

# Statewide Benefits Office Training/Communications FY26 Q2 Report

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## Overview: Executive Summary and Key Findings

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

There were two main communication campaigns for Q2 of FY26. The first was the Special Medicfill Open Enrollment in October of 2025. There were four different communications mailed to Special Medicfill pensioners based on their enrollment: those enrolled in the Special Medicfill plan with prescription, those enrolled in the Special Medicfill plan without prescription, those not enrolled in the Special Medicfill plan, and COBRA-eligible individuals. There were also numerous website updates to prepare for Special Medicfill Open Enrollment.

The second communication campaign was Diabetes Awareness Month in November of 2025. The Statewide Benefit Office informed employees of condition management and prevention resources that are available for eligible members. This included an article in the Benefits Bulletin newsletter, targeted emails to health plan members based on their carrier, and *Get the Facts* communications sent to benefit-eligible employees and HR/Benefits Representatives. The targeted emails sent by SBO to Highmark Delaware members also contained information about the vendor's transition to a new virtual Diabetes Prevention Program. This transition was also communicated via memos to the HR/Benefits Representatives. Additionally, Aetna, Highmark Delaware, and EyeMed mailed postcards to enrolled members.



## 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	11	14	15						
Benefits Bulletin Distributed	1	1	1	1	1	1						
State Memos Distributed	2	4	3	3	4	2						
Participating Group Memos Distributed	1	3	2	2	3	2						
Organizational Specific Memos Distributed	2	4	6	3	3	4						
State Alerts Distributed	0	0	0	0	0	0						
Participating Group Alerts Distributed	0	0	0	0	0	0						
SBO Communications Mailbox Responses	14	23	25	18	30	35						
Electronic Communications Distributed by Vendors	4	3	4	1	4	1						
Letters/Packets Distributed	0	0	1	4	0	0						
Postcards Distributed	0	0	0	0	0	0						
Posters/Flyers Distributed	0	7	0	0	0	12						
Printed Communications Distributed by Vendors	3	3	3	2	6	2						
Total SBO Website Users	15,854	13,174	13,867	15,651	13,165	14,022						
Total SBO Website Updates	44	29	35	32	19	26						
Website Surveys Received	2	2	0	2	1	3						
SBO Instructor-Led Training Sessions	2	2	3	3	2	3						
SBO Computer-Based Training Courses Available	18	18	18	18	18	18						
Vendor Webinars	3	3	3	5	4	5						



## Electronic Communications: Targeted Emails

Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
Get the Facts on What's Happening – September 2025 Updates	SBO	10/08/2025	Benefit-eligible employees of State Agencies, K12, DTCC, and DSU	41,494	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
Important Information Regarding Your Delta Dental Plan	SBO	10/09/2025	State Agency, K12, DTCC, and DSU employees recently enrolled in the Delta Dental plan	232	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
Important Information Regarding Your Dominion National Dental Plan	SBO	10/09/2025	State Agency, K12, DTCC, and DSU employees recently enrolled in the Dominion National plan	34	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
Important Information Regarding Your Health Plan	SBO	10/09/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the Comprehensive PPO health plan	246	<ul style="list-style-type: none"> <li>Continue to promote educational tools and resources that help members identify high-quality, high-value providers.</li> <li>Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.</li> <li>Continue to offer access to physical therapy in multiple formats.</li> <li>Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.</li> <li>Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.</li> </ul>



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
					<ul style="list-style-type: none"><li>• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.</li><li>• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.</li><li>• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.</li><li>• Continue to communicate the value of benefits provided along with member education resources.</li></ul>
Important Information Regarding Your Health Plan	SBO	10/09/2026	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the First State Basic health plan	73	<ul style="list-style-type: none"><li>• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.</li><li>• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.</li><li>• Continue to offer access to physical therapy in multiple formats.</li><li>• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.</li><li>• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.</li></ul>



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Important Information Regarding Your Health Plan	SBO	10/09/2026	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the CDH Gold health plan	60	<ul style="list-style-type: none"> <li>• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.</li> <li>• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.</li> <li>• Continue to offer access to physical therapy in multiple formats.</li> <li>• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.</li> <li>• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.</li> </ul>



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Important Information Regarding Your Health Plan	SBO	10/09/2026	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the HMO health plan	63	<ul style="list-style-type: none"><li>• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.</li><li>• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.</li><li>• Continue to offer access to physical therapy in multiple formats.</li><li>• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.</li><li>• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.</li></ul>



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Important Information Regarding Your State of Delaware EyeMed Vision High Plan	SBO	10/09/2025	State Agency, K12, DTCC, and DSU employees recently enrolled in the State of Delaware EyeMed Vision High plan	152	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
Important Information Regarding Your State of Delaware EyeMed Vision Low Plan	SBO	10/09/2025	State Agency, K12, DTCC, and DSU employees recently enrolled in the State of Delaware EyeMed Vision Low plan	106	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
Mandatory Nondiscrimination Training	SBO	10/13/2025	Individuals who need to complete Section 1557 training and are not in the DLC	341	<ul style="list-style-type: none"> <li>N/A</li> </ul>
Feedback Survey - "Disability Claim Process Overview & THAA Portal Training"	SBO	10/15/2025	Attendees (with an email address on file) from the 10/14/2025 THAA Training	64	<ul style="list-style-type: none"> <li>N/A</li> </ul>
Feedback Survey - "Disability Claim Process Overview & THAA Portal Training"	SBO	11/04/2025	Attendees (with an email address on file) from the 11/04/2025 THAA Training	63	<ul style="list-style-type: none"> <li>N/A</li> </ul>



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Get the Facts on What's Happening – October 2025 Updates	SBO	11/06/2025	Benefit-eligible employees of State Agencies, K12, DTCC, and DSU	41,642	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> <li>Continue to offer access to providers who deliver high-quality, cost-efficient health care.</li> <li>Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.</li> </ul>
Important Information Regarding Your Delta Dental Plan	SBO	11/06/2025	State Agency, K12, DTCC, and DSU employees recently enrolled in the Delta Dental plan	170	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
Important Information Regarding Your Dominion National Dental Plan	SBO	11/06/2025	State Agency, K12, DTCC, and DSU employees recently enrolled in the Dominion National plan	56	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
Important Information Regarding Your Health Plan	SBO	11/06/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the Comprehensive PPO health plan	167	<ul style="list-style-type: none"> <li>Continue to promote educational tools and resources that help members identify high-quality, high-value providers.</li> <li>Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.</li> <li>Continue to offer access to physical therapy in multiple formats.</li> <li>Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.</li> <li>Continue to explore, implement, and promote medical TPA programs and plan designs that</li> </ul>



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Important Information Regarding Your Health Plan	SBO	11/06/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the First State Basic health plan	59	<ul style="list-style-type: none"><li>• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.</li><li>• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.</li><li>• Continue to offer access to physical therapy in multiple formats.</li><li>• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.</li><li>• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.</li></ul>



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Important Information Regarding Your Health Plan	SBO	11/06/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the CDH Gold health plan	44	<ul style="list-style-type: none"><li>• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.</li><li>• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.</li><li>• Continue to offer access to physical therapy in multiple formats.</li><li>• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.</li><li>• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.</li></ul>



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Important Information Regarding Your Health Plan	SBO	11/06/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the HMO health plan	56	<ul style="list-style-type: none"><li>• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.</li><li>• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.</li><li>• Continue to offer access to physical therapy in multiple formats.</li><li>• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.</li><li>• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.</li></ul>



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Important Information Regarding Your State of Delaware EyeMed Vision High Plan	SBO	11/06/2025	State Agency, K12, DTCC, and DSU employees recently enrolled in the State of Delaware EyeMed Vision High plan	122	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
Important Information Regarding Your State of Delaware EyeMed Vision Low Plan	SBO	11/06/2025	State Agency, K12, DTCC, and DSU employees recently enrolled in the State of Delaware EyeMed Vision Low plan	75	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
Important Information Regarding Your Flexible Spending Account Plan	SBO	11/06/2025	State Agency, K12, DTCC, and DSU employees recently enrolled in the Flexible Spending Account Plan	115	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
Use Aetna Smart Compare to Find Your Next Provider	SBO	11/07/2025	State Agency, K12, DTCC, and DSU employees enrolled in the Aetna HMO or CDH Gold Plan	9,204	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
Diabetes Resources for Highmark Plan Members	SBO	11/18/2025	State Agency, K12, DTCC, and DSU employees enrolled in the Highmark Comprehensive PPO or First State Basic Plan	26,979	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> <li>Continue to offer condition-specific resources for diabetes and metabolic syndrome through</li> </ul>



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					<p>the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.</p> <ul style="list-style-type: none"> <li>• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.</li> </ul>
Diabetes Resources for Aetna Plan Members	SBO	11/18/2025	State Agency, K12, DTCC, and DSU employees enrolled in the Aetna HMO or CDH Gold Plan	9,204	<ul style="list-style-type: none"> <li>• Continue to communicate the value of benefits provided along with member education resources.</li> <li>• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.</li> <li>• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.</li> </ul>
Seats Are Still Available for Benefits Training!	SBO	12/03/2025	State Agency benefit-eligible employees	15,606	<ul style="list-style-type: none"> <li>• Continue to promote educational tools and resources that help members identify high quality, high value providers.</li> <li>• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.</li> <li>• Continue to offer access to physical therapy in multiple formats.</li> </ul>



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Get the Facts on What's Happening – November 2025 Updates	SBO	12/10/2025	Benefit-eligible employees of State Agencies, K12, DTCC, and DSU	41,713	<ul style="list-style-type: none"><li>• Continue to communicate the value of benefits provided along with member education resources.</li><li>• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.</li><li>• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk</li></ul>



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					reduction through the GHIP and other community resources.
Feedback Survey - "Disability Claim Process Overview & THAA Portal Training"	SBO	12/10/2025	Attendees (with an email address on file) from the 12/09/2025 THAA Training	42	<ul style="list-style-type: none"> <li>N/A</li> </ul>
Important Information Regarding Your Delta Dental Plan	SBO	12/11/2025	State Agency, K12, DTCC, and DSU employees recently enrolled in the Delta Dental plan	187	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
Important Information Regarding Your Dominion National Dental Plan	SBO	12/11/2025	State Agency, K12, DTCC, and DSU employees recently enrolled in the Dominion National plan	35	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
Important Information Regarding Your Health Plan	SBO	12/11/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the Comprehensive PPO health plan	159	<ul style="list-style-type: none"> <li>Continue to promote educational tools and resources that help members identify high-quality, high-value providers.</li> <li>Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.</li> <li>Continue to offer access to physical therapy in multiple formats.</li> <li>Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.</li> <li>Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.</li> </ul>



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Important Information Regarding Your Health Plan	SBO	12/11/2025	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the First State Basic health plan	72	<ul style="list-style-type: none"><li>• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.</li><li>• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.</li><li>• Continue to offer access to physical therapy in multiple formats.</li><li>• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.</li><li>• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.</li></ul>



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Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
					<ul style="list-style-type: none"> <li>Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.</li> <li>Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.</li> <li>Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.</li> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
Important Information Regarding Your State of Delaware EyeMed Vision High Plan	SBO	12/11/2025	State Agency, K12, DTCC, and DSU employees recently enrolled in the State of Delaware EyeMed Vision High plan	101	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
Important Information Regarding Your State of Delaware EyeMed Vision Low Plan	SBO	12/11/2025	State Agency, K12, DTCC, and DSU employees recently enrolled in the State of Delaware EyeMed Vision Low plan	87	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
Important Information Regarding Your Flexible Spending Account Plan	SBO	12/11/2025	State Agency, K12, DTCC, and DSU employees recently enrolled in the Flexible Spending Account Plan	18	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
Upcoming Employee Assistance Program (EAP) Webinars	SBO	12/17/2025	State Agency, K12, DTCC & DSU employees who are enrolled in a State of Delaware non-Medicare Health Plan (Highmark Delaware or Aetna)	36,260	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> <li>Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.</li> </ul>



<b>Subject</b>	<b>Distribution Mailbox</b>	<b>Date Distributed</b>	<b>Target Audience</b>	<b>Total Recipients</b>	<b>SBO Tactics based on SEBC Strategic Framework</b>
Aetna Live and Recorded Webinars	SBO	12/18/2025	Benefit-Eligible Agency, K12, DTCC, and DSU Employees	41,713	<ul style="list-style-type: none"><li>• Continue to communicate the value of benefits provided along with member education resources.</li></ul>
Consent to Receive Information Online	SBO	12/22/2025	Benefit-Eligible Agency, K12, DTCC, and DSU Employees	41,713	<ul style="list-style-type: none"><li>• N/A</li></ul>



## Electronic Communications: Benefits Bulletin

<b>October</b>	<a href="https://dhr.delaware.gov/benefits/news/documents/2025/100725.pdf">https://dhr.delaware.gov/benefits/news/documents/2025/100725.pdf</a>		
<b>Distribution:</b>	Sent from the SBO Communications on 10/07/2025		
<b>Target Audience:</b>	Benefit-eligible employees of State agencies, K12, DTCC, and DSU		
<b>Articles:</b>	<ul style="list-style-type: none"> <li>• National Healthy Lung Month</li> <li>• National Chiropractic Health Month</li> <li>• State Employee Benefits Committee (SEBC) Corner</li> <li>• Breast Cancer Awareness Month</li> <li>• National Dental Hygiene Month</li> <li>• Upcoming Webinars</li> <li>• Financial Wellness Webinar from the Office of the State Treasurer (OST)</li> <li>• National Disability Employment Awareness Month</li> <li>• Hidden Treasures Activity</li> </ul>		
<b>Analytics</b>	<u>Total Recipients:</u> 41,494 <u>Page Views:</u> 1,610	<u>Trackable Links (Y/N):</u> Yes <u>Average Session Duration (MM:SS):</u> 0:52	<u>Sessions:</u> 788 <u>Hidden Treasures Responses:</u> 58
<b>SBO Tactics Based on SEBC Strategic Framework</b>	<ul style="list-style-type: none"> <li>• Continue to communicate the value of benefits provided along with member education resources.</li> <li>• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.</li> <li>• Continue to engage with the Delaware Chiropractic Network on collaborative efforts to make GHIP members aware of the benefits of chiropractic care and the services covered under the GHIP.</li> <li>• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.</li> </ul>		

<b>November</b>	<a href="https://dhr.delaware.gov/benefits/news/documents/2025/110525.pdf">https://dhr.delaware.gov/benefits/news/documents/2025/110525.pdf</a>		
<b>Distribution:</b>	Sent from the SBO Communications on 11/05/2025		
<b>Target Audience:</b>	Benefit-eligible employees of State agencies, K12, DTCC, and DSU		
<b>Articles:</b>	<ul style="list-style-type: none"> <li>• National Diabetes Month</li> <li>• Using the Flexible Spending Account (FSA) for Medical Record Charges</li> <li>• State Employee Benefits Committee (SEBC) Corner</li> <li>• Upcoming Webinars</li> <li>• Lung Cancer Awareness Month</li> <li>• Employee Spotlight (Hinge Health)</li> </ul>		



	<ul style="list-style-type: none"> <li>Hidden Treasures Activity</li> </ul>		
<b>Analytics</b>	<u>Total Recipients: 41,642</u> <u>Page Views: 1,869</u>	<u>Trackable Links (Y/N): Yes</u> <u>Average Session Duration (MM:SS): 0:41</u>	<u>Sessions: 936</u> <u>Hidden Treasures Responses: 46</u>
<b>SBO Tactics Based on SEBC Strategic Framework</b>	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> <li>Continue to offer access to providers who deliver high-quality, cost-efficient health care.</li> <li>Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.</li> <li>Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.</li> <li>Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.</li> <li>Continue to offer access to physical therapy in multiple formats.</li> </ul>		

<b>December</b>	<a href="https://dhr.delaware.gov/benefits/news/documents/2025/120925.pdf">https://dhr.delaware.gov/benefits/news/documents/2025/120925.pdf</a>		
<b>Distribution:</b>	Sent from the SBO Communications on 12/09/2025		
<b>Target Audience:</b>	Benefit-eligible employees of State agencies, K12, DTCC, and DSU		
<b>Articles:</b>	<ul style="list-style-type: none"> <li>Managing Holiday Stress</li> <li>Highmark's Virtual Diabetes Prevention Program (DPP) Switching to Noom</li> <li>State Employee Benefits Committee (SEBC) Corner</li> <li>Leapfrog Hospital Safety Grade</li> <li>Upcoming Webinars</li> <li>Employee Spotlight (Hinge Health)</li> <li>Sweet Potato Dip</li> <li>Hidden Treasures Activity</li> </ul>		
<b>Analytics</b>	<u>Total Recipients: 41,713</u> <u>Page Views: 1,916</u>	<u>Trackable Links (Y/N): Yes</u> <u>Average Session Duration (MM:SS): 0:49</u>	<u>Sessions: 911</u> <u>Hidden Treasures Responses: 44</u>
<b>SBO Tactics Based on SEBC Strategic Framework</b>	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> <li>Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.</li> <li>Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.</li> <li>Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.</li> <li>Continue to offer access to physical therapy in multiple formats.</li> <li>Continue to promote educational tools and resources that help members identify high-quality, high-value providers</li> </ul>		



## Electronic Communications: State Memos

Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Get the Facts on What's Happening FAQs – September 2025 Updates	#25-32	10/07/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	537	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
EAP Training and DEM Procedures	#25-33	10/10/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	541	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
SBO Procedure GHIP-011 – Employee Requirement to Pay Premiums While on Leave	#25-34	10/31/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	504	<ul style="list-style-type: none"> <li>N/A</li> </ul>
Get the Facts on What's Happening FAQs – October 2025 Updates	#25-35	11/05/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	505	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> <li>Continue to offer access to providers who deliver high-quality, cost-efficient health care.</li> <li>Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.</li> </ul>
Virtual DPP Vendor Change for Highmark DE Members Effective 1.1.26	#25-36	11/13/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	528	<ul style="list-style-type: none"> <li>Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.</li> <li>Continue to educate members on the availability of preventive care and condition-specific resources to support</li> </ul>



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
					lifestyle risk reduction through the GHIP and other community resources. <ul style="list-style-type: none"> <li>Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.</li> </ul>
2026 Pre-Tax Commuter Benefit Max Limit Increase	#25-37	11/17/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	528	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
EAP Fitness for Duty Evaluation Referral	#25-38	11/19/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	527	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
Get the Facts on What's Happening FAQs – November 2025 Updates	#25-39	12/09/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	525	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> <li>Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.</li> <li>Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.</li> </ul>
Health Advocate Employee Assistance Program Webinars	#25-40	12/16/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	528	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> <li>Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.</li> </ul>



## Electronic Communications: Participating Group Memos

Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Get the Facts on What's Happening FAQs – September 2025 Updates	#25-21	10/10/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	177	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
EAP Training and DEM Procedures	#25-22	10/10/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	177	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
Get the Facts on What's Happening FAQs – October 2025 Updates	#25-23	11/05/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	180	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> <li>Continue to offer access to providers who deliver high-quality, cost-efficient health care.</li> <li>Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.</li> </ul>
Virtual DPP Vendor Change for Highmark DE Members Effective 1.1.26	#25-24	11/13/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	179	<ul style="list-style-type: none"> <li>Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.</li> <li>Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.</li> </ul>



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
EAP Fitness for Duty Evaluation Referral	#25-25	11/19/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	179	<ul style="list-style-type: none"><li>Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.</li><li>Continue to communicate the value of benefits provided along with member education resources.</li></ul>
Get the Facts on What's Happening FAQs – November 2025 Updates	#25-26	12/09/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	177	<ul style="list-style-type: none"><li>Continue to communicate the value of benefits provided along with member education resources.</li><li>Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.</li><li>Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.</li></ul>
Health Advocate Employee Assistance Program Webinars	#25-27	12/16/2025	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	179	<ul style="list-style-type: none"><li>Continue to communicate the value of benefits provided along with member education resources.</li><li>Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.</li></ul>



## Electronic Communications: Organizational Specific Memos

Subject	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Get the Facts on What's Happening FAQs – September 2025 Updates	10/07/2025	Delaware Senators, House Representatives, and Legislative Staff	217	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
November 2025 “DE Paid Leave” Virtual Webinars	10/15/2025	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	552	<ul style="list-style-type: none"> <li>N/A</li> </ul>
ACA Reporting- Important Deadline	10/21/2025	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers from Non-ESTAR and Non-Time & Labor Organizations	78	<ul style="list-style-type: none"> <li>N/A</li> </ul>
Healthy Delaware Families Act – Notice of Employee Rights	11/03/2025	Non-Executive Branch Employing Organization, School District, Charter School, DTCC, and DSU Human Resource, Benefits, and Payroll Managers & Specialists, “Delaware Paid Leave” Administrative Points of Contact, School Personnel Administrators, and Business Managers	255	<ul style="list-style-type: none"> <li>N/A</li> </ul>
Get the Facts on What's Happening FAQs – October 2025 Updates	11/05/2025	Delaware Senators, House Representatives, and Legislative Staff	217	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> <li>Continue to offer access to providers who deliver high-quality, cost-efficient health care.</li> <li>Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.</li> </ul>



Subject	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Materials Available from November 2025 DE Paid Leave Webinars	11/18/2025	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	574	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
Get the Facts on What’s Happening FAQs – November 2025 Updates	12/09/2025	Delaware Senators, House Representatives, and Legislative Staff	217	<ul style="list-style-type: none"> <li>• Continue to communicate the value of benefits provided along with member education resources.</li> <li>• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.</li> <li>• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.</li> </ul>
Clarification for November 2025 Delaware Paid Leave Webinars Regarding use of “Average Weekly Wage”	12/09/2025	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	427	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
THAA Trainings January 2026 - June 2026 (DIP-RTW Reps)	12/15/2025	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)	393	<ul style="list-style-type: none"> <li>• N/A</li> </ul>



Subject	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
THAA Trainings January 2026 - June 2026 (UD & DSWA DIP-RTW Reps)	12/15/2025	University of Delaware (UD) and Delaware Solid Waste Authority (DSWA) DIP/RTW Representatives (Human Resource, Benefits, or Payroll Representatives with Disability Insurance Program (DIP) or Return to Work (RTW) Administrative or Paying Responsibilities)	32	• 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 2 <sup>nd</sup> 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 2 <sup>nd</sup> quarter of FY26	N/A	N/A	N/A	N/A	N/A



## Electronic Communications: SBO Communications Mailbox Responses

<b>Month: October</b>	
<b>Total Email Responses Sent:</b>	18
<b>Response Topics:</b>	<ul style="list-style-type: none"><li>• Issues/questions forwarded to CST = 10</li><li>• Training question/issue = 7</li><li>• Benefits question = 1</li></ul>

<b>Month: November</b>	
<b>Total Email Responses Sent:</b>	30
<b>Response Topics:</b>	<ul style="list-style-type: none"><li>• Benefits question = 12</li><li>• Training question/issue = 10</li><li>• Issues/questions forwarded to CST = 8</li></ul>

<b>Month: December</b>	
<b>Total Email Responses Sent:</b>	35
<b>Response Topics:</b>	<ul style="list-style-type: none"><li>• Training question/issue = 22</li><li>• Issues/questions forwarded to CST = 7</li><li>• Benefits question = 6</li></ul>



## Electronic Communications: Vendor Communications\*

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

Vendor	Communication Description	Distribution Date	Distribution Quantity	SBO Tactics Based on SEBC Strategic Framework
EyeMed	World Site Day	10/06/2025	Members who opted into text messages	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
Hinge Health	General Program Awareness	11/17/2025	18,700	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> <li>Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.</li> <li>Continue to offer access to physical therapy in multiple formats.</li> </ul>
EyeMed	Winter Eye Protection	11/18/2025	Members who opted into text messages	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
EyeMed	Q4 InSIGHTS – Holiday Gift Guide	11/20/2025	Members who have opted into email and have not used their benefits	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
Lantern	Savings Email	11/26/2025	28,789	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
EyeMed	Holiday Gift Guide	12/04/2025	Members who opted into text messages	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>



## Printed Communications: Letters/Packets

Description	Target Audience	Mail Date	Quantity	Contents
COBRA Open Enrollment Notification	Medicare Eligible Qualified Beneficiaries	10/02/2025	13	1. Envelope 2. Letter including Open Enrollment information
2025 Special Medicfill Open Enrollment Packet	State Medicare eligible pensioners currently enrolled in the Special Medicfill plan with prescription	10/06/2025	20,018	3. Envelope 4. Variable letter including Open Enrollment information 5. Pensioner Rate Sheet/Prescription Copays
2025 Special Medicfill Open Enrollment Packet	State Medicare eligible pensioners currently enrolled in the Special Medicfill plan without prescription	10/06/2025	615	1. Envelope 2. Variable letter including Open Enrollment information 3. Pensioner Rate Sheet/Prescription Copays
2025 Special Medicfill Open Enrollment Packet	State Medicare eligible pensioners currently not enrolled in the Special Medicfill plan	10/06/2025	6,151	1. Envelope 2. Variable letter including Open Enrollment information 3. Pensioner Rate Sheet/Prescription Copays 4. Special Medicfill Health Plan Application



## Printed Communications: Postcards

SBO did not design or distribute any postcards during FY26 Q2.



## Printed Communications: Posters/Flyers

<b>1</b>	<b>January EAP Webinar Flyer</b>		
<b>Target Audience:</b>	State of Delaware employees enrolled in a non-Medicare health plan		
<b>Analytics:</b>	<u>Mail/Post Date:</u> 12/12/2025 <u>Sessions:</u> N/A	<u>Quantity:</u> Posted Online <u>Page Views:</u> N/A	<u>Q/R Code:</u> Yes <u>Average Session Duration (MM:SS):</u> N/A



## Hitting the Reset Button: Goal Setting

Whether it's a new year, month, or quarter, let today be an opportunity to refresh your mindset and set realistic goals for the road ahead. Throughout this training, we will discuss how to proactively create goals and routines that can strengthen our mental health and well-being. Discussion will include the importance of managing our goals and expectations, along with embracing gratitude.

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





<b>2</b>	February 4, 2026 EAP Webinar Flyer		
<b>Target Audience:</b>	State of Delaware employees enrolled in a non-Medicare health plan		
<b>Analytics:</b>	<u>Mail/Post Date:</u> 12/12/2025 <u>Sessions:</u> N/A	<u>Quantity:</u> Posted Online <u>Page Views:</u> N/A	<u>Q/R Code:</u> Yes <u>Average Session Duration (MM:SS):</u> N/A



## Maximizing Your Life by Minimizing Worry

Are you a worrywart? Nineteen million Americans are chronic worriers, and 38 percent report worrying every day. We all worry at times, but if you constantly stress over everything in your life, you may be developing a chronic worry habit that can lead to physical and mental health difficulties, including stress-related illnesses, generalized anxiety disorder, and depression. In this session, we will assist you in analyzing the root cause of worry and exploring strategies to break the cycle of worry.

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





<b>3</b>	February 17, 2026 EAP Webinar Flyer		
<b>Target Audience:</b>	State of Delaware employees enrolled in a non-Medicare health plan		
<b>Analytics:</b>	Mail/Post Date: 12/12/2025 Sessions: N/A	Quantity: Posted Online Page Views: N/A	Q/R Code: Yes Average Session Duration (MM:SS): N/A



## Avoiding Burnout

Employees who try to work too hard or do too much can become overly stressed. The final stage of this stress response is burnout, which is a concern for employers who want to maintain productivity in the workplace. This workshop teaches participants about the physiological and emotional dangers of stress and burnout, as well as how to develop healthier and more effective coping skills.

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





<b>4</b>	EAP Orientation Webinar Flyer		
<b>Target Audience:</b>	State of Delaware employees enrolled in a non-Medicare health plan		
<b>Analytics:</b>	Mail/Post Date: 12/12/2025 Sessions: N/A	Quantity: Posted Online Page Views: N/A	Q/R Code: Yes Average Session Duration (MM:SS): N/A

# Employee Assistance Program (EAP) Orientation Webinars



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



## Managers and Supervisors EAP Orientation

Wednesday, February 18, 2026  
11:00am - 12:00pm

Learn about the EAP services that Health Advocate provides. Managers and supervisors can use the EAP as a free source for confidential support, expert information, and valuable resources to support their employees when they need it the most.



## Employee EAP Orientation

Thursday, February 19, 2026  
11:00am - 12:00pm

Learn about the EAP services that Health Advocate provides. This workshop offers a detailed overview of the EAP benefit and the many ways the program can help with personal, family, and work-related issues. Through the EAP, you have 24/7 access to free confidential emotional support, online support, interactive digital tools, work-life solutions, legal guidance, financial resources, and identity theft services.



<b>5</b>	March 4, 2026 EAP Webinar Flyer		
<b>Target Audience:</b>	State of Delaware employees enrolled in a non-Medicare health plan		
<b>Analytics:</b>	<u>Mail/Post Date:</u> 12/12/2025 <u>Sessions:</u> N/A	<u>Quantity:</u> Posted Online <u>Page Views:</u> N/A	<u>Q/R Code:</u> Yes <u>Average Session Duration (MM:SS):</u> N/A



## Mindfulness: An Experiential Workshop

Mindfulness can reduce stress and improve concentration, focus, health, efficiency, and accuracy. In this workshop, participants will review the key principles of mindfulness and be guided through real-life exercises that demonstrate its impact on many different stressors, challenges, and situations.

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





<b>6</b>	March 17, 2026 EAP Webinar Flyer		
<b>Target Audience:</b>	State of Delaware employees enrolled in a non-Medicare health plan		
<b>Analytics:</b>	Mail/Post Date: 12/12/2025 Sessions: N/A	Quantity: Posted Online Page Views: N/A	Q/R Code: Yes Average Session Duration (MM:SS): N/A



## Finding Balance in Busy Lives

Finding balance between our personal and professional lives is something many people strive for. However, consistently striving to achieve total balance can lead to feelings of guilt. By setting and working toward attainable goals at work and home, we can find ways to reduce guilt and feel more balanced. This webinar offers daily tips and long-term strategies to find the work/life balance that works for you, minimizing stress in the process.

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





<b>7</b>	April 1, 2026 EAP Webinar Flyer		
<b>Target Audience:</b>	State of Delaware employees enrolled in a non-Medicare health plan		
<b>Analytics:</b>	<u>Mail/Post Date:</u> 12/12/2025 <u>Sessions:</u> N/A	<u>Quantity:</u> Posted Online <u>Page Views:</u> N/A	<u>Q/R Code:</u> Yes <u>Average Session Duration (MM:SS):</u> N/A



## Unplugging After Work

For many of us, it's easy to get caught up in work. We sit for eight to ten hours staring at the same screen, hardly stopping for food or water, and spend our weekends catching up on emails instead of spending time with friends or family. However, this can put us on the path to burnout! This training addresses the signs and symptoms of burnout and how unplugging after work can help you avoid it.

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





<b>8</b>	April 14, 2026 EAP Webinar Flyer		
<b>Target Audience:</b>	State of Delaware employees enrolled in a non-Medicare health plan		
<b>Analytics:</b>	Mail/Post Date: 12/12/2025 Sessions: N/A	Quantity: Posted Online Page Views: N/A	Q/R Code: Yes Average Session Duration (MM:SS): N/A



## Get Your Bucket List Done

Whether it's running an Ironman, meeting the love of your life, or losing ten pounds, we all have that next thing we want to accomplish in life. However, it's easy to lose focus on personal growth in the rush of daily life. Get inspired and practical with strategies that increase your focus on that next bucket list item. Life without regrets is possible—you just need to get focused.

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





<b>9</b>	May 5, 2026 EAP Webinar Flyer		
<b>Target Audience:</b>	State of Delaware employees enrolled in a non-Medicare health plan		
<b>Analytics:</b>	Mail/Post Date: 12/12/2025 Sessions: N/A	Quantity: Posted Online Page Views: N/A	Q/R Code: Yes Average Session Duration (MM:SS): N/A



## Resiliency: Moving Forward in Changing Times

Stress can impact us both personally and professionally, yet these challenges can also create opportunities. Developing or strengthening resiliency can be invaluable in helping chart the path forward. Practicing resiliency can also help adjust your mindset so you can find a new perspective to successfully move ahead. This session discusses strategies to build resiliency so participants can protect themselves against high stress levels, making stress more manageable and allowing them to determine the best next steps.

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





<b>10</b>	May 19, 2026 EAP Webinar Flyer		
<b>Target Audience:</b>	State of Delaware employees enrolled in a non-Medicare health plan		
<b>Analytics:</b>	Mail/Post Date: 12/12/2025 Sessions: N/A	Quantity: Posted Online Page Views: N/A	Q/R Code: Yes Average Session Duration (MM:SS): N/A



## Working Well with Different Personality Styles

Whether working onsite or remotely, we will undoubtedly encounter a variety of personalities in the workplace. When someone has a different communication style or personality type, it can create conflict, affecting your job and productivity. Finding ways to meet the other person and situation where they are, and adjusting as needed, is an invaluable skill to help reduce conflict in the workplace. This webinar explores effective techniques to bridge personality differences and find common ground to enhance communication and productivity.

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





<b>11</b>	June 3, 2026 EAP Webinar Flyer		
<b>Target Audience:</b>	State of Delaware employees enrolled in a non-Medicare health plan		
<b>Analytics:</b>	Mail/Post Date: 12/12/2025 Sessions: N/A	Quantity: Posted Online Page Views: N/A	Q/R Code: Yes Average Session Duration (MM:SS): N/A



# Valuing Different Generations

For the first time in American history, there are four different generations working at the same time, each bringing value to the jobs that they do. This seminar includes a discussion of the characteristics commonly associated with each generation so participants can learn and appreciate different generational workers and improve teamwork and productivity.

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





<b>12</b>	June 16, 2026 EAP Webinar Flyer		
<b>Target Audience:</b>	State of Delaware employees enrolled in a non-Medicare health plan		
<b>Analytics:</b>	<u>Mail/Post Date:</u> 12/12/2025 <u>Sessions:</u> N/A	<u>Quantity:</u> Posted Online <u>Page Views:</u> N/A	<u>Q/R Code:</u> Yes <u>Average Session Duration (MM:SS):</u> N/A



# Communicating with Your Team

In life and especially at work, sometimes it's time for a change, and other times it isn't. How do we know when to accept things as they are, or when a change in perspective is needed to help increase workplace and personal satisfaction? This seminar explores the typical flow of human reactions and responses and offers participants practical tips for enjoying and thriving in whatever stage they may be in personally and professionally. Proven strategies including gaining clarity, creative brainstorming, re-framing, and parallel paths are also discussed.

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





## Printed Communications: Vendor Communications\*

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

Vendor	Communication Description	Distribution Date	Distribution Quantity	SBO Tactics Based on SEBC Strategic Framework
Hinge Health	General Program Awareness	10/09/2025	30,500	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> <li>Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.</li> <li>Continue to offer access to physical therapy in multiple formats.</li> </ul>
Aetna	October Site of Care Postcards	10/27/2025	667	<ul style="list-style-type: none"> <li>Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.</li> </ul>
Aetna	Diabetes Prevention Program Postcard	11/07/2025	11,148	<ul style="list-style-type: none"> <li>Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.</li> <li>Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.</li> </ul>
EyeMed	Innovation Mailer – See and Hear Life to the Fullest – Nuance Audio	11/11/2025	Members who have not used the benefits	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
Lantern	Savings Bifold Mailer	11/17/2025	43,557	<ul style="list-style-type: none"> <li>Continue to communicate the value of benefits provided along with member education resources.</li> </ul>
EyeMed	Q4 At Risk Mailer	11/17/2025	Members determined at risk during an eye exam	<ul style="list-style-type: none"> <li>Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.</li> </ul>
Highmark Delaware	Diabetes Prevention Program Postcard	11/18/2025	33,481	<ul style="list-style-type: none"> <li>Continue to educate members on the availability of preventive care and condition-specific resources to</li> </ul>



Vendor	Communication Description	Distribution Date	Distribution Quantity	SBO Tactics Based on SEBC Strategic Framework
				support lifestyle risk reduction through the GHIP and other community resources. <ul style="list-style-type: none"><li>• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.</li></ul>
Aetna	November Site of Care Postcards	11/25/2025	733	<ul style="list-style-type: none"><li>• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.</li></ul>
Lantern	Spouse Savings Bifold Mailer	12/04/2025	Spouses of employees eligible for Lantern	<ul style="list-style-type: none"><li>• Continue to communicate the value of benefits provided along with member education resources.</li></ul>
Aetna	December Site of Care Postcards	12/30/2025	652	<ul style="list-style-type: none"><li>• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.</li></ul>



## Website Statistics: Google Analytics\*

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

Month: <b>October</b>	
<b>Analytics:</b>	<u>Sessions:</u> 22,419 <span style="float: right;"><u>Total Page Views:</u> 52,469</span> <u>Average Session Duration (MM:SS):</u> 1:07 <span style="float: right;"><u>Pages Per Session:</u> 3.35</span>
<b>Top Ten Page Views:</b>	<ol style="list-style-type: none"> <li>1. <a href="#">Homepage</a> (11,479)</li> <li>2. <a href="#">State Agency Employees Main Page</a> (4,541)</li> <li>3. <a href="#">K12, DTCC, &amp; DSU Employees Main Page</a> (1,897)</li> <li>4. <a href="#">SEBC Page</a> (1,443)</li> <li>5. <a href="#">Health Advocate Page</a> (1,057)</li> <li>6. <a href="#">Policies &amp; Procedures Page</a> (968)</li> <li>7. <a href="#">Agency Enrollment Page</a> (738)</li> <li>8. <a href="#">Contact Information Page</a> (767)</li> <li>9. <a href="#">Agency Highmark Delaware Page</a> (753)</li> <li>10. <a href="#">Choosing the Right Care Page</a> (745)</li> </ol>

Month: <b>November</b>	
<b>Analytics:</b>	<u>Sessions:</u> 18,619 <span style="float: right;"><u>Total Page Views:</u> 43,339</span> <u>Average Session Duration (MM:SS):</u> 1:06 <span style="float: right;"><u>Pages Per Sessions:</u> 3.29</span>
<b>Top Ten Page Views:</b>	<ol style="list-style-type: none"> <li>1. <a href="#">Homepage</a> (9,758)</li> <li>2. <a href="#">State Agency Employees Main Page</a> (3,831)</li> <li>3. <a href="#">K12, DTCC, &amp; DSU Employees Main Page</a> (1,615)</li> <li>4. <a href="#">SEBC Page</a> (1,248)</li> <li>5. <a href="#">Policies &amp; Procedures Page</a> (852)</li> <li>6. <a href="#">SEBC: What's Happening Page</a> (746)</li> <li>7. <a href="#">Benefits Bulletin – eNewsletter Page</a> (730)</li> <li>8. <a href="#">Agency Highmark Delaware Page</a> (726)</li> <li>9. <a href="#">Agency Enrollment Page</a> (709)</li> <li>10. <a href="#">Choosing the Right Care Page</a> (637)</li> </ol>



Month: December	
<b>Analytics:</b>	Sessions: 19,894 Average Session Duration (MM:SS): 1:10 Total Page Views: 46,565 Pages Per Sessions: 3.32
<b>Top Ten Page Views:</b>	<ol style="list-style-type: none"><li>1. <a href="#">Homepage</a> (9,776)</li><li>2. <a href="#">State Agency Employees Main Page</a> (4,298)</li><li>3. <a href="#">K12, DTCC, &amp; DSU Employees Main Page</a> (1,703)</li><li>4. <a href="#">SEBC Page</a> (1,474)</li><li>5. <a href="#">SEBC: What's Happening Page</a> (956)</li><li>6. <a href="#">Health Advocate Page</a> (944)</li><li>7. <a href="#">Policies &amp; Procedures Page</a> (903)</li><li>8. <a href="#">Benefits Bulletin – eNewsletter Page</a> (791)</li><li>9. <a href="#">Agency Enrollment Page</a> (760)</li><li>10. <a href="#">Choosing the Right Care Page</a> (713)</li></ol>



## Website Statistics: Website Updates

Month: <b>October</b>	
<b>Total Website Updates Requested:</b>	32
<b>Update Topics:</b>	<ul style="list-style-type: none"> <li>• Communications: 9</li> <li>• Health: 5</li> <li>• Diabetes Resources: 4</li> <li>• Procedure Updates: 3</li> <li>• Special Medicfill Open Enrollment: 2</li> <li>• EAP: 2</li> <li>• Flexible Spending Account: 2</li> <li>• Behavioral Health: 1</li> <li>• Get the Facts: 1</li> <li>• Prescription: 1</li> <li>• Contact List: 1</li> <li>• Training: 1</li> </ul>

Month: <b>November</b>	
<b>Total Website Updates Requested:</b>	19
<b>Update Topics:</b>	<ul style="list-style-type: none"> <li>• Communications: 9</li> <li>• EAP: 2</li> <li>• Health: 2</li> <li>• Vision: 2</li> <li>• Flexible Spending Account: 1</li> <li>• Procedure Updates: 1</li> <li>• Diabetes Resources: 1</li> <li>• Life Insurance: 1</li> </ul>

Month: <b>December</b>	
<b>Total Website Updates Requested:</b>	26
<b>Update Topics:</b>	<ul style="list-style-type: none"> <li>• Communications: 9</li> <li>• EAP: 6</li> <li>• Health: 4</li> <li>• Training: 2</li> <li>• Procedure Updates: 1</li> <li>• COBRA: 1</li> <li>• Pre-Tax Commuter Benefit: 1</li> <li>• Disability Insurance Program: 1</li> <li>• End of Year Maintenance: 1</li> </ul>



## Website Statistics: Website Survey Responses

Month:	October
Total Surveys Received:	2
Survey Topics:	<ul style="list-style-type: none"><li>• Site Feedback: 1</li><li>• Special Medicfill Open Enrollment: 1</li></ul>

Month:	November
Total Surveys Received:	1
Response Topics:	<ul style="list-style-type: none"><li>• Site Feedback: 1</li></ul>

Month:	December
Total Surveys Received:	3
Response Topics:	<ul style="list-style-type: none"><li>• List of Health Care Providers: 1</li><li>• Freestanding Imaging/Radiology Providers: 1</li><li>• Site Feedback: 1</li></ul>



## Training: Instructor-Led Training (ILT)

<b>1</b>	<b>Everything You Need to Know About Covering a Spouse or Dependent</b>
<b>Target Audience:</b>	Benefit-eligible State Agency employees
<b>Details:</b>	<u>Date(s)</u> : 10/02/2025 <u>Attendance</u> : 9 <u>Facilitated</u> : Virtually
<b>Evaluation Feedback:</b>	<ol style="list-style-type: none"> <li>100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.</li> <li>100% of respondents Strongly Agree or Agree that the course learning objectives were met.</li> <li>88% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.</li> <li>88% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.</li> <li>88% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.</li> <li>88% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>88% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.</li> </ol>

<b>2</b>	<b>Benefit Information @ Your Fingertips</b>
<b>Target Audience:</b>	Benefit-eligible State Agency employees
<b>Details:</b>	<u>Date(s)</u> : 10/07/2025 <u>Attendance</u> : 7 <u>Facilitated</u> : Virtually
<b>Evaluation Feedback:</b>	<ol style="list-style-type: none"> <li>100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.</li> <li>100% of respondents Strongly Agree or Agree that the course learning objectives were met.</li> <li>100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.</li> <li>100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.</li> <li>100% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.</li> <li>100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.</li> </ol>

<b>3</b>	<b>Benefits 101</b>
<b>Target Audience:</b>	Benefit-eligible State Agency employees
<b>Details:</b>	<u>Date(s)</u> : 10/21/2025 <u>Attendance</u> : 10 <u>Facilitated</u> : Virtually
<b>Evaluation Feedback:</b>	<ol style="list-style-type: none"> <li>72% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.</li> <li>72% of respondents Strongly Agree or Agree that the course learning objectives were met.</li> <li>83% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.</li> </ol>



<b>Evaluation Feedback:</b>	<ol style="list-style-type: none"> <li>4. 86% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.</li> <li>5. 72% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.</li> <li>6. 72% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>7. 72% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.</li> </ol>
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<b>4</b>	<b>Health Care Quality and Safety Starts With You</b>		
<b>Target Audience:</b>	Benefit-eligible State Agency employees		
<b>Details:</b>	<u>Date(s)</u> : 11/12/2025	<u>Attendance</u> : 12	<u>Facilitated</u> : Virtually
<b>Evaluation Feedback:</b>	<ol style="list-style-type: none"> <li>1. 88% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.</li> <li>2. 88% of respondents Strongly Agree or Agree that the course learning objectives were met.</li> <li>3. 88% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.</li> <li>4. 88% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.</li> <li>5. 88% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.</li> <li>6. 88% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>7. 88% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.</li> </ol>		

<b>5</b>	<b>Benefits 101</b>		
<b>Target Audience:</b>	Benefit-eligible State Agency employees		
<b>Details:</b>	<u>Date(s)</u> : 11/25/2025	<u>Attendance</u> : 9	<u>Facilitated</u> : Virtually
<b>Evaluation Feedback:</b>	<ol style="list-style-type: none"> <li>1. 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.</li> <li>2. 100% of respondents Strongly Agree or Agree that the course learning objectives were met.</li> <li>3. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.</li> <li>4. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.</li> <li>5. 100% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.</li> <li>6. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>7. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.</li> </ol>		

<b>6</b>	<b>Statewide Benefits</b>		
<b>Target Audience:</b>	State of Delaware HR/Benefit Representatives		
<b>Details:</b>	<u>Date(s)</u> : 12/02/2025 & 12/04/2025	<u>Attendance</u> : 14	<u>Facilitated</u> : Virtually



<b>Evaluation Feedback:</b>	<ol style="list-style-type: none"> <li>1. 82% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.</li> <li>2. 80% of respondents Strongly Agree or Agree that the course learning objectives were met.</li> <li>3. 91% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.</li> <li>4. 72% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.</li> <li>5. 72% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.</li> <li>6. 82% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>7. 82% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.</li> </ol>
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<b>7</b>	<b>Benefit Information @ Your Fingertips</b>		
<b>Target Audience:</b>	Benefit-eligible State Agency employees		
<b>Details:</b>	<u>Date(s):</u> 12/11/2025	<u>Attendance:</u> 9	<u>Facilitated:</u> Virtually
<b>Evaluation Feedback:</b>	<ol style="list-style-type: none"> <li>1. 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.</li> <li>2. 100% of respondents Strongly Agree or Agree that the course learning objectives were met.</li> <li>3. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.</li> <li>4. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.</li> <li>5. 85% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.</li> <li>6. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>7. 85% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.</li> </ol>		

<b>8</b>	<b>Benefits 101</b>		
<b>Target Audience:</b>	Benefit-eligible State Agency employees		
<b>Details:</b>	<u>Date(s):</u> 12/16/2025	<u>Attendance:</u> 13	<u>Facilitated:</u> Virtually
<b>Evaluation Feedback:</b>	<ol style="list-style-type: none"> <li>1. 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.</li> <li>2. 100% of respondents Strongly Agree or Agree that the course learning objectives were met.</li> <li>3. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.</li> <li>4. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.</li> <li>5. 100% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.</li> <li>6. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>7. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.</li> </ol>		



## Training: Computer-Based Training (CBT)

<b>1</b>	<b>HIPAA Training for Members of the HIPAA Workforce</b>
<b>Version(s):</b>	<ul style="list-style-type: none"> <li>Delaware Learning Center (DLC)</li> <li>Website</li> </ul>
<b>Availability:</b>	10/01/2025 – 12/31/2025
<b>Assigned:</b>	Yes, assignments are ongoing. This course must be completed annually by all members of the HIPAA Workforce.
<b>FY26 Q2 Total Completions: (2,263)</b>	<ul style="list-style-type: none"> <li>DLC = 2,252</li> <li>Website = 11</li> </ul>
<b>FY26 Q2 Evaluations Submitted: (243)</b>	<ul style="list-style-type: none"> <li>DLC = 232</li> <li>Website = 11</li> </ul>
<b>Evaluation Feedback:</b>	<ol style="list-style-type: none"> <li>98% of respondents Strongly Agree or Agree that the learning objectives were clearly presented in the course.</li> <li>97% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>92% of respondents Strongly Agree or Agree that the content was engaging.</li> <li>97% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> <li>95% of respondents Strongly Agree or Agree that they would recommend this training to others.</li> <li>98% of respondents Strongly Agree or Agree that they have a better understanding of HIPAA and how to safeguard PHI.</li> <li>98% of respondents Strongly Agree or Agree that overall, they satisfied with the training.</li> </ol>

<b>2</b>	<b>Section 1557 (Nondiscrimination Provision) of the Affordable Care Act</b>
<b>Version(s):</b>	<ul style="list-style-type: none"> <li>Delaware Learning Center (DLC)</li> <li>Website</li> </ul>
<b>Availability:</b>	10/01/2025 – 12/31/2025
<b>Assigned:</b>	Yes, assignments are ongoing. This course must be completed every three years by all HR/Benefits and Payroll Representatives.
<b>FY26 Q2 Total Completions: (354)</b>	<ul style="list-style-type: none"> <li>DLC = 180</li> <li>Website = 174</li> </ul>
<b>FY26 Q2 Evaluations Submitted: (174)</b>	<ul style="list-style-type: none"> <li>DLC = 0</li> <li>Website = 174</li> </ul>
<b>Evaluation Feedback:</b>	<ol style="list-style-type: none"> <li>98% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>98% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> <li>98% of respondents Strongly Agree or Agree that they have a better understanding of Section 1557 of the Affordable Care Act.</li> <li>98% of respondents Strongly Agree or Agree that they would recommend this training to others.</li> </ol>



<b>3</b>	<b>FY26 How to Select a Health Plan</b>
<b>Version(s):</b>	<ul style="list-style-type: none"> <li>Delaware Learning Center (DLC)</li> <li>Website</li> </ul>
<b>Availability:</b>	10/01/2025 – 12/31/2025
<b>Assigned:</b>	N/A
<b>FY26 Q2 Total Completions: (18)</b>	<ul style="list-style-type: none"> <li>DLC = 6</li> <li>Website = 12</li> </ul>
<b>FY26 Q2 Evaluations Submitted: (12)</b>	<ul style="list-style-type: none"> <li>DLC = 0</li> <li>Website = 12</li> </ul>
<b>Evaluation Feedback:</b>	<ol style="list-style-type: none"> <li>100% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> <li>100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>100% of respondents Strongly Agree or Agree that they learned about resources to help them select the best coverage based on their anticipated needs.</li> <li>92% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</li> </ol>

<b>4</b>	<b>FY26 Choosing the Right Care</b>
<b>Version(s):</b>	<ul style="list-style-type: none"> <li>Delaware Learning Center (DLC)</li> <li>Website</li> </ul>
<b>Availability:</b>	10/01/2025 – 12/31/2025
<b>Number Assigned:</b>	N/A
<b>FY26 Q2 Total Completions: (7)</b>	<ul style="list-style-type: none"> <li>DLC = 3</li> <li>Website = 4</li> </ul>
<b>FY26 Q2 Evaluations Submitted: (4)</b>	<ul style="list-style-type: none"> <li>DLC = 0</li> <li>Website = 4</li> </ul>
<b>Evaluation Feedback:</b>	<ol style="list-style-type: none"> <li>100% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>75% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> <li>100% of respondents Strongly Agree or Agree that they learned ways to choosing high-quality, safe, and affordable care throughout the plan year.</li> <li>75% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>75% of respondents Strongly Agree or Agree that overall, they were satisfied with the course.</li> </ol>

<b>5</b>	<b>FY26 Highmark Delaware First State Basic Plan</b>
<b>Version(s):</b>	<ul style="list-style-type: none"> <li>Delaware Learning Center (DLC)</li> <li>Website</li> </ul>



<b>Availability:</b>	10/01/2025 – 12/31/2025
<b>Assigned:</b>	N/A
<b>FY26 Q2 Total Completions: (8)</b>	<ul style="list-style-type: none"> <li>• DLC = 6</li> <li>• Website = 2</li> </ul>
<b>FY26 Q2 Evaluations Submitted: (2)</b>	<ul style="list-style-type: none"> <li>• DLC = 0</li> <li>• Website = 2</li> </ul>
<b>Evaluation Feedback:</b>	<ol style="list-style-type: none"> <li>1. 100% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> <li>3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>4. 100% of respondents Strongly Agree or Agree that they have a better understanding of the First State Basic Plan.</li> <li>5. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</li> </ol>

<b>6</b>	<b>FY26 Aetna CDH Gold Plan</b>
<b>Version(s):</b>	<ul style="list-style-type: none"> <li>• Delaware Learning Center (DLC)</li> <li>• Website</li> </ul>
<b>Availability:</b>	10/01/2025 – 12/31/2025
<b>Assigned:</b>	N/A
<b>FY26 Q2 Total Completions: (7)</b>	<ul style="list-style-type: none"> <li>• DLC = 6</li> <li>• Website = 1</li> </ul>
<b>FY26 Q2 Evaluations Submitted: (1)</b>	<ul style="list-style-type: none"> <li>• DLC = 0</li> <li>• Website = 1</li> </ul>
<b>Evaluation Feedback:</b>	<ol style="list-style-type: none"> <li>1. 100% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> <li>3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>4. 100% of respondents Strongly Agree or Agree that they have a better understanding of the CDH Gold Plan.</li> <li>5. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</li> </ol>

<b>7</b>	<b>FY26 Aetna HMO Plan</b>
<b>Version(s):</b>	<ul style="list-style-type: none"> <li>• Delaware Learning Center (DLC)</li> <li>• Website</li> </ul>
<b>Availability:</b>	10/01/2025 – 12/31/2025
<b>Assigned:</b>	N/A



<b>FY26 Q2 Total Completions: (9)</b>	<ul style="list-style-type: none"> <li>• DLC = 8</li> <li>• Website = 1</li> </ul>
<b>FY26 Q2 Evaluations Submitted: (1)</b>	<ul style="list-style-type: none"> <li>• DLC = 0</li> <li>• Website = 1</li> </ul>
<b>Evaluation Feedback:</b>	<ol style="list-style-type: none"> <li>1. 100% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> <li>3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>4. 100% of respondents Strongly Agree or Agree that they have a better understanding of the HMO Plan.</li> <li>5. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</li> </ol>

<b>8</b>	<b>FY26 Highmark Delaware Comprehensive PPO Plan</b>
<b>Version(s):</b>	<ul style="list-style-type: none"> <li>• Delaware Learning Center (DLC)</li> <li>• Website</li> </ul>
<b>Availability:</b>	10/01/2025 – 12/31/2025
<b>Assigned:</b>	N/A
<b>FY26 Q2 Total Completions: (11)</b>	<ul style="list-style-type: none"> <li>• DLC = 5</li> <li>• Website = 6</li> </ul>
<b>FY26 Q2 Evaluations Submitted: (6)</b>	<ul style="list-style-type: none"> <li>• DLC = 0</li> <li>• Website = 6</li> </ul>
<b>Evaluation Feedback:</b>	<ol style="list-style-type: none"> <li>1. 100% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> <li>3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>4. 100% of respondents Strongly Agree or Agree that they have a better understanding of the Comprehensive PPO Plan.</li> <li>5. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</li> </ol>

<b>9</b>	<b>FY26 Flexible Spending Account (FSA)</b>
<b>Version(s):</b>	<ul style="list-style-type: none"> <li>• Delaware Learning Center (DLC)</li> <li>• Website</li> </ul>
<b>Availability:</b>	10/01/2025 – 12/31/2025
<b>Assigned:</b>	N/A
<b>FY26 Q2 Total Completions: (6)</b>	<ul style="list-style-type: none"> <li>• DLC = 6</li> <li>• Website = 0</li> </ul>



<b>FY26 Q2 Evaluations Submitted: (0)</b>	<ul style="list-style-type: none"> <li>• DLC = 0</li> <li>• Website = 0</li> </ul>
<b>Evaluation Feedback:</b>	No evaluation responses provided.

<b>10</b>	<b>Spousal Coordination of Benefits</b>
<b>Version(s):</b>	<ul style="list-style-type: none"> <li>• Delaware Learning Center (DLC)</li> <li>• Website</li> </ul>
<b>Availability:</b>	10/01/2025 – 12/31/2025
<b>Assigned:</b>	N/A
<b>FY26 Q2 Total Completions: (16)</b>	<ul style="list-style-type: none"> <li>• DLC = 10</li> <li>• Website = 6</li> </ul>
<b>FY26 Q2 Evaluations Submitted: (7)</b>	<ul style="list-style-type: none"> <li>• DLC = 1</li> <li>• Website = 6</li> </ul>
<b>Evaluation Feedback:</b>	<ol style="list-style-type: none"> <li>1. 100% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> <li>3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>4. 100% of respondents Strongly Agree or Agree have a better understanding of spousal coordination of benefits.</li> <li>5. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</li> </ol>

<b>11</b>	<b>Dependent Coordination of Benefits</b>
<b>Version(s):</b>	<ul style="list-style-type: none"> <li>• Delaware Learning Center (DLC)</li> <li>• Website</li> </ul>
<b>Availability:</b>	10/01/2025 – 12/31/2025
<b>Assigned:</b>	N/A
<b>FY26 Q2 Total Completions: (9)</b>	<ul style="list-style-type: none"> <li>• DLC = 7</li> <li>• Website = 2</li> </ul>
<b>FY26 Q2 Evaluations Submitted: (3)</b>	<ul style="list-style-type: none"> <li>• DLC = 1</li> <li>• Website = 2</li> </ul>
<b>Evaluation Feedback:</b>	<ol style="list-style-type: none"> <li>1. 100% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> <li>3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>4. 100% of respondents Strongly Agree or Agree have a better understanding of dependent coordination of benefits.</li> </ol>



	5. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.
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<b>12</b>	<b>Qualifying Events</b>
<b>Version(s):</b>	<ul style="list-style-type: none"> <li>Delaware Learning Center (DLC)</li> <li>Website</li> </ul>
<b>Availability:</b>	10/01/2025 – 12/31/2025
<b>Assigned:</b>	N/A
<b>FY26 Q2 Total Completions: (10)</b>	<ul style="list-style-type: none"> <li>DLC = 8</li> <li>Website = 2</li> </ul>
<b>FY26 Q2 Evaluations Submitted: (2)</b>	<ul style="list-style-type: none"> <li>DLC = 0</li> <li>Website = 2</li> </ul>
<b>Evaluation Feedback:</b>	<ol style="list-style-type: none"> <li>100% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> <li>100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>100% of respondents Strongly Agree or Agree have a better understanding of qualifying events, including timeframes and documentation.</li> <li>100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</li> </ol>

<b>13</b>	<b>Disability Insurance Program Overview</b>
<b>Version(s):</b>	<ul style="list-style-type: none"> <li>Delaware Learning Center (DLC)</li> <li>Website</li> </ul>
<b>Availability:</b>	10/01/2025 – 12/31/2025
<b>Assigned:</b>	N/A
<b>FY26 Q2 Total Completions: (30)</b>	<ul style="list-style-type: none"> <li>DLC = 17</li> <li>Website = 13</li> </ul>
<b>FY26 Q2 Evaluations Submitted: (13)</b>	<ul style="list-style-type: none"> <li>DLC = 0</li> <li>Website = 13</li> </ul>
<b>Evaluation Feedback:</b>	<ol style="list-style-type: none"> <li>85% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>85% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> <li>85% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>85% of respondents Strongly Agree or Agree that they learned who is eligible for the Disability Insurance Program.</li> <li>85% of respondents Strongly Agree or Agree that they have a basic understanding of Short Term Disability, Long Term Disability, and Return to Work.</li> <li>85% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</li> </ol>



<b>14</b>	<b>Short Term Disability</b>
<b>Version(s):</b>	<ul style="list-style-type: none"> <li>Delaware Learning Center (DLC)</li> <li>Website</li> </ul>
<b>Availability:</b>	10/01/2025 – 12/31/2025
<b>Assigned:</b>	N/A
<b>FY26 Q2 Total Completions: (37)</b>	<ul style="list-style-type: none"> <li>DLC = 23</li> <li>Website = 14</li> </ul>
<b>FY26 Q2 Evaluations Submitted: (14)</b>	<ul style="list-style-type: none"> <li>DLC = 0</li> <li>Website = 14</li> </ul>
<b>Evaluation Feedback:</b>	<ol style="list-style-type: none"> <li>93% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>93% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> <li>93% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>93% of respondents Strongly Agree or Agree that they have a basic understanding of the Short Term Disability program.</li> <li>93% of respondents Strongly Agree or Agree that they learned how and when to file a Short Term Disability claim.</li> <li>93% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</li> </ol>

<b>15</b>	<b>Long Term Disability</b>
<b>Version(s):</b>	<ul style="list-style-type: none"> <li>Delaware Learning Center (DLC)</li> <li>Website</li> </ul>
<b>Availability:</b>	10/01/2025 – 12/31/2025
<b>Assigned:</b>	N/A
<b>FY26 Q2 Total Completions: (30)</b>	<ul style="list-style-type: none"> <li>DLC = 19</li> <li>Website = 11</li> </ul>
<b>FY26 Q2 Evaluations Submitted: (11)</b>	<ul style="list-style-type: none"> <li>DLC = 0</li> <li>Website = 11</li> </ul>
<b>Evaluation Feedback:</b>	<ol style="list-style-type: none"> <li>100% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> <li>100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>100% of respondents Strongly Agree or Agree that they have a basic understanding of the Long Term Disability program.</li> <li>100% of respondents Strongly Agree or Agree that they learned how and when to file a Long Term Disability claim.</li> <li>100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</li> </ol>



<b>16</b>	<b>Return to Work</b>
<b>Version(s):</b>	<ul style="list-style-type: none"> <li>Delaware Learning Center (DLC)</li> <li>Website</li> </ul>
<b>Availability:</b>	10/01/2025 – 12/31/2025
<b>Assigned:</b>	N/A
<b>FY26 Q2 Total Completions: (26)</b>	<ul style="list-style-type: none"> <li>DLC = 15</li> <li>Website = 11</li> </ul>
<b>FY26 Q2 Evaluations Submitted: (11)</b>	<ul style="list-style-type: none"> <li>DLC =</li> <li>Website = 11</li> </ul>
<b>Evaluation Feedback:</b>	<ol style="list-style-type: none"> <li>100% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> <li>100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>100% of respondents Strongly Agree or Agree that they have a basic understanding of the Return to Work program.</li> <li>100% of respondents Strongly Agree or Agree that they learned how the Return to Work program applies to Short Term Disability and Long Term Disability.</li> <li>100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.</li> </ol>

<b>17</b>	<b>Accident and Critical Illness Insurance</b>
<b>Version(s):</b>	<ul style="list-style-type: none"> <li>Delaware Learning Center (DLC)</li> <li>Website</li> </ul>
<b>Availability:</b>	10/01/2025 – 12/31/2025
<b>Assigned:</b>	N/A
<b>FY26 Q2 Total Completions: (11)</b>	<ul style="list-style-type: none"> <li>DLC = 7</li> <li>Website = 4</li> </ul>
<b>FY26 Q2 Evaluations Submitted: (4)</b>	<ul style="list-style-type: none"> <li>DLC = 0</li> <li>Website = 4</li> </ul>
<b>Evaluation Feedback:</b>	<ol style="list-style-type: none"> <li>100% of respondents Strongly Agree or Agree that the content was presented clearly.</li> <li>100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li> <li>100% of respondents Strongly Agree or Agree that they have a better understanding of the Accident and Critical Illness Insurance plans and how they can help people save money.</li> <li>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.</li> <li>75% of respondents Strongly Agree or Agree that they would recommend this course to others.</li> <li>100% of respondents Strongly Agree or Agree that overall, they found the course informative.</li> </ol>



<b>18</b>	<b>State Group Universal Life Insurance</b>
<b>Version(s):</b>	<ul style="list-style-type: none"><li>• Delaware Learning Center (DLC)</li><li>• Website</li></ul>
<b>Availability:</b>	10/01/2025 – 12/31/2025
<b>Assigned:</b>	N/A
<b>FY26 Q2 Total Completions: (12)</b>	<ul style="list-style-type: none"><li>• DLC = 7</li><li>• Website = 5</li></ul>
<b>FY26 Q2 Evaluations Submitted: (5)</b>	<ul style="list-style-type: none"><li>• DLC = 0</li><li>• Website = 5</li></ul>
<b>Evaluation Feedback:</b>	<ol style="list-style-type: none"><li>1. 100% of respondents Strongly Agree or Agree that the content was presented clearly.</li><li>2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.</li><li>3. 100% of respondents Strongly Agree or Agree that they have a better understanding of the State Group Universal Life (GUL) Insurance plan and how it can help people save money.</li><li>4. 100% of respondents Strongly Agree or Agree that they feel more confident in my ability to make informed decisions about participation in the State Group Universal Life (GUL) Insurance plan.</li><li>5. 100% of respondents Strongly Agree or Agree that they would recommend this course to others.</li><li>6. 100% of respondents Strongly Agree or Agree that overall, they found this course to be informative.</li></ol>



## Training: Vendor Webinars

Vendor	Webinar	Date	Attendance	Evaluation Feedback
Health Advocate	Our Aging Parents	10/1/2025	122	<ul style="list-style-type: none"> <li>None provided</li> </ul>
Aetna	Why Cancer Screenings Matter	10/07/2025	12	<ul style="list-style-type: none"> <li>None provided</li> </ul>
Health Advocate	Management and Leadership Skills	10/8/2025	136	<ul style="list-style-type: none"> <li>None provided</li> </ul>
The Hartford	Disability Claim Process Overview & THAA Portal Training	10/14/2025	75	<p>92% of eval respondents strongly agreed or agreed that:</p> <ul style="list-style-type: none"> <li>The information presented was useful.</li> <li>The content was organized and easy to follow.</li> <li>The speakers were engaging and knowledgeable.</li> <li>The length of the training was satisfactory.</li> <li>The training met their expectations.</li> </ul> <p>83% of eval respondents strongly agreed or agreed that:</p> <ul style="list-style-type: none"> <li>They have a better understanding of the Short Term Disability (STD) claim process and how to navigate The Hartford Ability Advantage (THAA) website.</li> </ul>
Aetna	Practical Productivity	10/25/2025	5	<ul style="list-style-type: none"> <li>None provided</li> </ul>
The Hartford	Disability Claim Process Overview & THAA Portal Training	11/4/2025	73	<p>100% of eval respondents strongly agreed or agreed that:</p> <ul style="list-style-type: none"> <li>The information presented was useful.</li> <li>The content was organized and easy to follow.</li> <li>The speakers were engaging and knowledgeable.</li> <li>The length of the training was satisfactory.</li> <li>The training met their expectations.</li> <li>They have a better understanding of the Short Term Disability (STD) claim process and how to navigate The Hartford Ability Advantage (THAA) website.</li> </ul>
Health Advocate	Get a Great Night's Sleep! Successful Tips and Tricks	11/04/2025	76	<ul style="list-style-type: none"> <li>None provided</li> </ul>
Aetna	Listening Skills	11/6/2025	24	<ul style="list-style-type: none"> <li>None provided</li> </ul>
Aetna	Communicating in a Tech World	11/19/2025	3	<ul style="list-style-type: none"> <li>None provided</li> </ul>
Health Advocate	Depression, Anxiety, and Burnout: Moving Toward Hope and Health	12/03/2025	72	<ul style="list-style-type: none"> <li>None provided</li> </ul>
Aetna	Holiday Budgeting	12/04/2025	4	<ul style="list-style-type: none"> <li>None provided</li> </ul>



Health Advocate	Managing Emotional Health & Employee Well-Being	12/09/2025	40	<ul style="list-style-type: none"><li>• None provided</li></ul>
The Hartford	Disability Claim Process Overview & THAA Portal Training	12/9/2025	50	100% of eval respondents strongly agreed or agreed that: <ul style="list-style-type: none"><li>• The information presented was useful.</li><li>• The content was organized and easy to follow.</li><li>• The speakers were engaging and knowledgeable.</li><li>• The length of the training was satisfactory.</li><li>• The training met their expectations.</li><li>• They have a better understanding of the Short Term Disability (STD) claim process and how to navigate The Hartford Ability Advantage (THAA) website.</li></ul>
Aetna	Science of Goal Setting	12/15/2025	5	<ul style="list-style-type: none"><li>• None provided</li></ul>