enrolled in each of the health plans. The July Benefits Bulletin also promoted healthcare consumerism for the new plan year. And SBO continued sending targeted emails to all new health plan enrollees each month. This allows new employees or those changing plans due to a qualifying event to receive site of care and additional plan information, the month their coverage is effective.

Targeted emails were also sent in July to members in the Flexible Spending Account (FSA), Accident and Critical Illness Insurance, and State Group Universal Life Insurance plans. The goal of these communications was to educate members about the features of the plans. An article in the Benefits Bulletins distributed during Q1 of FY26 provided additional information about the FSA plan. Communications are also being developed to distribute monthly to new Flexible Spending Account (FSA) plan members. In September, SBO began distributing targeted emails to new vision and dental plan members to educate them of their plan's features.

SBO also ran a communication campaign regarding the transition to the new Employee Assistance Program (EAP) vendor, Health Advocate. There were three targeted emails, a State memo, and a Participating Group Memo. Health Advocate also distributed a mailer to the enrolled population and posters to the various State offices.

The Special Medicfill Open Enrollment communication campaign began in September. Two organizational specific memos were sent to HR/Ben Reps to inform them of SBO's plan of action for Special Medicfill Open Enrollment and information that they needed to relate to their members. Also, the Retiree Healthcare Newsletter was distributed to non-Medicare and Medicare eligible pensioners at the end of September.



Overview: Fiscal Year Training/Communications Summary

	<i>July 2025</i>	<i>Aug 2025</i>	<i>Sept 2025</i>	<i>Oct 2025</i>	<i>Nov 2025</i>	<i>Dec 2025</i>	<i>Jan 2026</i>	<i>Feb 2026</i>	<i>Mar 2026</i>	<i>Apr 2026</i>	<i>May 2026</i>	<i>June 2026</i>
Targeted Emails Distributed	12	7	14									
Benefits Bulletin Distributed	1	1	1									
State Memos Distributed	2	4	3									
Participating Group Memos Distributed	1	3	2									
Organizational Specific Memos Distributed	2	4	6									
State Alerts Distributed	0	0	0									
Participating Group Alerts Distributed	0	0	0									
SBO Communications Mailbox Responses	14	23	25									
Electronic Communications Distributed by Vendors	4	3	4									
Letters/Packets Distributed	0	0	1									
Postcards Distributed	0	0	0									
Posters/Flyers Distributed	0	7	0									
Printed Communications Distributed by Vendors	3	3	3									
Total SBO Website Users	15,854	13,174	13,857									
Total SBO Website Updates	44	29	35									
Website Surveys Received	2	2	0									
SBO Instructor-Led Training Sessions	2	2	3									
SBO Computer-Based Training Courses Available	18	18	18									
Vendor Webinars	3	3	3									



Electronic Communications: Targeted Emails

Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
New Employee Assistance Program (EAP) Vendor - Health Advocate	SBO	07/01/2025	State Agency, K12, DTCC & DSU employees who are enrolled in a State of Delaware non-Medicare Health Plan (Highmark Delaware or Aetna)	35,833	<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.
Upcoming Employee Assistance Program (EAP) Webinars	SBO	07/03/2025	State Agency, K12, DTCC & DSU employees who are enrolled in a State of Delaware non-Medicare Health Plan (Highmark Delaware or Aetna)	35,781	<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.
Flexible Spending Account Enrollment in the FY26 Plan Year	SBO	07/07/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees currently enrolled in the FSA Plan (Health Care and/or Dependent Care)	8,805	<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 – June 2025 Updates	SBO	07/09/2025	Benefit-eligible employees of State Agencies, K12, DTCC, and DSU	41,189	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. Continue to offer condition-specific resources for diabetes and metabolic syndrome through



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					the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.
GUL Insurance in the FY2026 Plan Year	SBO	07/10/2025	State Agency, K12, DTCC, and DSU benefit-benefit eligible employees currently enrolled in GUL Insurance	11,930	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.
Accident and/or Critical Illness Insurance in the FY26 Plan Year	SBO	07/11/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees currently enrolled in the A&CI Insurance	4,625	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your Health Plan	SBO	07/14/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the Comprehensive PPO health plan	22,792	<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.



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 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	07/14/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the First State Basic health plan	4,013	<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	07/14/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the CDH Gold health plan	3,230	<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	07/14/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the HMO health plan	5,826	<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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No Cost Virtual Exercise Therapy Benefit – Join Hinge Health Today!	SBO	07/16/2025	State Agency, K12, DTCC, and DSU employees enrolled in a State of Delaware non-Medicare health plan	35,856	<ul style="list-style-type: none">• Continue to offer access to physical therapy in multiple formats.• Continue to communicate the value of benefits provided along with member education resources.
Seats Are Still Available for Benefits Training!	SBO	07/29/2025	State Agency benefit-eligible employees	15,508	<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.



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Important Information Regarding Your Health Plan	SBO	08/05/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the Comprehensive PPO health plan	96	<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.



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Important Information Regarding Your Health Plan	SBO	08/05/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the First State Basic health plan	31	<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.



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Important Information Regarding Your Health Plan	SBO	08/05/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the CDH Gold health plan	27	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.



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Important Information Regarding Your Health Plan	SBO	08/05/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the HMO 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.



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Get the Facts on What's Happening – July 2025 Updates	SBO	08/07/2025	Benefit-eligible employees of State Agencies, K12, DTCC, and DSU	40,911	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Mandatory HIPAA Training	SBO	08/19/2025	Members of the HIPAA Workforce from Participating groups who are out of compliance with the HIPAA Training Policy	127	<ul style="list-style-type: none"> N/A
Upcoming Employee Assistance Program (EAP) Webinars	SBO	08/27/2025	State Agency, K12, DTCC & DSU employees who are enrolled in a State of Delaware non-Medicare Health Plan (Highmark Delaware or Aetna)	35,788	<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.
Single Sign-On (SSO) Access – The Hartford Ability Advantage (THAA)	SBO	09/02/2025	DIP/RTW Representatives whose employing organizations are integrated into id.delaware.gov	272	<ul style="list-style-type: none"> N/A



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
Seats Are Still Available for Benefits Training!	SBO	09/08/2025	State Agency benefit-eligible employees	15,512	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high quality, high value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to communicate the value of benefits provided along with member education resources.



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Important Information Regarding Your Health Plan	SBO	09/09/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the Comprehensive PPO health plan	351	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to communicate the value of benefits provided along with member education resources.



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Important Information Regarding Your Health Plan	SBO	09/09/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the First State Basic health plan	122	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to communicate the value of benefits provided along with member education resources.



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Important Information Regarding Your Health Plan	SBO	09/09/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the CDH Gold health plan	69	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to communicate the value of benefits provided along with member education resources.



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Important Information Regarding Your Health Plan	SBO	09/09/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the HMO health plan	88	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to communicate the value of benefits provided along with member education resources.



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Important Information Regarding Your Delta Dental Plan	SBO	09/09/2025	State Agency, K12, DTCC, and DSU employees enrolled in the Delta Dental plan for the FY26 plan year	19,917	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your Dominion National Dental Plan	SBO	09/09/2025	State Agency, K12, DTCC, and DSU employees enrolled in the Dominion National plan for the FY26 plan year	1,722	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your State of Delaware EyeMed Vision High Plan	SBO	09/09/2025	State Agency, K12, DTCC, and DSU employees enrolled in the State of Delaware EyeMed Vision High Plan for the FY26 plan year	11,762	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your State of Delaware EyeMed Vision Low Plan	SBO	09/09/2025	State Agency, K12, DTCC, and DSU employees enrolled in the State of Delaware EyeMed Vision Low plan for the FY26 plan year	9,515	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Feedback Survey - "Disability Claim Process Overview & THAA Portal Training"	SBO	09/10/2025	Attendees (with an email address on file) from the 09/09/2025 THAA Training	64	<ul style="list-style-type: none"> N/A
Get the Facts on What's Happening – September 2025 Updates	SBO	09/11/2025	Benefit-eligible employees of State Agencies, K12, DTCC, and DSU	40,155	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Aetna Live and Recorded Webinars	SBO	09/18/2025	Benefit-Eligible Agency, K12, DTCC, and DSU Employees	41,156	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Seats Are Still Available for Benefits Training!	SBO	09/29/2025	State Agency benefit-eligible employees	15,512	<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



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					<p>supplies at no cost to members, to support healthy lifestyles.</p> <ul style="list-style-type: none">• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to communicate the value of benefits provided along with member education resources.



Electronic Communications: Benefits Bulletin

July		https://dhr.delaware.gov/benefits/news/documents/2025/070825.pdf			
Distribution Mailbox:		SBO Communications		Date Distributed:	07/08/2025
Target Audience:		Benefit-eligible employees of State agencies, K12, DTCC, and DSU			
Articles:		<ul style="list-style-type: none">• New Plan Year• State Employee Benefits Committee (SEBC) Corner• Compare Providers and Facilities• Benefit Paycheck Deductions• Upcoming Webinars• State Group Universal Life Insurance• Summer Breeze Smoothie• Hidden Treasures Activity			
Total Recipients:		41,189	Trackable Links (Y/N):	Yes	Sessions: 1,100
Page Views:		2,183	Average Session Duration (MM:SS):	0:38	Hidden Treasures Responses: 26
SBO Tactics Based on SEBC Strategic Framework		<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• 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 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.			

August	https://dhr.delaware.gov/benefits/news/documents/2025/080625.pdf		
Distribution Mailbox:	SBO Communications	Date Distributed:	08/06/2025
Target Audience:	Benefit-eligible employees of State agencies, K12, DTCC, and DSU		
Articles:	<ul style="list-style-type: none">FY25 Flexible Spending Account (FSA) DeadlinesState Employee Benefits Committee (SEBC) CornerNational Immunization Awareness Month		



	<ul style="list-style-type: none"> National Eye Exam Month Upcoming Webinars Tomato and Tomatillo Gazpacho Hidden Treasures Activity 				
Total Recipients:	40,979	Trackable Links (Y/N):	Yes	Sessions:	836
Page Views:	1,690	Average Session Duration (MM:SS):	0:38	Hidden Treasures Responses:	59
SBO Tactics Based on SEBC Strategic Framework	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs. 				

September		https://dhr.delaware.gov/benefits/news/documents/2025/091025.pdf			
Distribution Mailbox:		SBO Communications		Date Distributed:	09/10/2025
Target Audience:		Benefit-eligible employees of State agencies, K12, DTCC, and DSU			
Articles:		<ul style="list-style-type: none">• Pain Awareness Month• Get Your Flu Vaccine This Fall• State Employee Benefits Committee (SEBC) Corner• Cholesterol Education Month• National Recovery Month• Upcoming Webinars• Financial Wellness Webinar from the Office of the State Treasurer (OST)• Donate Blood• Honey-Herb Chicken• Hidden Treasures Activity			
Total Recipients:		41,155	Trackable Links (Y/N):	Yes	Sessions: 765
Page Views:		1,367	Average Session Duration (MM:SS):	0:37	Hidden Treasures Responses: 60
SBO Tactics Based on SEBC Strategic Framework		<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to offer access to physical therapy in multiple formats.			



- | | |
|--|---|
| | <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. |
|--|---|



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 – June 2025 Updates	#25-23	07/08/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	544	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. Continue to offer 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.
Medicare Eligible Employees Transitioning to Retirement	#25-24	07/17/2025	Human Resource and Benefits Managers and Specialists, School Personnel Administrators, and Business Managers	549	<ul style="list-style-type: none"> N/A
Revised Procedure ACC-002 - Procedures for Submitting Benefit Refund/Adjustment Forms	#25-25	08/04/2025	Human Resource and Benefits Managers and Specialists, School Personnel Administrators, and Business Managers	552	<ul style="list-style-type: none"> N/A
Get the Facts on What's Happening FAQs – July 2025 Updates	#25-26	08/06/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	553	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
SBO Procedure ADMNP-015 Entering State Benefits Enrollment for New Hires	#25-27	08/12/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	531	<ul style="list-style-type: none"> N/A
Health Advocate Employee Assistance Program Webinars	#25-28	08/26/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	528	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
					<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.
Get the Facts on What's Happening FAQs – September 2025 Updates	#25-29	09/10/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	522	<ul style="list-style-type: none">Continue to communicate the value of benefits provided along with member education resources.
TheraPay DPP Pilot Program for Eligible Employees Enrolled in a Highmark Delaware Health Plan and Associated Incentive Payments	#25-30	09/11/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	542	<ul style="list-style-type: none">Continue to communicate the value of benefits provided along with member education resources.Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.Continue to offer 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.
Section 1557 (Nondiscrimination Provision) of the Affordable Care Act Online Training Requirement	#25-31	09/30/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	520	<ul style="list-style-type: none">N/A



Electronic Communications: Participating Group Memos

Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Get the Facts on What's Happening FAQs – June 2025 Updates	#25-15	07/08/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	177	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. Continue to offer 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.
Get the Facts on What's Happening FAQs – July 2025 Updates	#25-16	08/06/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	172	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Action Required: Update the NEBS Group Coverage Cost Configuration and the Group Coverage Cost Share Table with New Health Plan Rates for Plan Year Beginning July 1, 2025	#25-17	08/20/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives (Not including: DSHA, DSWA, DOI Rehab & Liquidation, and DTC)	161	<ul style="list-style-type: none"> N/A
Health Advocate Employee Assistance Program Webinars	#25-18	08/26/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	173	<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



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
					support lifestyle risk reduction through the GHIP and other community resources.
Get the Facts on What's Happening FAQs – September 2025 Updates	#25-19	09/10/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	177	<ul style="list-style-type: none">Continue to communicate the value of benefits provided along with member education resources.
Section 1557 (Nondiscrimination Provision) of the Affordable Care Act Online Training Requirement	#25-20	09/30/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	178	<ul style="list-style-type: none">N/A



Electronic Communications: Organizational Specific Memos

Subject	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Get the Facts on What's Happening FAQs – June 2025 Updates	07/08/2025	Delaware Senators, House Representatives, and Legislative Staff	172	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. Continue to offer 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.
Updates related to Delaware Paid Leave	07/24/2025	Human Resource, Benefits, and Payroll Managers & Specialists, School Personnel Administrators, Business Managers, and "Delaware Paid Leave" Administrative Points of Contact at State Agencies, School Districts, Charter Schools, DTCC, and DSU	452	<ul style="list-style-type: none"> N/A
Get the Facts on What's Happening FAQs – July 2025 Updates	08/06/2025	Delaware Senators, House Representatives, and Legislative Staff	205	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Action Required: Update the NEBS Group Coverage Cost Configuration and the Group Coverage Cost Share Table with New Health Plan Rates for Plan Year Beginning July 1, 2025	08/20/2025	DSHA, DSWA, DOI Rehab & Liquidation, and DTC Human Resource and Benefits Managers & Representatives	42	<ul style="list-style-type: none"> N/A
Disability Insurance Program (DIP) – New, Updated Training	08/25/2025	University of Delaware (UD) and Delaware Solid Waste Authority (DSWA)	29	<ul style="list-style-type: none"> N/A



Subject	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Topic “Disability Claim Process Overview & THAA Portal Training” (Sept. 2025 – Dec. 2025)		DIP/RTW Representatives (Human Resource, Benefits, or Payroll Representatives with Disability Insurance Program (DIP) or Return to Work (RTW) Administrative or Paying Responsibilities)		
Disability Insurance Program (DIP) – New, Updated Training Topic “Disability Claim Process Overview & THAA Portal Training” (Sept. 2025 – Dec. 2025)	08/25/2025	DIP/RTW Representatives (State Agency, School District, Charter School, DTCC, and DSU Human Resource, Benefits, or Payroll Representatives with Disability Insurance Program (DIP) or Return to Work (RTW) Administrative or Paying Responsibilities)	400	<ul style="list-style-type: none"> • N/A
Single Sign-On (SSO) Access – The Hartford’s Website	09/02/2025	DIP/RTW Representatives (State Agency, School District, Charter School, DTCC, and DSU Human Resource, Benefits, or Payroll Representatives with Disability Insurance Program (DIP) or Return to Work (RTW) Administrative or Paying Responsibilities)	392	<ul style="list-style-type: none"> • N/A
Get the Facts on What’s Happening FAQs – September 2025 Updates	09/10/2025	Delaware Senators, House Representatives, and Legislative Staff	205	<ul style="list-style-type: none"> • Continue to communicate the value of benefits provided along with member education resources.
Disability Insurance Program (DIP) – New Requirements for Obtaining and Maintaining The Hartford Ability Advantage (THAA) Access	9/15/2025	DIP/RTW Representatives (State Agency, School District, Charter School, DTCC, and DSU Human Resource, Benefits, or Payroll Representatives with Disability Insurance Program (DIP) or Return to Work (RTW) Administrative or Paying Responsibilities)	388	<ul style="list-style-type: none"> • N/A
Disability Insurance Program (DIP) – New Requirements for Obtaining and Maintaining The Hartford Ability Advantage (THAA) Access	9/15/2025	University of Delaware (UD) and Delaware Solid Waste Authority (DSWA) DIP/RTW Representatives (Human Resource, Benefits, or Payroll Representatives with Disability Insurance	31	<ul style="list-style-type: none"> • N/A



Subject	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
		Program (DIP) or Return to Work (RTW) Administrative or Paying Responsibilities)		
Important Information about 2025 Special Medicfill Open Enrollment	09/23/2025	Delaware Transit Corporation and Delaware State Housing Authority Human Resource and Benefits Managers & Representatives	36	<ul style="list-style-type: none">• N/A
Important Information about 2025 Special Medicfill Open Enrollment	09/23/2025	City of Dover, City of Rehoboth, and Town of Smyrna Human Resource and Benefits Managers & Representatives	35	<ul style="list-style-type: none">• N/A



Electronic Communications: State Alerts

Subject	Alert Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
None were sent for the 1 st quarter of FY26	N/A	N/A	N/A	N/A	N/A



Electronic Communications: Participating Group Alerts

Subject	Alert Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
None were sent for the 1 st quarter of FY26	N/A	N/A	N/A	N/A	N/A



Electronic Communications: SBO Communications Mailbox Responses

July

Total Email Responses Sent:	14
Response Topics:	<ul style="list-style-type: none">• Issues/questions forwarded to CST = 12• Training question/issue = 1• Contact list updates = 1

August

Total Email Responses Sent:	23
Response Topics:	<ul style="list-style-type: none">• Benefits question = 10• Issues/questions forwarded to CST = 9• Training question/issue = 3• Issues/questions forwarded to Prescription Program Lead = 1

September

Total Email Responses Sent:	25
Response Topics:	<ul style="list-style-type: none">• Issues/questions forwarded to CST = 11• Benefits question = 11• Training question/issue = 2• Website update = 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
ASIFlex	FSA Plan Reminder Deadlines (Email/Text)	07/07/2025	7,683	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Hinge Health	General Program Awareness	07/14/2025	9,000	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. Continue to offer access to physical therapy in multiple formats.
EyeMed	Q3 Special Offers	07/15/2025	Members who have opted into email and have not used their benefits	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
ASIFlex	FSA Plan Reminder Deadlines (Email/Text)	07/15/2025	6,364	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
EyeMed	Integrated Solutions – Hearing and Seeing	07/22/2025	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 Plan Reminder Deadlines (Email/Text)	07/22/2025	5,686	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
ASIFlex	FSA Plan Reminder Deadlines (Email/Text)	07/28/2025	5,482	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.



ASIFlex	FSA Plan Reminder Deadlines (Email/Text)	08/12/2025	4,479	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.
EyeMed	National Eye Exam Month	08/14/2025	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 Plan Reminder Deadlines (Email/Text)	08/28/2025	3,845	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.
ASIFlex	FSA Plan Reminder Deadlines (Email/Text)	09/15/2025	3,191	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.
EyeMed	Could LASIK Be Right For You?	09/16/2025	Members who opted into text messages	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.
EyeMed	Q3 InSIGHTS – National Eye Exam Month	09/19/2025	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	Photochromatic Lenses	09/30/2025	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	09/29/2025	33,349	Included articles related to Special Medicfill Open Enrollment, decisions made by the SEBC, and information about behavioral health/emotional wellbeing resources.



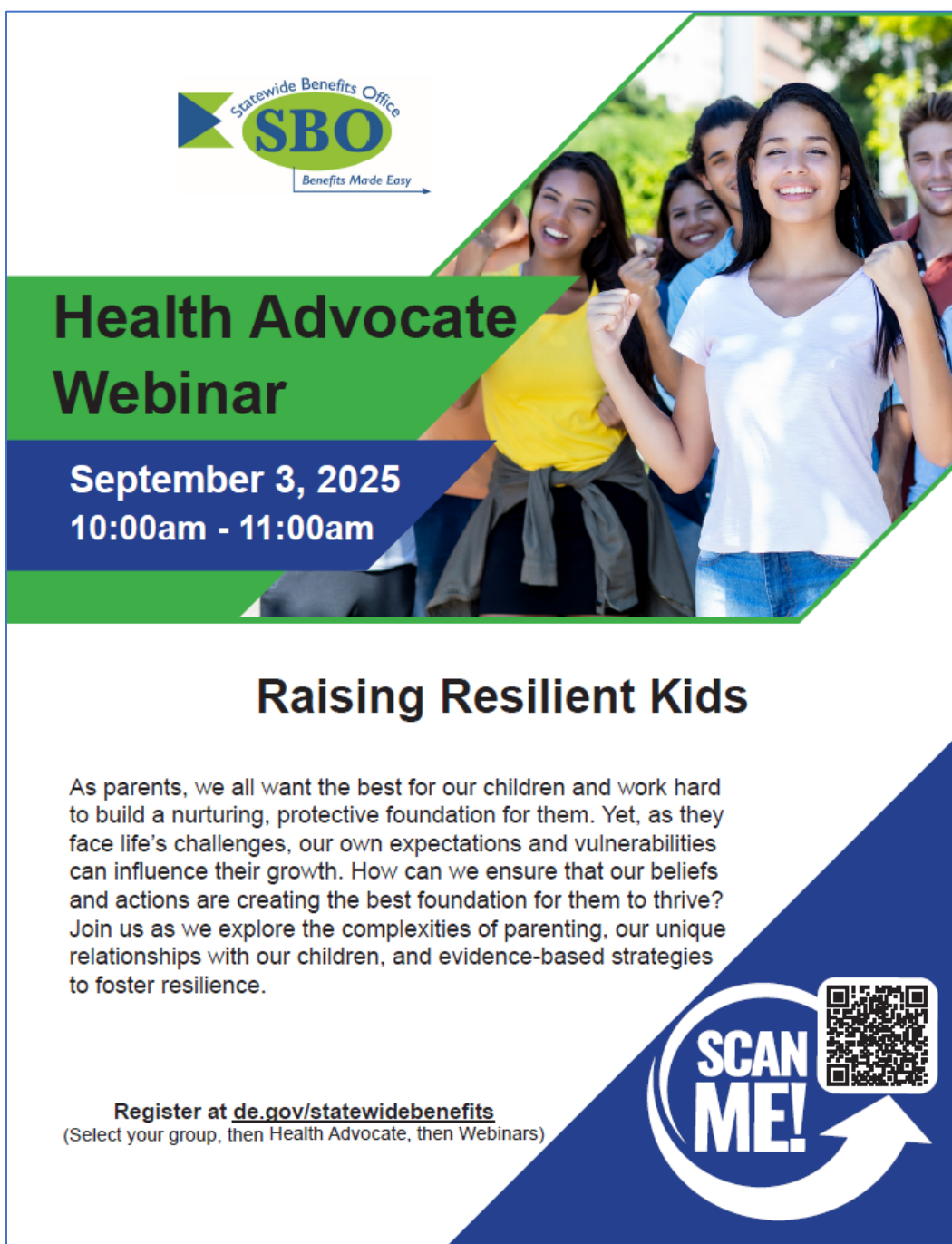
Printed Communications: Postcards

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



Printed Communications: Posters/Flyers

1	Description: September EAP Webinar Flyer						
Mail/Post Date:	08/21/2025	Target Audience:	State of Delaware employees enrolled in a non-Medicare health plan		Quantity:	Posted online	
QR Code (Y/N):	Yes	Sessions:	N/A	Page Views:	N/A	Average Session Duration (MM:SS):	N/A



The flyer features a group of diverse young adults smiling and cheering in the background. In the top left, the Statewide Benefits Office (SBO) logo is displayed with the tagline 'Benefits Made Easy'. The main title 'Health Advocate Webinar' is in large green letters, followed by the date and time 'September 3, 2025 10:00am - 11:00am' in white text on a blue background. Below this, the subtitle 'Raising Resilient Kids' is centered. A paragraph of text discusses parenting challenges and the importance of resilience. At the bottom left, registration information is provided, including the website de.gov/statewidebenefits. At the bottom right, there is a 'SCAN ME!' graphic with a QR code and a circular arrow.

Statewide Benefits Office
SBO
Benefits Made Easy

Health Advocate Webinar


September 3, 2025
10:00am - 11:00am

Raising Resilient Kids

As parents, we all want the best for our children and work hard to build a nurturing, protective foundation for them. Yet, as they face life's challenges, our own expectations and vulnerabilities can influence their growth. How can we ensure that our beliefs and actions are creating the best foundation for them to thrive? Join us as we explore the complexities of parenting, our unique relationships with our children, and evidence-based strategies to foster resilience.

Register at de.gov/statewidebenefits
(Select your group, then Health Advocate, then Webinars)

SCAN ME!





2	Description: October EAP Webinar Flyer					
Mail/Post Date:	08/21/2025	Target Audience:	State of Delaware employees enrolled in a non-Medicare health plan		Quantity:	Posted online
QR Code (Y/N):	Yes	Sessions:	N/A	Page Views:	N/A	Average Session Duration (MM:SS): N/A



Health Advocate Webinar

**October 1, 2025
2:00pm - 3:00pm**

Our Aging Parents

Aging is part of life. Preparing to care for the changing needs of an aging parent, though, may not be easy or simple. Sometimes we need help identifying what kind of assistance a parent might need. We may have trouble altering our expectations or understanding how to help our parents adjust. Whether it's regarding household chores or duties, financial assistance, or dealing with family conflicts, there are ways to age flexibly and with ease.

Register at de.gov/statewidebenefits
(Select your group, then Health Advocate, then Webinars)





3	Description: October EAP Webinar Flyer				
Mail/Post Date:	08/21/2025	Target Audience:	State of Delaware employees enrolled in a non-Medicare health plan		Quantity: Posted online
QR Code (Y/N):	Yes	Sessions:	N/A	Page Views:	N/A
				Average Session Duration (MM:SS):	N/A



Health Advocate Webinar

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

Management and Leadership Skills

This workshop reviews fundamental management and leadership skills, including relationship building, essential communication and listening skills, and conducting performance reviews and advisory meetings. It is valuable for new managers or those with limited formal management training, providing practical tools to enhance their effectiveness.

Register at de.gov/statewidebenefits
(Select your group, then Health Advocate, then Webinars)





4	Description:		November EAP Webinar Flyer			
Mail/Post Date:	08/21/2025	Target Audience:	State of Delaware employees enrolled in a non-Medicare health plan		Quantity:	Posted online
QR Code (Y/N):	Yes	Sessions:	N/A	Page Views:	N/A	Average Session Duration (MM:SS): N/A



Health Advocate Webinar

**November 4, 2025
10:00am - 11:00am**

Get a Great Night's Sleep! Successful Tips and Tricks

Are you tired of tossing and turning at night? Technology, fast-paced lives, and stress can negatively impact the ability to get a good night's sleep. In this interactive workshop, you'll learn simple steps and strategies to turn restless nights into restorative sleep. In no time, waking up refreshed and energized will be the norm.

Register at de.gov/statewidebenefits
(Select your group, then Health Advocate, then Webinars)





5	Description:		November EAP Webinar Flyer			
Mail/Post Date:	08/21/2025	Target Audience:	State of Delaware employees enrolled in a non-Medicare health plan		Quantity:	Posted online
QR Code (Y/N):	Yes	Sessions:	N/A	Page Views:	N/A	Average Session Duration (MM:SS): N/A



Health Advocate Webinar

November 18, 2025
2:00pm - 3:00pm

Holiday Game Plan: Strategies to Manage the Holiday Season

What if you approached the holiday season a little differently this year? What if you went into the season with a plan which is open to taking short cuts, discovering back roads & simply going with the flow when situations call for it? In this session we'll not only share steps for creating a holiday game plan, but also address the fact that even the best laid plans can go awry. Join us as we discuss preparing for the holidays by changing our mindset, managing our stress, and having a happy holiday season.

Register at de.gov/statewidebenefits
(Select your group, then Health Advocate, then Webinars)





6	Description:		December EAP Webinar Flyer			
Mail/Post Date:	08/21/2025	Target Audience:	State of Delaware employees enrolled in a non-Medicare health plan		Quantity:	Posted online
QR Code (Y/N):	Yes	Sessions:	N/A	Page Views:	N/A	Average Session Duration (MM:SS): N/A





Health Advocate Webinar

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

Depression, Anxiety, and Burnout: Moving Toward Hope and Health

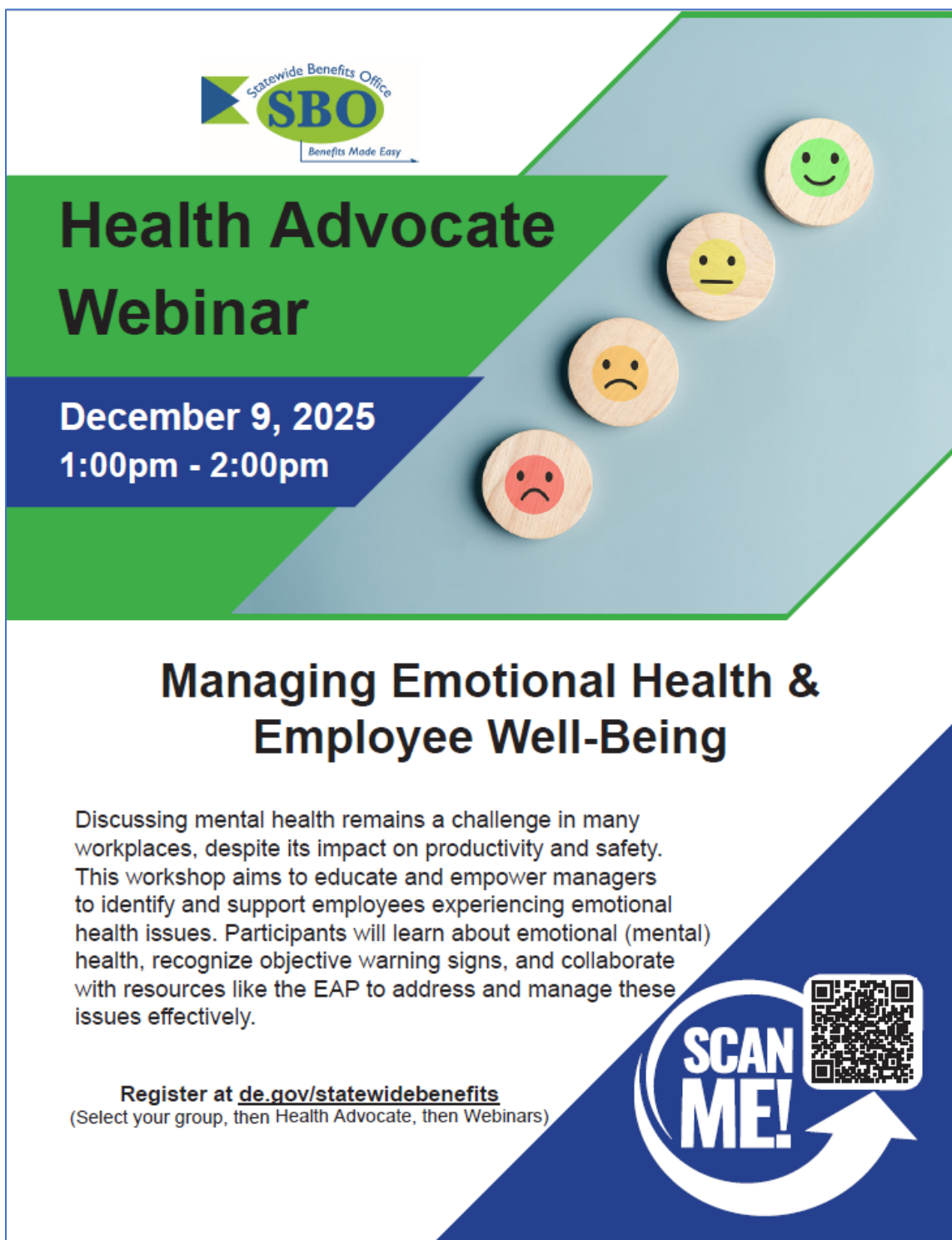
For some people, feelings of depression, anxiety and burnout may seem insurmountable. Those experiencing these conditions are far from alone, but recognizing when we need extra support for our emotional and mental well-being is critical. This discussion defines each of these conditions, including the signs and symptoms and ways to seek help when needed.

Register at de.gov/statewidebenefits
(Select your group, then Health Advocate, then Webinars)





7	Description:		December EAP Webinar Flyer			
Mail/Post Date:	08/21/2025	Target Audience:	State of Delaware employees enrolled in a non-Medicare health plan		Quantity:	Posted online
QR Code (Y/N):	Yes	Sessions:	N/A	Page Views:	N/A	Average Session Duration (MM:SS): N/A



The flyer features a green and blue geometric design. At the top left is the Statewide Benefits Office (SBO) logo with the tagline "Benefits Made Easy". The main title "Health Advocate Webinar" is in large green letters. Below it, the date and time "December 9, 2025 1:00pm - 2:00pm" are in white text on a blue background. To the right, four wooden circles with smiley faces (green, yellow, orange, and red) are arranged in a descending line. The subtitle "Managing Emotional Health & Employee Well-Being" is in large black letters. Below this, a paragraph discusses the challenges of mental health in workplaces and the goals of the workshop. At the bottom left, registration information is provided. At the bottom right, a "SCAN ME!" graphic with a QR code and a circular arrow is displayed.

Statewide Benefits Office
SBO
Benefits Made Easy

Health Advocate Webinar


December 9, 2025
1:00pm - 2:00pm

Managing Emotional Health & Employee Well-Being

Discussing mental health remains a challenge in many workplaces, despite its impact on productivity and safety. This workshop aims to educate and empower managers to identify and support employees experiencing emotional health issues. Participants will learn about emotional (mental) health, recognize objective warning signs, and collaborate with resources like the EAP to address and manage these issues effectively.

Register at de.gov/statewidebenefits
(Select your group, then Health Advocate, then Webinars)

SCAN ME!





Printed Communications: Vendor Communications*

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

Vendor	Communication Description	Distribution Date	Distribution Quantity	SBO Tactics Based on SEBC Strategic Framework
Health Advocate	Introduction to New EAP Vendor and Services	07/18/2025	44,888	<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.
Hinge Health	General Program Awareness	07/21/2025	48,000	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. Continue to offer access to physical therapy in multiple formats.
Aetna	July Site of Care Postcards	07/29/2025	655	<ul style="list-style-type: none"> Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.
Lantern	Member ID Card Mailer	08/04/2025	41,960	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to offer access to providers who deliver high-quality, cost-efficient health care. Continue to promote educational tools and resources that help members identify high-quality, high-value providers.
EyeMed	Q3 At Risk Mailer	08/15/2025	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.



Vendor	Communication Description	Distribution Date	Distribution Quantity	SBO Tactics Based on SEBC Strategic Framework
Aetna	August Site of Care Postcards	08/28/2025	681	<ul style="list-style-type: none">Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.
Securian Financial	New Claim Submission Process (Mailer)	09/15/2025	5,457	<ul style="list-style-type: none">Continue to communicate the value of benefits provided along with member education resources.
Highmark Delaware	Site of Care Postcards	09/22/2025	9,711	<ul style="list-style-type: none">Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.
Aetna	September Site of Care Postcards	09/30/2025	668	<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.

July			
Sessions:	24,170	Total Page Views:	60,500
Average Session Duration (MM:SS):	1:18	Pages Per Session:	3.82
Top Ten Page Views:	<ol style="list-style-type: none"> 1. Homepage (13,722) 2. State Agency Employees Main Page (5,289) 3. K12, DTCC, & DSU Employees Main Page (2,559) 4. SEBC Page (1,616) 5. Health Advocate Page (1,496) 6. Policies & Procedures Page (1,226) 7. SEBC: Get the Facts Page (909) 8. Benefits Bulletin – eNewsletter Page (881) 9. Agency Enrollment Page (864) 10. Choosing the Right Care Page (853) 		

August			
Sessions:	19,347	Total Page Views:	48,867
Average Session Duration (MM:SS):	1:18	Pages Per Session:	3.71
Top Ten Page Views:	<ol style="list-style-type: none"> 1. Homepage (11,251) 2. State Agency Employees Main Page (4,376) 3. K12, DTCC, & DSU Employees Main Page (2,337) 4. SEBC Page (1,224) 5. Health Advocate Page (1,060) 6. Policies & Procedures Page (851) 7. Choosing the Right Care Page (847) 8. Agency Enrollment Page (798) 9. Agency Highmark Delaware Page (700) 10. Benefits Bulletin – eNewsletter Page (688) 		

September			
Sessions:	13,867	Total Page Views:	50,336
Average Session Duration (MM:SS):	1:21	Pages Per Session:	3.63



Top Ten Page Views:

1. [Homepage](#) (11,692)
2. [State Agency Employees Main Page](#) (4,631)
3. [K12, DTCC, & DSU Employees Main Page](#) (2,282)
4. [SEBC Page](#) (1,378)
5. [Policies & Procedures Page](#) (1,519)
6. [Health Advocate Page](#) (739)
7. [Agency Enrollment Page](#) (738)
8. [Choosing the Right Care Page](#) (737)
9. [Benefits Bulletin – eNewsletter](#) Page (688)
10. [Agency Highmark Delaware Page](#) (683)



Website Statistics: Website Updates

July

Total Website Updates Requested	44
Update Topics:	<ul style="list-style-type: none">• Communications: 13• EAP: 7• Procedure Updates: 5• Flexible Spending Account: 5• Health: 5• Accident & Critical Illness Insurance: 2• Disability Insurance Program: 2• Training: 2• Vision: 1• Group Universal Life: 1• Dental: 1

August

Total Website Updates Requested	29
Update Topics:	<ul style="list-style-type: none">• Communications: 12• Special Medicfill Open Enrollment: 4• EAP: 4• Benefits Enrollment: 2• Vision: 2• Contact List: 1• Dental: 1• Disability Insurance Program: 1• Procedure Updates: 1• Prescription: 1

September

Total Website Updates Requested	35
Update Topics:	<ul style="list-style-type: none">• Communications: 12• Health: 4• Special Medicfill Open Enrollment: 3• Vision: 2• Training: 2• Flexible Spending Account: 2• Group Universal Life: 2• Benefits Enrollment: 1• Prescription: 1• Disability Insurance Program: 1



	<ul style="list-style-type: none">• Lung Health Resources: 1• Accident & Critical Illness: 1• Procedure Updates: 1• Rate Sheet: 1• SEBC: 1
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Website Statistics: Website Survey Responses

July

Total Surveys Received:	2
Survey Topics:	<ul style="list-style-type: none">GLP-1s: 1Transitioning to Medicare: 1

August

Total Surveys Received:	2
Response Topics:	<ul style="list-style-type: none">Health Plan Feedback: 1Dental Coverage: 1

September

Total Surveys Received:	0
Response Topics:	<ul style="list-style-type: none">No surveys submitted



Training: Instructor-Led Training (ILT)

1	Title:	Why Do We Have The Benefits That We Have?	
Target Audience:	Benefit-eligible State Agency employees	Date(s):	07/10/2025
Attendance:	14	Facilitated:	Virtually
<u>Evaluation Feedback</u>			
No evaluation responses provided.			

2	Title:	Benefits 101	
Target Audience:	Benefit-eligible State Agency employees	Date(s):	07/15/2025
Attendance:	16	Facilitated:	Virtually
<u>Evaluation Feedback</u>			
No evaluation responses provided.			

3	Title:	Benefit Information @ Your Fingertips	
Target Audience:	Benefit-eligible State Agency employees	Date(s):	08/06/2025
Attendance:	5	Facilitated:	Virtually
<u>Evaluation Feedback</u>			
<ol style="list-style-type: none"> 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated. 100% of respondents Strongly Agree or Agree that the course learning objectives were met. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention. 100% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective. 75% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training. 			

4	Title:	Benefits 101	
Target Audience:	Benefit-eligible State Agency employees	Date(s):	08/19/2025
Attendance:	19	Facilitated:	Virtually
<u>Evaluation Feedback</u>			



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. 92% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.
5. 82% of respondents Strongly Agree or Agree that they would recommend this course to others.
6. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.

5	Title:	Statewide Benefits		
Target Audience:	State of Delaware HR/Benefit Representatives	Date(s):	09/03/2025 & 09/04/2025	
Attendance:	8	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>				

6	Title:	Everything You Need to Know About Covering a Spouse or Dependent		
Target Audience:	Benefit-eligible State Agency employees	Date(s):	09/10/2025	
Attendance:	14	Facilitated:	Virtually	
Evaluation Feedback				
<div>1. 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.</div> <div>2. 90% of respondents Strongly Agree or Agree that the course learning objectives were met.</div> <div>3. 91% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.</div> <div>4. 90% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.</div> <div>5. 90% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.</div> <div>6. 91% of respondents Strongly Agree or Agree that they would recommend this course to others.</div> <div>7. 91% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.</div>				

7	Title:	Benefits 101		
	Target Audience:	Benefit-eligible State Agency employees	Date(s):	06/26/2025
	Attendance:	14	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 they would recommend this course to others.
6. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.



Training: Computer-Based Training (CBT)

1	Title:	HIPAA Training for Members of the HIPAA Workforce		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	07/01/2025 – 09/30/2025	
FY26 Q1 Total Completions: (1,043)	<ul style="list-style-type: none">DLC = 986Website = 57	Assigned:	Yes, assignments are ongoing. This course must be completed annually by all members of the HIPAA Workforce.	
FY26 Q1 Evaluations Submitted: (178)	<ul style="list-style-type: none">DLC = 121Website = 57			
Evaluation Feedback				
<div>1. 98% of respondents Strongly Agree or Agree that the learning objectives were clearly presented in the course.</div> <div>2. 98% of respondents Strongly Agree or Agree that the content was presented clearly.</div> <div>3. 93% of respondents Strongly Agree or Agree that the content was engaging.</div> <div>4. 99% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</div> <div>5. 97% of respondents Strongly Agree or Agree that they would recommend this training to others.</div> <div>6. 98% of respondents Strongly Agree or Agree that they have a better understanding of HIPAA and how to safeguard PHI.</div> <div>7. 97% of respondents Strongly Agree or Agree that overall, they satisfied with the training.</div>				

2	Title:	Section 1557 (Nondiscrimination Provision) of the Affordable Care Act		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	07/03/2025 – 09/30/2025	
FY26 Q1 Total Completions: (14)	<ul style="list-style-type: none">DLC = 9Website = 5	Assigned:	Yes, assignments are ongoing. This course must be completed every three years by all HR/Benefits and Payroll Representatives.	
FY26 Q1 Evaluations Submitted: (7)	<ul style="list-style-type: none">DLC = 2Website = 5			
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 Section 1557 of the Affordable Care Act.</div> <div>4. 100% of respondents Strongly Agree or Agree that they would recommend this training to others.</div>				

3	Title:	FY26 How to Select a Health Plan		
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2025 – 09/30/2025	
FY26 Q1 Total Completions: (9)	<ul style="list-style-type: none"> DLC = 4 Website = 5 	Assigned:	N/A	



FY26 Q1 Evaluations Submitted: (5)	<ul style="list-style-type: none"> DLC = 0 Website = 5
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 learned about resources to help them select the best coverage based on their anticipated needs. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course. 	

4	Title:	FY26 Choosing the Right Care		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	07/01/2025 – 09/30/2025	
FY26 Q1 Total Completions: (9)	<ul style="list-style-type: none">DLC = 3Website = 6	Number Assigned:	N/A	
FY26 Q1 Evaluations Submitted: (6)	<ul style="list-style-type: none">DLC = 0Website = 6			
Evaluation Feedback				
<div>1. 100% of respondents Strongly Agree or Agree that the content was presented clearly.</div> <div>2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</div> <div>3. 100% of respondents Strongly Agree or Agree that they learned ways to choosing high-quality, safe, and affordable care throughout the plan year.</div> <div>4. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</div> <div>5. 83% of respondents Strongly Agree or Agree that overall, they were satisfied with the course.</div>				

5	Title:	FY26 Highmark Delaware First State Basic Plan		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	07/01/2025 – 09/30/2025	
FY26 Q1 Total Completions: (5)	<ul style="list-style-type: none">DLC = 5Website = 0	Assigned:	N/A	
FY26 Q1 Evaluations Submitted: (1)	<ul style="list-style-type: none">DLC = 1Website = 0			
Evaluation Feedback				
<div>1. 100% of respondents Strongly Agree or Agree that the content was presented clearly.</div> <div>2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</div> <div>3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</div> <div>4. 100% of respondents Strongly Agree or Agree that they have a 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>				

6	Title:	FY26 Aetna CDH Gold Plan	
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Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	07/01/2025 – 09/30/2025
FY26 Q1 Total Completions: (4)	<ul style="list-style-type: none">DLC = 3Website = 1	Assigned:	N/A
FY26 Q1 Evaluations Submitted: (1)	<ul style="list-style-type: none">DLC = 0Website = 1		
Evaluation Feedback			
<div>1. 100% of respondents Strongly Agree or Agree that the content was presented clearly.</div> <div>2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</div> <div>3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</div> <div>4. 100% of respondents Strongly Agree or Agree that they have a better understanding of the CDH Gold Plan.</div> <div>5. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</div>			

7	Title:	FY26 Aetna HMO Plan		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	07/01/2025 – 09/30/2025	
FY26 Q1 Total Completions: (4)	<ul style="list-style-type: none">DLC = 4Website = 0	Assigned:	N/A	
FY26 Q1 Evaluations Submitted: (0)	<ul style="list-style-type: none">DLC = 0Website = 0			
Evaluation Feedback				
No evaluation responses provided.				

8	Title:	FY26 Highmark Delaware Comprehensive PPO Plan		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	07/01/2025 – 09/30/2025	
FY26 Q1 Total Completions: (6)	<ul style="list-style-type: none">DLC = 6Website = 0	Assigned:	N/A	
FY26 Q1 Evaluations Submitted: (0)	<ul style="list-style-type: none">DLC = 0Website = 0			
Evaluation Feedback				
No evaluation responses provided.				

9	Title:	FY26 Flexible Spending Account (FSA)	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2025 – 09/30/2025



FY26 Q1 Total Completions: (12)	<ul style="list-style-type: none"> DLC = 10 Website = 2 	Assigned:	N/A
FY26 Q1 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 have a better understanding of the Flexible Spending Account (FSA) and how it can help people save money. 100% of respondents Strongly Agree or Agree that they feel more confident in their ability to make informed decisions about participation in the Flexible Spending Account (FSA). 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree that overall, they found the course informative. 			

10	Title:	Spousal Coordination of Benefits	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2025 – 09/30/2025
FY26 Q1 Total Completions: (9)	<ul style="list-style-type: none"> DLC = 6 Website = 3 	Assigned:	N/A
FY26 Q1 Evaluations Submitted: (3)	<ul style="list-style-type: none"> DLC = 0 Website = 3 		
<u>Evaluation Feedback</u>			
<ol style="list-style-type: none"> 100% of respondents Strongly Agree or Agree that the content was presented clearly. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree have a better understanding of spousal coordination of benefits. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course. 			

11	Title:	Dependent Coordination of Benefits	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2025 – 09/30/2025
FY26 Q1 Total Completions: (6)	<ul style="list-style-type: none"> DLC = 4 Website = 2 	Assigned:	N/A
FY26 Q1 Evaluations Submitted: (2)	<ul style="list-style-type: none"> DLC = 0 Website = 2 		
<u>Evaluation Feedback</u>			
<ol style="list-style-type: none"> 100% of respondents Strongly Agree or Agree that the content was presented clearly. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree have a better understanding of dependent coordination of benefits. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course. 			



12	Title:	Qualifying Events		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	07/01/2025 – 09/30/2025	
FY26 Q1 Total Completions: (6)	<ul style="list-style-type: none">DLC = 6Website = 0	Assigned:	N/A	
FY26 Q1 Evaluations Submitted: (0)	<ul style="list-style-type: none">DLC = 0Website = 0			
Evaluation Feedback				
No evaluation responses provided.				

13	Title:	Disability Insurance Program Overview		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	07/01/2025 – 09/30/2025	
FY26 Q1 Total Completions: (22)	<ul style="list-style-type: none">DLC = 18Website = 4	Assigned:	N/A	
FY26 Q1 Evaluations Submitted: (4)	<ul style="list-style-type: none">DLC = 0Website = 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>				

14	Title:	Short Term Disability		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	07/01/2025 – 09/30/2025	
FY26 Q1 Total Completions: (26)	<ul style="list-style-type: none">DLC = 23Website = 3	Assigned:	N/A	
FY26 Q1 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 would recommend this course to others.</div>				



4. 100% of respondents Strongly Agree or Agree that they have a basic understanding of the Short Term Disability program.
5. 100% of respondents Strongly Agree or Agree that they learned how and when to file a Short Term Disability claim.
6. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.

15	Title:	Long Term Disability		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	07/01/2025 – 09/30/2025	
FY26 Q1 Total Completions: (20)	<ul style="list-style-type: none">DLC = 18Website = 2	Assigned:	N/A	
FY26 Q1 Evaluations Submitted: (2)	<ul style="list-style-type: none">DLC = 0Website = 2			
Evaluation Feedback				
<div>1. 100% of respondents Strongly Agree or Agree that the content was presented clearly.</div> <div>2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</div> <div>3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</div> <div>4. 100% of respondents Strongly Agree or Agree that they have a basic understanding of the Long Term Disability program.</div> <div>5. 100% of respondents Strongly Agree or Agree that they learned how and when to file a Long Term Disability claim.</div> <div>6. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</div>				

16	Title:	Return to Work		
Version(s):	<ul style="list-style-type: none">Delaware Learning Center (DLC)Website	Availability:	07/01/2025 – 09/30/2025	
FY26 Q1 Total Completions: (19)	<ul style="list-style-type: none">DLC = 17Website = 2	Assigned:	N/A	
FY26 Q1 Evaluations Submitted: (2)	<ul style="list-style-type: none">DLC = 0Website = 2			
Evaluation Feedback				
<div>1. 100% of respondents Strongly Agree or Agree that the content was presented clearly.</div> <div>2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</div> <div>3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</div> <div>4. 100% of respondents Strongly Agree or Agree that they have a 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>				

17	Title:	Accident and Critical Illness Insurance	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2025 – 09/30/2025



FY26 Q1 Total Completions: (6)	<ul style="list-style-type: none"> DLC = 5 Website = 1 	Assigned:	N/A
FY26 Q1 Evaluations Submitted: (1)	<ul style="list-style-type: none"> DLC = 0 Website = 1 		
<u>Evaluation Feedback</u>			
<ol style="list-style-type: none"> 100% of respondents Strongly Agree or Agree that the content was presented clearly. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 100% of respondents Strongly Agree or Agree that they have a better understanding of the Accident and Critical Illness Insurance plans and how they can help people save money. 100% of respondents Strongly Agree or Agree that they feel more confident in their ability to make informed decisions about participation in the Accident and Critical Illness Insurance plans. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree that overall, they found the course informative. 			

18	Title:	State Group Universal Life Insurance	
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website 	Availability:	07/01/2025 – 09/30/2025
FY26 Q1 Total Completions: (2)	<ul style="list-style-type: none"> DLC = 0 Website = 2 	Assigned:	N/A
FY26 Q1 Evaluations Submitted: (2)	<ul style="list-style-type: none"> DLC = 0 Website = 2 		
<u>Evaluation Feedback</u>			
<ol style="list-style-type: none"> 100% of respondents Strongly Agree or Agree that the content was presented clearly. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 100% of respondents Strongly Agree or Agree that they have a better understanding of the State Group Universal Life (GUL) Insurance plan and how it can help people save money. 100% of respondents Strongly Agree or Agree that they feel more confident in my ability to make informed decisions about participation in the State Group Universal Life (GUL) Insurance plan. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree that overall, they found this course to be informative. 			



Training: Vendor Webinars

Vendor	Webinar	Date	Attendance	Evaluation Feedback
Aetna	Beat the Heat – Preventing Heat Related Illness	07/08/2025	7	<ul style="list-style-type: none"> None provided
Health Advocate	Grow Where You are Planted: Making the Best of Situations	07/15/2025	91	<ul style="list-style-type: none"> None provided
Aetna	Getting Organized	07/24/2025	36	<ul style="list-style-type: none"> None provided
Aetna	Heart in Motion – The Viral Link Between Cardio Fitness and Heart Health	08/24/2025	10	<ul style="list-style-type: none"> None provided
Health Advocate	Mental Health Awareness in the Workplace	08/06/2025	116	<ul style="list-style-type: none"> None provided
Aetna	Don't Forget Your Social Life	08/20/2025	4	<ul style="list-style-type: none"> None provided
The Hartford	Disability Claim Process Overview and THAA Portal Training	09/09/2025	70	100% of eval respondents strongly agreed or agreed that: <ul style="list-style-type: none"> The information presented was useful. The content was organized and easy to follow. The speakers were engaging and knowledgeable. The length of the training was satisfactory. The training met their expectations. They have a better understanding of the Short Term Disability (STD) claim process and how to navigate The Hartford Ability Advantage (THAA) website.
Aetna	Power in Volunteering	09/15/2025	3	<ul style="list-style-type: none"> None provided
Aetna	Understanding Personality Types	09/25/2025	50	<ul style="list-style-type: none"> None provided