

Statewide Benefits Office Training/Communications FY26 Q3 Report

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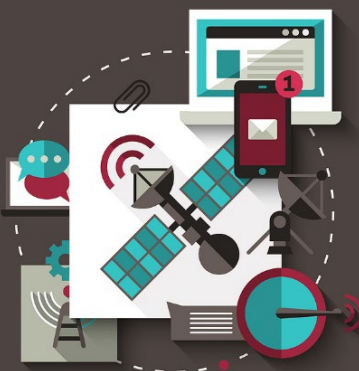
Mail



Internet



Training



Communication



Overview: Executive Summary and Key Findings

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

The main communication campaign for Q3 of FY26 was Open Enrollment preparations. This included *Get the Facts* communications as well as specific Open Enrollment communications. The *Get the Facts* communications continue to be sent to increase transparency and awareness of benefit changes for the new plan year. This included two memos, an organizational specific memo, and a targeted email sent in January and March. Based on SEBC decisions, a targeted email and two memos were sent in March to raise awareness for the GLP-1 copay changes. The SEBC: Get the Facts webpage was one of the top ten pages visited on SBO's website in January and March. The SEBC: Materials webpage was also one of the top ten pages visited in February and March.

SBO distributed other communications pertaining to Open Enrollment preparations. SBO sent two targeted emails to benefit-eligible employees to make them aware of Open Enrollment and ensure they can access Employee Self-Service prior to the Open Enrollment period. Additionally, three State memos, two Participating Group memos, and two Organization Specific memos were sent to prepare the HR/Benefits Representatives for Open Enrollment. SBO also began posting Open Enrollment information on the website. Specifically, there was one Open Enrollment website update in February and 42 Open Enrollment website updates in March.

Furthermore, SBO also made several enhancements to the website in February, and communications were sent to raise awareness. The common look and feel of the website was upgraded to Lighthouse. As a result, two memos were distributed in January, and an article was published in the February Benefits Bulletin. SBO also launched a chatbot on the website in February. A targeted email was sent to inform benefit-eligible members of the chatbot.



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	12	12	16			
Benefits Bulletin Distributed	1	1	1	1	1	1	1	1	1			
State Memos Distributed	2	4	3	3	4	2	5	0	5			
Participating Group Memos Distributed	1	3	2	2	3	2	4	0	4			
Organizational Specific Memos Distributed	2	4	6	3	3	4	2	3	4			
State Alerts Distributed	0	0	0	0	0	0	1	2	0			
Participating Group Alerts Distributed	0	0	0	0	0	0	0	0	0			
SBO Communications Mailbox Responses	14	23	25	18	30	35	35	17	9			
Electronic Communications Distributed by Vendors	4	3	4	1	4	1	2	3	2			
Letters/Packets Distributed	0	0	1	4	0	0	0	0	0			
Postcards Distributed	0	0	0	0	0	0	0	0	1			
Posters/Flyers Distributed	0	7	0	0	0	12	0	0	1			
Printed Communications Distributed by Vendors	3	3	3	2	6	2	3	4	0			
Total SBO Website Users	15,854	13,174	13,867	15,651	13,165	14,022	15,970	14,688	16,782			
Total SBO Website Updates	44	29	35	32	19	26	20	29	72			
Website Surveys Received	2	2	0	2	1	3	0	1	2			
SBO Instructor-Led Training Sessions	2	2	3	3	2	3	3	2	4			
SBO Computer-Based Training Courses Available	18	18	18	18	18	18	18	18	18			
Vendor Webinars	3	3	3	5	4	5	3	6	4			



Electronic Communications: Targeted Emails

Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
Get the Facts on What's Happening – January 2026 Updates	SEBC	01/07/2026	Benefit-eligible employees of State Agencies, K12, DTCC, and DSU	41,754	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to measure GHIP use, cost, and outcomes from weight management drugs. Evaluate competitiveness of GHIP medical and Rx vendors' pricing for covered services and drugs against their competitors. Explore and implement new decision support tools and/or engagement solutions as the vendor marketplace for these continues to evolve.
Important Information Regarding Your Delta Dental Plan	SBO	01/08/2026	State Agency, K12, DTCC, and DSU employees recently enrolled in the Delta Dental plan	173	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your Dominion National Dental Plan	SBO	01/08/2026	State Agency, K12, DTCC, and DSU employees recently enrolled in the Dominion National plan	21	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your Health Plan	SBO	01/08/2026	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the Comprehensive PPO health plan	156	<ul style="list-style-type: none"> Continue to promote educational tools and resources that help members identify high-quality, high-value providers. Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles. Continue to offer access to physical therapy in multiple formats.



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
					<ul style="list-style-type: none">• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your Health Plan	SBO	01/08/2026	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the First State Basic health plan	54	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
					<p>specific resources to support lifestyle risk reduction through the GHIP and other community resources.</p> <ul style="list-style-type: none"> • Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. • Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care. • Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs. • Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives. • Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your Health Plan	SBO	01/08/2026	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the CDH Gold health plan	35	<ul style="list-style-type: none"> • Continue to promote educational tools and resources that help members identify high-quality, high-value providers. • Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles. • Continue to offer access to physical therapy in multiple formats. • Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk



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					<p>reduction through the GHIP and other community resources.</p> <ul style="list-style-type: none"> • Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. • Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care. • Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs. • Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives. • Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your Health Plan	SBO	01/08/2026	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the HMO health plan	35	<ul style="list-style-type: none"> • Continue to promote educational tools and resources that help members identify high-quality, high-value providers. • Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles. • Continue to offer access to physical therapy in multiple formats. • Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.



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					<ul style="list-style-type: none"> Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care. Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs. Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives. Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your State of Delaware EyeMed Vision High Plan	SBO	01/08/2026	State Agency, K12, DTCC, and DSU employees recently enrolled in the State of Delaware EyeMed Vision High plan	110	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your State of Delaware EyeMed Vision Low Plan	SBO	01/08/2026	State Agency, K12, DTCC, and DSU employees recently enrolled in the State of Delaware EyeMed Vision Low plan	62	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your Flexible Spending Account Plan	SBO	01/08/2026	State Agency, K12, DTCC, and DSU employees recently enrolled in the Flexible Spending Account Plan	7	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Feedback Survey - "Disability Claim Process Overview & THAA Portal Training"	SBO	01/13/2026	Attendees (with an email address on file) from the 01/13/2026 THAA Training	49	<ul style="list-style-type: none"> N/A



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
Seats Are Still Available for Benefits Training!	SBO	01/14/2026	State Agency benefit-eligible employees	15,622	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high quality, high value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to communicate the value of benefits provided along with member education resources.



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Seats Are Still Available for Benefits Training!	SBO	02/05/2026	State Agency benefit-eligible employees	15,594	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high quality, high value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to communicate the value of benefits provided along with member education resources.



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Important Information Regarding Your Delta Dental Plan	SBO	02/10/2026	State Agency, K12, DTCC, and DSU employees recently enrolled in the Delta Dental plan	155	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your Dominion National Dental Plan	SBO	02/10/2026	State Agency, K12, DTCC, and DSU employees recently enrolled in the Dominion National plan	21	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your Health Plan	SBO	02/10/2026	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the Comprehensive PPO health plan	152	<ul style="list-style-type: none"> Continue to promote educational tools and resources that help members identify high-quality, high-value providers. Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles. Continue to offer access to physical therapy in multiple formats. Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care. Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.



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					<ul style="list-style-type: none"> • Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives. • Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your Health Plan	SBO	02/10/2026	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the First State Basic health plan	51	<ul style="list-style-type: none"> • Continue to promote educational tools and resources that help members identify high-quality, high-value providers. • Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles. • Continue to offer access to physical therapy in multiple formats. • Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. • Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. • Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care. • Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs. • Continue to monitor utilization of the third-party Centers of Excellence benefit and drive



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Important Information Regarding Your Health Plan	SBO	02/10/2026	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the CDH Gold health plan	39	<p>engagement through additional member education and ongoing review of incentives.</p> <ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to promote educational tools and resources that help members identify high-quality, high-value providers. Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles. Continue to offer access to physical therapy in multiple formats. Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care. Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care. Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs. Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.



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Important Information Regarding Your Health Plan	SBO	02/10/2026	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the HMO health plan	48	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.



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Important Information Regarding Your State of Delaware EyeMed Vision High Plan	SBO	02/10/2026	State Agency, K12, DTCC, and DSU employees recently enrolled in the State of Delaware EyeMed Vision High plan	103	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your State of Delaware EyeMed Vision Low Plan	SBO	02/10/2026	State Agency, K12, DTCC, and DSU employees recently enrolled in the State of Delaware EyeMed Vision Low plan	63	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your Flexible Spending Account Plan	SBO	02/10/2026	State Agency, K12, DTCC, and DSU employees recently enrolled in the Flexible Spending Account Plan	8	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Feedback Survey - "Disability Claim Process Overview & THAA Portal Training"	SBO	02/11/2026	Attendees (with an email address on file) from the 02/10/2026 THAA Training	38	<ul style="list-style-type: none"> N/A
Meet Benny, SBO's Virtual Website Navigation Assistant!	SBO	02/26/2026	State Agency, K12, DTCC, and DSU benefit-eligible employees	41,752	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Get the Facts on What's Happening – March 2026 Updates	SEBC	03/05/2026	Benefit-eligible employees of State Agencies, K12, DTCC, and DSU	41,802	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to offer access to physical therapy in multiple formats. Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits. Continue to offer access to providers who deliver high-quality, cost-efficient health care.



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Important Information Regarding Your Delta Dental Plan	SBO	03/10/2026	State Agency, K12, DTCC, and DSU employees recently enrolled in the Delta Dental plan	143	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your Dominion National Dental Plan	SBO	03/10/2026	State Agency, K12, DTCC, and DSU employees recently enrolled in the Dominion National plan	13	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your Health Plan	SBO	03/10/2026	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the Comprehensive PPO health plan	164	<ul style="list-style-type: none"> Continue to promote educational tools and resources that help members identify high-quality, high-value providers. Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles. Continue to offer access to physical therapy in multiple formats. Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.



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					<ul style="list-style-type: none">• Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.• Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs.• Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.• Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your Health Plan	SBO	03/10/2026	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the First State Basic health plan	38	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.



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Important Information Regarding Your Health Plan	SBO	03/10/2026	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the CDH Gold health plan	33	<ul style="list-style-type: none">• Continue to promote educational tools and resources that help members identify high-quality, high-value providers.• Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles.• Continue to offer access to physical therapy in multiple formats.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.• Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.



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					<ul style="list-style-type: none"> • Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care. • Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs. • Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives. • Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your Health Plan	SBO	03/10/2026	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the HMO health plan	35	<ul style="list-style-type: none"> • Continue to promote educational tools and resources that help members identify high-quality, high-value providers. • Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles. • Continue to offer access to physical therapy in multiple formats. • Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. • Continue to explore, implement, and promote medical TPA programs and plan designs that help steer members to most appropriate sites of care.



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Important Information Regarding Your State of Delaware EyeMed Vision High Plan	SBO	03/10/2026	State Agency, K12, DTCC, and DSU employees recently enrolled in the State of Delaware EyeMed Vision High plan	86	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your State of Delaware EyeMed Vision Low Plan	SBO	03/10/2026	State Agency, K12, DTCC, and DSU employees recently enrolled in the State of Delaware EyeMed Vision Low plan	66	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Important Information Regarding Your Flexible Spending Account Plan	SBO	03/10/2026	State Agency, K12, DTCC, and DSU employees recently enrolled in the Flexible Spending Account Plan	8	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Act Now – Make Sure You Can Access Employee Self-Service	SBO	03/12/2026	Benefit-eligible State Agency, K12, DTCC, and DSU employees	41,802	<ul style="list-style-type: none"> N/A
Aetna Live and Recorded Webinars	SBO	03/17/2026	Benefit-Eligible Agency, K12, DTCC, and DSU Employees	41,802	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
Feedback Survey - "Disability Claim Process Overview & THAA Portal Training"	SBO	03/18/2026	Attendees (with an email address on file) from the 03/17/2026 THAA Training	43	<ul style="list-style-type: none">• N/A
Employee Assistance Program (EAP) Single Sign-On (SSO) & April - June Live and Recorded Webinars	SBO	03/19/2026	State Agency, K12, DTCC & DSU employees who are enrolled in a State of Delaware non-Medicare Health Plan (Highmark Delaware or Aetna)	13,836	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.
GLP-1 Medications for Weight Management Copay Increase	SBO	03/24/2026	Benefit-eligible State Agency, K12, DTCC, and DSU employees	41,802	<ul style="list-style-type: none">• Continue to measure GHIP use, cost, and outcomes from weight management drugs.
Benefit Updates and 2026 Open Enrollment	SEBC	03/31/2026	Benefit-eligible State Agency, K12, DTCC, and DSU employees	41,786	<ul style="list-style-type: none">• N/A



Electronic Communications: Benefits Bulletin

January	https://dhr.delaware.gov/benefits/news/documents/2026/010626.pdf		
Distribution:	Sent from the SBO Communications on 01/06/2026		
Target Audience:	Benefit-eligible employees of State agencies, K12, DTCC, and DSU		
Articles:	<ul style="list-style-type: none"> • New Year, New You • Prescription Formulary Facts • Employee Testimonial – Hinge Health • Upcoming Webinars • State Employee Benefits Committee (SEBC) Corner • Three Sisters Soup • Hidden Treasures Activity 		
Analytics	<u>Total Recipients:</u> 41,754	<u>Trackable Links (Y/N):</u> Yes	<u>Sessions:</u> 1,224
	<u>Page Views:</u> 2,449	<u>Average Session Duration (MM:SS):</u> 0:46	<u>Hidden Treasures Responses:</u> 26
SBO Tactics Based on SEBC Strategic Framework	<ul style="list-style-type: none"> • Continue to offer access to physical therapy in multiple formats. • Continue to communicate the value of benefits provided along with member education resources. • Continue to measure GHIP use, cost, and outcomes from weight management drugs. • Evaluate competitiveness of GHIP medical and Rx vendors’ pricing for covered services and drugs against their competitors. • Explore and implement new decision support tools and/or engagement solutions as the vendor marketplace for these continues to evolve. 		

February	https://dhr.delaware.gov/benefits/news/documents/2026/020426.pdf		
Distribution:	Sent from the SBO Communications on 02/04/2026		
Target Audience:	Benefit-eligible employees of State agencies, K12, DTCC, and DSU		
Articles:	<ul style="list-style-type: none"> • American Heart Month • State Employee Benefits Committee (SEBC) Corner • Health and Wellness Benefit • SBO’s New Website Design • Financial Wellness Webinars from the Office of the State Treasurer (OST) • Upcoming Webinars • National Cancer Prevention Month • Spanakopita 		



	<ul style="list-style-type: none"> • Hidden Treasures Activity 						
Analytics	<table border="0"> <tr> <td><u>Total Recipients:</u> 41,752</td> <td><u>Trackable Links (Y/N):</u> Yes</td> <td><u>Sessions:</u> 996</td> </tr> <tr> <td><u>Page Views:</u> 2,089</td> <td><u>Average Session Duration (MM:SS):</u> 0:43</td> <td><u>Hidden Treasures Responses:</u> 27</td> </tr> </table>	<u>Total Recipients:</u> 41,752	<u>Trackable Links (Y/N):</u> Yes	<u>Sessions:</u> 996	<u>Page Views:</u> 2,089	<u>Average Session Duration (MM:SS):</u> 0:43	<u>Hidden Treasures Responses:</u> 27
<u>Total Recipients:</u> 41,752	<u>Trackable Links (Y/N):</u> Yes	<u>Sessions:</u> 996					
<u>Page Views:</u> 2,089	<u>Average Session Duration (MM:SS):</u> 0:43	<u>Hidden Treasures Responses:</u> 27					
SBO Tactics Based on SEBC Strategic Framework	<ul style="list-style-type: none"> • Continue to communicate the value of benefits provided along with member education resources. • Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. • Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs. 						

March	https://dhr.delaware.gov/benefits/news/documents/2026/030426.pdf						
Distribution:	Sent from the SBO Communications on 03/04/2026						
Target Audience:	Benefit-eligible employees of State agencies, K12, DTCC, and DSU						
Articles:	<ul style="list-style-type: none"> • Planning Dependent Care Flexible Spending Account (FSA) Expenses • State Employee Benefits Committee (SEBC) Corner • National Nutrition Month • Workplace Eye Wellness Month • Upcoming Webinars • Act Now – Make Sure You Can Access Employee Self-Service • Financial Wellness Webinars from the Office of the State Treasurer • Hidden Treasures Activity 						
Analytics	<table border="0"> <tr> <td><u>Total Recipients:</u> 41,802</td> <td><u>Trackable Links (Y/N):</u> Yes</td> <td><u>Sessions:</u> 934</td> </tr> <tr> <td><u>Page Views:</u> 2,295</td> <td><u>Average Session Duration (MM:SS):</u> 0:44</td> <td><u>Hidden Treasures Responses:</u> 26</td> </tr> </table>	<u>Total Recipients:</u> 41,802	<u>Trackable Links (Y/N):</u> Yes	<u>Sessions:</u> 934	<u>Page Views:</u> 2,295	<u>Average Session Duration (MM:SS):</u> 0:44	<u>Hidden Treasures Responses:</u> 26
<u>Total Recipients:</u> 41,802	<u>Trackable Links (Y/N):</u> Yes	<u>Sessions:</u> 934					
<u>Page Views:</u> 2,295	<u>Average Session Duration (MM:SS):</u> 0:44	<u>Hidden Treasures Responses:</u> 26					
SBO Tactics Based on SEBC Strategic Framework	<ul style="list-style-type: none"> • Continue to communicate the value of benefits provided along with member education resources. • Continue to offer access to physical therapy in multiple formats. • Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits. • Continue to offer access to providers who deliver high-quality, cost-efficient health care. • Continue to promote educational tools and resources that help members identify high-quality, high-value providers. • Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives. • Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. • Continue to educate members on the availability of GHIP care management and lifestyle risk reduction programs. 						



Electronic Communications: State Memos

Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Virtual Noom DPP Available to State of Delaware Highmark Non-Medicare Members	#26-01	01/05/2026	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	510	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health Plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles. Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.
Get the Facts on What's Happening FAQs – January 2026 Updates	#26-02	01/06/2026	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	510	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to measure GHIP use, cost, and outcomes from weight management drugs. Evaluate competitiveness of GHIP medical and Rx vendors' pricing for covered services and drugs against their competitors. Explore and implement new decision support tools and/or engagement solutions as the vendor marketplace for these continues to evolve.
Calendar Year 2025 Form 1095-C Changes	#26-03	01/15/2026	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	532	<ul style="list-style-type: none"> N/A



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Mark Your Calendars – 2026 Open Enrollment Dates and Events	#26-04	01/15/2026	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	532	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.
Launch of SBO's New Website Design	#26-05	01/28/2026	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	563	<ul style="list-style-type: none"> N/A
Get the Facts on What's Happening FAQs – March 2026 Updates	#26-06	03/04/2026	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	510	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to offer access to physical therapy in multiple formats. Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits. Continue to offer access to providers who deliver high-quality, cost-efficient health care. Continue to promote educational tools and resources that help members identify high-quality, high-value providers. Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.
2026 OE - ESS Through my.delaware.gov	#26-07	03/11/2026	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	520	<ul style="list-style-type: none"> N/A



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Health Advocate SSO and Upcoming Webinars	#26-08	03/18/2026	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	521	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.• Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.
GLP-1 Medications for Weight Management Copay Increase	#26-09	03/23/2026	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	492	<ul style="list-style-type: none">• Continue to measure GHIP use, cost, and outcomes from weight management drugs.
2026 Open Enrollment Updates and Reminders	#26-10	03/30/2026	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	494	<ul style="list-style-type: none">• Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.• Continue to communicate the value of benefits provided along with member education resources.



Electronic Communications: Participating Group Memos

Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Virtual Noom DPP Available to State of Delaware Highmark Non-Medicare Members	#26-01	01/05/2026	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	173	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to offer condition-specific resources for diabetes and metabolic syndrome through the State Group Health Plan, including coverage of select diabetes prescriptions and supplies at no cost to members, to support healthy lifestyles. Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.
Get the Facts on What's Happening FAQs – January 2026 Updates	#26-02	01/06/2026	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	174	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to measure GHIP use, cost, and outcomes from weight management drugs. Evaluate competitiveness of GHIP medical and Rx vendors' pricing for covered services and drugs against their competitors. Explore and implement new decision support tools and/or engagement solutions as the vendor marketplace for these continues to evolve.
Mark Your Calendars – 2026 Open Enrollment Dates and Events	#26-03	01/15/2026	Group Health Insurance Plan Participating Group Human Resource	178	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
			and Benefits Managers & Representatives		<ul style="list-style-type: none"> Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.
Launch of SBO's New Website Design	#26-04	01/28/2026	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	180	<ul style="list-style-type: none"> N/A
Get the Facts on What's Happening FAQs – March 2026 Updates	#26-05	03/04/2026	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	179	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to offer access to physical therapy in multiple formats. Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits. Continue to offer access to providers who deliver high-quality, cost-efficient health care. Continue to promote educational tools and resources that help members identify high-quality, high-value providers. Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.
Upcoming Health Advocate Webinars	#26-06	03/18/2026	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	186	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to educate members on the availability of preventive care and condition-specific resources to support



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
GLP-1 Medications for Weight Management Copay Increase	#26-07	03/23/2026	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	186	lifestyle risk reduction through the GHIP and other community resources. <ul style="list-style-type: none">• Continue to measure GHIP use, cost, and outcomes from weight management drugs.
2026 Open Enrollment Updates and Reminders	#26-08	03/30/2026	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	180	<ul style="list-style-type: none">• Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.• Continue to communicate the value of benefits provided along with member education resources.



Electronic Communications: Organizational Specific Memos

Subject	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Get the Facts on What's Happening FAQs – January 2026 Updates	01/06/2026	Delaware Senators, House Representatives, and Legislative Staff	199	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to measure GHIP use, cost, and outcomes from weight management drugs. Evaluate competitiveness of GHIP medical and Rx vendors' pricing for covered services and drugs against their competitors. Explore and implement new decision support tools and/or engagement solutions as the vendor marketplace for these continues to evolve.
Important Updates Related To Delaware Paid Leave	01/09/2026	Human Resource, Benefits, and Payroll Managers & Specialists, School Personnel Administrators, Business Managers, and Delaware LaborFirst "Administrators" at State Agencies, School Districts, Charter Schools, DTCC, and DSU	435	<ul style="list-style-type: none"> N/A
Important Updates Related To Delaware Paid Leave	02/05/2026	Human Resource, Benefits, and Payroll Managers & Specialists, School Personnel Administrators, Business Managers, and Delaware LaborFirst "Administrators" at State Agencies, School Districts, Charter Schools, DTCC, and DSU	446	<ul style="list-style-type: none"> N/A
SBO Org. Specific Memo - Updated Vendor Contact Information for EyeMed	02/11/2026	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives for Groups who Participate in the State's Vision Plan	121	<ul style="list-style-type: none"> N/A
Important Updates Related To Delaware Paid Leave	02/13/2026	Human Resource, Benefits, and Payroll Managers & Specialists, School Personnel Administrators, Business Managers, and	448	<ul style="list-style-type: none"> N/A



Subject	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
		Delaware LaborFirst “Administrators” at State Agencies, School Districts, Charter Schools, DTCC, and DSU		
Please Review - Resource Document for Education Employees	03/02/2026	School District, Charter School, DTCC, and DSU Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	270	<ul style="list-style-type: none"> • N/A
Get the Facts on What’s Happening FAQs – March 2026 Updates	03/04/2026	Delaware Senators, House Representatives, and Legislative Staff	221	<ul style="list-style-type: none"> • Continue to communicate the value of benefits provided along with member education resources. • Continue to offer access to physical therapy in multiple formats. • Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits. • Continue to offer access to providers who deliver high-quality, cost-efficient health care. • Continue to promote educational tools and resources that help members identify high-quality, high-value providers. • Continue to monitor utilization of the third-party Centers of Excellence benefit and drive engagement through additional member education and ongoing review of incentives.
Important Updates Related To Delaware Paid Leave	03/06/2026	Human Resource, Benefits, and Payroll Managers & Specialists, School Personnel Administrators, Business Managers, and Delaware LaborFirst “Administrators” at State Agencies, School Districts, Charter Schools, DTCC, and DSU	438	<ul style="list-style-type: none"> • N/A
2026 Open Enrollment Updates and Reminders	03/31/2026	Delaware State Housing Authority, Delaware Solid Waste Authority, Delaware Transit Corporation, and Rehabilitation and Liquidation Bureau	46	<ul style="list-style-type: none"> • Continue to promote health care consumerism and the importance of making informed decisions when enrolling in or changing benefits.



Subject	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
		Human Resource and Benefits Managers & Representatives		<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.



Electronic Communications: State Alerts

Subject	Alert Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Delaware LaborFirst Maintenance and Downtime	#01-26	01/27/2026	Human Resource, Benefits, and Payroll Managers & Specialists, School Personnel Administrators, Business Managers, and Delaware LaborFirst “Administrators” at State Agencies, School Districts, Charter Schools, DTCC, and DSU	440	• N/A
System Defect in DOL Delaware LaborFirst Affecting Claim Benefit Calculations	#02-26	02/13/2026	Human Resource, Benefits, and Payroll Managers & Specialists, School Personnel Administrators, Business Managers, and Delaware LaborFirst “Administrators” at State Agencies, School Districts, Charter Schools, DTCC, and DSU	448	• N/A
DOL Delaware LaborFirst: Claim Benefit Calculations and Payments Fixed; New Error Preventing Some Users from System Access	#03-26	02/25/2026	Human Resource, Benefits, and Payroll Managers & Specialists, School Personnel Administrators, Business Managers, and Delaware LaborFirst “Administrators” at State Agencies, School Districts, Charter Schools, DTCC, and DSU	455	• N/A



Electronic Communications: Participating Group Alerts

Subject	Alert Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
None were sent for the 3 rd quarter of FY26	N/A	N/A	N/A	N/A	N/A



Electronic Communications: SBO Communications Mailbox Responses

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

Month:	February
Total Email Responses Sent:	17
Response Topics:	<ul style="list-style-type: none">• Benefits question = 8• Training question/issue = 5• Issues/questions forwarded to CST = 4

Month:	March
Total Email Responses Sent:	9
Response Topics:	<ul style="list-style-type: none">• Issues/questions forwarded to CST = 6• Benefits question = 3



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
Hinge Health	General Program Awareness	01/14/2026	24,000	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. Continue to offer access to physical therapy in multiple formats.
EyeMed	Annual Wellness Checklist	01/19/2026	Members who opted into text messages	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
EyeMed	Vision and Heart Health	02/09/2026	Members who opted into text messages	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Hinge Health	General Program Awareness	02/17/2026	24,000	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. Continue to offer access to physical therapy in multiple formats.
EyeMed	Q1 InSIGHTS – Annual Wellness Checklist	02/17/2026	Members who opted into email messages	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.



EyeMed	Q1 Special Offers	03/03/2026	Members who opted into email messages	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.
EyeMed	Workplace Eye Wellness Month	03/09/2026	Members who opted into text messages	<ul style="list-style-type: none">• Continue to communicate the value of benefits provided along with member education resources.



Printed Communications: Letters/Packets

Description	Target Audience	Mail Date	Quantity	Contents
None were sent for the 3 rd quarter of FY26	N/A	N/A	N/A	N/A



Printed Communications: Postcards

1 Open Enrollment – Ready, Set, Enroll

Details: Mail Date: 03/31/2026 Target Audience: Benefit-eligible State of Delaware Employees
Quantity: 41,839

Ready, Set...

Complete the following in April to prepare for Open Enrollment:



► Update Contact Information:

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

► Complete Online Training:

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

► Compare Health Plan Options:

Week of April 13 - Look for a personalized enrollment recommendation based on your use of healthcare benefits and compare estimated costs by plan with myBenefitsMentor.



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



... Enroll

Open Enrollment is May 4 - 15, 2026

Benefit Selections Effective July 1, 2026

Complete the following during Open Enrollment:

- Access Employee Self-Service through my.delaware.gov to enroll, confirm, or waive your health, dental, and/or vision coverage.
- Complete the online Spousal Coordination of Benefits Form if you will be covering your spouse under a Highmark or Aetna health plan as of July 1, 2026.
- Check out the additional benefits:
 - Flexible Spending Account
 - Accident & Critical Illness Insurance
 - State Group Universal Life Insurance

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



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

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Have questions? Call 1-800-489-8933



Printed Communications: Posters/Flyers

1	Pre-Open Enrollment Poster		
Target Audience:	Benefit-eligible State of Delaware employees		
Analytics:	<u>Mail/Post Date:</u> 03/23/2026 <u>Sessions:</u> N37	<u>Quantity:</u> Online and 1,075 copies <u>Average Session Duration (MM:SS):</u> 00:12	<u>Q/R Code:</u> Yes <u>Page Views:</u> 63

Ready, Set, Enroll!

Prepare for Open Enrollment

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

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

Compare Your Health Plan Options
Week of April 13 - Look for a personalized enrollment recommendation based on your use of healthcare benefits and compare estimated costs by plan with myBenefitsMentor.

2026 Open Enrollment May 4 - 15, 2026

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





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
Lantern	Member Quality Mailer	01/20/2026	43,997	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Lantern	Spouse Quality Mailer	01/20/2026	13,482	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
Aetna	January Site of Care Postcards	01/27/2026	579	<ul style="list-style-type: none"> Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.
Securian Financial	Health and Wellness Benefit for Accident and Critical Illness Insurance Members Postcard	02/18/2026	5,456	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources.
EyeMed	Q1 At Risk Mailer	02/23/2026	Members determined at risk during an eye exam	<ul style="list-style-type: none"> Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources.
Hinge Health	General Program Awareness	02/26/2026	49,000	<ul style="list-style-type: none"> Continue to communicate the value of benefits provided along with member education resources. Continue to educate members on the availability of preventive care and condition-specific resources to support lifestyle risk reduction through the GHIP and other community resources. Continue to offer access to physical therapy in multiple formats.
Highmark Delaware	February Site of Care Postcards	02/27/2026	11,449	<ul style="list-style-type: none"> Continue to educate GHIP members on lower cost alternatives to the emergency room for non-emergency care.



Website Statistics: Google Analytics*

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

Month: January	
Analytics:	<u>Sessions: 22,116</u> <u>Total Page Views: 52,707</u> <u>Average Session Duration (MM:SS): 1:08</u> <u>Pages Per Session: 3.30</u>
Top Ten Page Views:	<ol style="list-style-type: none"> 1. Homepage (11,649) 2. State Agency Employees Main Page (4,351) 3. K12, DTCC, & DSU Employees Main Page (1,995) 4. SEBC Page (1,847) 5. SEBC: What's Happening Page (1,254) 6. Benefits Bulletin – eNewsletter Page (1,063) 7. Policies & Procedures Page (863) 8. DLC Benefits Training Page (749) 9. Health Advocate Page (733) 10. Agency Enrollment Page (732)

Month: February	
Analytics:	<u>Sessions: 20,251</u> <u>Total Page Views: 46,392</u> <u>Average Session Duration (MM:SS): 1:03</u> <u>Pages Per Sessions: 3.16</u>
Top Ten Page Views:	<ol style="list-style-type: none"> 1. Homepage (11,790) 2. State Agency Employees Main Page (3,675) 3. K12, DTCC, & DSU Employees Main Page (1,691) 4. SEBC Page (1,253) 5. Benefits Bulletin – eNewsletter Page (867) 6. Health Advocate Page (773) 7. Agency Highmark Delaware Page (760) 8. Weight Management Page (567) 9. SEBC Materials Page (547) 10. Gym Discounts Page (524)



Month: March		
Analytics:	Sessions: 20,062	Total Page Views: 58,323
	Average Session Duration (MM:SS): 1:10	Pages Per Sessions: 3.48
Top Ten Page Views:	<ol style="list-style-type: none">1. Homepage (13,111)2. State Agency Employees Main Page (4,415)3. SEBC Page (2,866)4. K12, DTCC, & DSU Employees Main Page (1,885)5. SEBC: What's Happening Page (1,767)6. CVS Non-Medicare Page (1,416)7. Benefits Bulletin – eNewsletter Page (888)8. Agency Highmark Delaware Page (878)9. DLC Benefits Training Page (872)10. SEBC Materials Page (778)	



Website Statistics: Website Updates

Month: January	
Total Website Updates Requested:	20
Update Topics:	<ul style="list-style-type: none"> • Communications: 9 • Health: 6 • Vision: 2 • Procedure Updates: 1 • Contact List: 1 • End of Calendar Year Maintenance: 1

Month: February	
Total Website Updates Requested:	29
Update Topics:	<ul style="list-style-type: none"> • Communications: 8 • Health: 5 • Employee Assistance Program: 2 • Training: 2 • Dental: 2 • Procedure Updates: 2 • Disability Insurance Program: 2 • Open Enrollment: 1 • Vision: 1 • Prescription: 1 • Policies and Procedures: 1 • Contact List: 1 • HIPAA: 1

Month: March	
Total Website Updates Requested:	72
Update Topics:	<ul style="list-style-type: none"> • Open Enrollment: 42 • Communications: 15 • Health: 4 • Employee Assistance Program: 3 • Dental: 3 • Vision: 2 • Flexible Spending Account: 1 • Paid Family Medical Leave: 1 • Coordination of Benefits: 1



Website Statistics: Website Survey Responses

Month:	January
Total Surveys Received:	0
Survey Topics:	<ul style="list-style-type: none">N/A

Month:	February
Total Surveys Received:	1
Response Topics:	<ul style="list-style-type: none">Training Materials: 1

Month:	March
Total Surveys Received:	2
Response Topics:	<ul style="list-style-type: none">Employee Assistance Program: 1Site Feedback: 1



Training: Instructor-Led Training (ILT)

1	Benefits 101
Target Audience:	Benefit-eligible State Agency employees
Details:	<u>Date(s):</u> 01/14/2026 <u>Attendance:</u> 11 <u>Facilitated:</u> Virtually
Evaluation Feedback:	<ol style="list-style-type: none"> 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated. 100% of respondents Strongly Agree or Agree that the course learning objectives were met. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention. 100% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.

2	Benefit Information @ Your Fingertips
Target Audience:	Benefit-eligible State Agency employees
Details:	<u>Date(s):</u> 01/20/2026 <u>Attendance:</u> 10 <u>Facilitated:</u> Virtually
Evaluation Feedback:	<ol style="list-style-type: none"> 88% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated. 100% of respondents Strongly Agree or Agree that the course learning objectives were met. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention. 100% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.

3	Health Care Quality and Safety Starts With You
Target Audience:	Benefit-eligible State Agency employees
Details:	<u>Date(s):</u> 01/28/2026 <u>Attendance:</u> 9 <u>Facilitated:</u> Virtually
Evaluation Feedback:	<ol style="list-style-type: none"> 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated. 100% of respondents Strongly Agree or Agree that the course learning objectives were met. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.



Evaluation Feedback:	<ol style="list-style-type: none"> 4. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention. 5. 100% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective. 6. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 7. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.
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4	Benefits 101
Target Audience:	Benefit-eligible State Agency employees
Details:	<u>Date(s):</u> 02/04/2026 <u>Attendance:</u> 14 <u>Facilitated:</u> Virtually
Evaluation Feedback:	<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated. 2. 100% of respondents Strongly Agree or Agree that the course learning objectives were met. 3. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course. 4. 86% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention. 5. 100% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective. 6. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 7. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.

5	Benefit Information @ Your Fingertips
Target Audience:	Benefit-eligible State Agency employees
Details:	<u>Date(s):</u> 02/11/2026 <u>Attendance:</u> 7 <u>Facilitated:</u> Virtually
Evaluation Feedback:	<ol style="list-style-type: none"> 1. 80% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated. 2. 80% of respondents Strongly Agree or Agree that the course learning objectives were met. 3. 80% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course. 4. 80% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention. 5. 80% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective. 6. 80% of respondents Strongly Agree or Agree that they would recommend this course to others. 7. 80% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.

6	Statewide Benefits
Target Audience:	State of Delaware HR/Benefit Representatives
Details:	<u>Date(s):</u> 03/03/2026 & 03/04/2026 <u>Attendance:</u> 8 <u>Facilitated:</u> Virtually



Evaluation Feedback:	<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated. 2. 100% of respondents Strongly Agree or Agree that the course learning objectives were met. 3. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course. 4. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention. 5. 100% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective. 6. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 7. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.
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7	Everything You Need to Know About Covering a Spouse or Dependent		
Target Audience:	Benefit-eligible State Agency employees		
Details:	<u>Date(s)</u> : 03/10/2026	<u>Attendance</u> : 23	<u>Facilitated</u> : Virtually
Evaluation Feedback:	<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated. 2. 100% of respondents Strongly Agree or Agree that the course learning objectives were met. 3. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course. 4. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention. 5. 100% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective. 6. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 7. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training. 		

8	Benefits 101		
Target Audience:	Benefit-eligible State Agency employees		
Details:	<u>Date(s)</u> : 03/11/2026	<u>Attendance</u> : 16	<u>Facilitated</u> : Virtually
Evaluation Feedback:	<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated. 2. 100% of respondents Strongly Agree or Agree that the course learning objectives were met. 3. 100% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course. 4. 100% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention. 5. 100% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective. 6. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 7. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the training. 		



9	Benefit Information @ Your Fingertips		
Target Audience:	Benefit-eligible State Agency employees		
Details:	<u>Date(s)</u> : 03/17/2026	<u>Attendance</u> : 7	<u>Facilitated</u> : Virtually
Evaluation Feedback:	<ol style="list-style-type: none">1. 50% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated.2. 50% of respondents Strongly Agree or Agree that the course learning objectives were met.3. 50% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.4. 50% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention.5. 50% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective.6. 50% of respondents Strongly Agree or Agree that they would recommend this course to others.7. 50% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.		



Training: Computer-Based Training (CBT)

1	HIPAA Training for Members of the HIPAA Workforce
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website
Availability:	01/01/2026 – 03/31/2026
Assigned:	Yes, assignments are ongoing. This course must be completed annually by all members of the HIPAA Workforce.
FY26 Q3 Total Completions: (1,616)	<ul style="list-style-type: none"> DLC = 1,612 Website = 4
FY26 Q3 Evaluations Submitted: (148)	<ul style="list-style-type: none"> DLC = 144 Website = 4
Evaluation Feedback:	<ol style="list-style-type: none"> 99% of respondents Strongly Agree or Agree that the learning objectives were clearly presented in the course. 97% of respondents Strongly Agree or Agree that the content was presented clearly. 88% of respondents Strongly Agree or Agree that the content was engaging. 97% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 95% of respondents Strongly Agree or Agree that they would recommend this training to others. 97% of respondents Strongly Agree or Agree that they have a better understanding of HIPAA and how to safeguard PHI. 97% of respondents Strongly Agree or Agree that overall, they are satisfied with the training.

2	Section 1557 (Nondiscrimination Provision) of the Affordable Care Act
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website
Availability:	01/01/2026 – 03/31/2026
Assigned:	Yes, assignments are ongoing. This course must be completed every three years by all HR/Benefits and Payroll Representatives.
FY26 Q3 Total Completions: (10)	<ul style="list-style-type: none"> DLC = 9 Website = 1
FY26 Q3 Evaluations Submitted: (1)	<ul style="list-style-type: none"> DLC = 0 Website = 1
Evaluation Feedback:	<ol style="list-style-type: none"> 100% of respondents Strongly Agree or Agree that the content was presented clearly. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 100% of respondents Strongly Agree or Agree that they have a better understanding of Section 1557 of the Affordable Care Act. 100% of respondents Strongly Agree or Agree that they would recommend this training to others.



3	FY26 How to Select a Health Plan
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website
Availability:	01/01/2026 – 03/31/2026
Assigned:	N/A
FY26 Q3 Total Completions: (16)	<ul style="list-style-type: none"> DLC = 10 Website = 6
FY26 Q3 Evaluations Submitted: (7)	<ul style="list-style-type: none"> DLC = 1 Website = 6
Evaluation Feedback:	<ol style="list-style-type: none"> 100% of respondents Strongly Agree or Agree that the content was presented clearly. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree that they learned about resources to help them select the best coverage based on their anticipated needs. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.

4	FY26 Choosing the Right Care
Version(s):	<ul style="list-style-type: none"> Delaware Learning Center (DLC) Website
Availability:	01/01/2026 – 03/31/2026
Number Assigned:	N/A
FY26 Q3 Total Completions: (5)	<ul style="list-style-type: none"> DLC = 4 Website = 1
FY26 Q3 Evaluations Submitted: (1)	<ul style="list-style-type: none"> DLC = 0 Website = 1
Evaluation Feedback:	<ol style="list-style-type: none"> 100% of respondents Strongly Agree or Agree that the content was presented clearly. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 100% of respondents Strongly Agree or Agree that they learned ways to choosing high-quality, safe, and affordable care throughout the plan year. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree that overall, they were satisfied with the course.

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



Availability:	01/01/2026 – 03/31/2026
Assigned:	N/A
FY26 Q3 Total Completions: (9)	<ul style="list-style-type: none"> • DLC = 5 • Website = 4
FY26 Q3 Evaluations Submitted: (4)	<ul style="list-style-type: none"> • DLC = 0 • Website = 4
Evaluation Feedback:	<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the content was presented clearly. 2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 4. 100% of respondents Strongly Agree or Agree that they have a better understanding of the First State Basic Plan. 5. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.

6	FY26 Aetna CDH Gold Plan
Version(s):	<ul style="list-style-type: none"> • Delaware Learning Center (DLC) • Website
Availability:	01/01/2026 – 03/31/2026
Assigned:	N/A
FY26 Q3 Total Completions: (6)	<ul style="list-style-type: none"> • DLC = 4 • Website = 2
FY26 Q3 Evaluations Submitted: (2)	<ul style="list-style-type: none"> • DLC = 0 • Website = 2
Evaluation Feedback:	<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the content was presented clearly. 2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 4. 100% of respondents Strongly Agree or Agree that they have a better understanding of the CDH Gold Plan. 5. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.

7	FY26 Aetna HMO Plan
Version(s):	<ul style="list-style-type: none"> • Delaware Learning Center (DLC) • Website
Availability:	01/01/2026 – 03/31/2026
Assigned:	N/A



FY26 Q3 Total Completions: (6)	<ul style="list-style-type: none"> • DLC = 4 • Website = 2
FY26 Q3 Evaluations Submitted: (2)	<ul style="list-style-type: none"> • DLC = 0 • Website = 2
Evaluation Feedback:	<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the content was presented clearly. 2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 4. 100% of respondents Strongly Agree or Agree that they have a better understanding of the HMO Plan. 5. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.

8	FY26 Highmark Delaware Comprehensive PPO Plan
Version(s):	<ul style="list-style-type: none"> • Delaware Learning Center (DLC) • Website
Availability:	01/01/2026 – 03/31/2026
Assigned:	N/A
FY26 Q3 Total Completions: (10)	<ul style="list-style-type: none"> • DLC = 4 • Website = 6
FY26 Q3 Evaluations Submitted: (6)	<ul style="list-style-type: none"> • DLC = 0 • Website = 6
Evaluation Feedback:	<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the content was presented clearly. 2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 4. 100% of respondents Strongly Agree or Agree that they have a better understanding of the Comprehensive PPO Plan. 5. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.

9	FY26 Flexible Spending Account (FSA)
Version(s):	<ul style="list-style-type: none"> • Delaware Learning Center (DLC) • Website
Availability:	01/01/2026 – 03/31/2026
Assigned:	N/A
FY26 Q3 Total Completions: (6)	<ul style="list-style-type: none"> • DLC = 5 • Website = 1



FY26 Q3 Evaluations Submitted: (1)	<ul style="list-style-type: none"> • DLC = 0 • Website = 1
Evaluation Feedback:	<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the content was presented clearly. 2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 3. 100% of respondents Strongly Agree or Agree that they have a better understanding of the Flexible Spending Account (FSA) and how it can help people save money. 4. 100% of respondents Strongly Agree or Agree that they feel more confident in their ability to make informed decisions about participation in the Flexible Spending Account (FSA). 5. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 6. 100% of respondents Strongly Agree or Agree that overall, they found the course to be informative.

10	Spousal Coordination of Benefits
Version(s):	<ul style="list-style-type: none"> • Delaware Learning Center (DLC) • Website
Availability:	01/01/2026 – 03/31/2026
Assigned:	N/A
FY26 Q3 Total Completions: (13)	<ul style="list-style-type: none"> • DLC = 10 • Website = 3
FY26 Q3 Evaluations Submitted: (3)	<ul style="list-style-type: none"> • DLC = 0 • Website = 3
Evaluation Feedback:	<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the content was presented clearly. 2. 67% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 3. 67% of respondents Strongly Agree or Agree that they would recommend this course to others. 4. 100% of respondents Strongly Agree or Agree have a better understanding of spousal coordination of benefits. 5. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.

11	Dependent Coordination of Benefits
Version(s):	<ul style="list-style-type: none"> • Delaware Learning Center (DLC) • Website
Availability:	01/01/2026 – 03/31/2026
Assigned:	N/A
FY26 Q3 Total Completions: (6)	<ul style="list-style-type: none"> • DLC = 5 • Website = 1



FY26 Q3 Evaluations Submitted: (1)	<ul style="list-style-type: none"> • DLC = 0 • Website = 1
Evaluation Feedback:	<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the content was presented clearly. 2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 4. 100% of respondents Strongly Agree or Agree have a better understanding of dependent coordination of benefits. 5. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.

12	Qualifying Events
Version(s):	<ul style="list-style-type: none"> • Delaware Learning Center (DLC) • Website
Availability:	01/01/2026 – 03/31/2026
Assigned:	N/A
FY26 Q3 Total Completions: (8)	<ul style="list-style-type: none"> • DLC = 6 • Website = 2
FY26 Q3 Evaluations Submitted: (2)	<ul style="list-style-type: none"> • DLC = 0 • Website = 2
Evaluation Feedback:	<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the content was presented clearly. 2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 4. 100% of respondents Strongly Agree or Agree have a better understanding of qualifying events, including timeframes and documentation. 5. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.

13	Disability Insurance Program Overview
Version(s):	<ul style="list-style-type: none"> • Delaware Learning Center (DLC) • Website
Availability:	01/01/2026 – 03/31/2026
Assigned:	N/A
FY26 Q3 Total Completions: (24)	<ul style="list-style-type: none"> • DLC = 15 • Website = 9
FY26 Q3 Evaluations Submitted: (9)	<ul style="list-style-type: none"> • DLC = 0 • Website = 9



Evaluation Feedback:	<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the content was presented clearly. 2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 4. 100% of respondents Strongly Agree or Agree that they learned who is eligible for the Disability Insurance Program. 5. 100% of respondents Strongly Agree or Agree that they have a basic understanding of Short Term Disability, Long Term Disability, and Return to Work. 6. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.
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14	Short Term Disability
Version(s):	<ul style="list-style-type: none"> • Delaware Learning Center (DLC) • Website
Availability:	01/01/2026 – 03/31/2026
Assigned:	N/A
FY26 Q3 Total Completions: (22)	<ul style="list-style-type: none"> • DLC = 14 • Website = 8
FY26 Q3 Evaluations Submitted: (8)	<ul style="list-style-type: none"> • DLC = 0 • Website = 8
Evaluation Feedback:	<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the content was presented clearly. 2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 4. 100% of respondents Strongly Agree or Agree that they have a basic understanding of the Short Term Disability program. 5. 100% of respondents Strongly Agree or Agree that they learned how and when to file a Short Term Disability claim. 6. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.

15	Long Term Disability
Version(s):	<ul style="list-style-type: none"> • Delaware Learning Center (DLC) • Website
Availability:	01/01/2026 – 03/31/2026
Assigned:	N/A
FY26 Q3 Total Completions: (22)	<ul style="list-style-type: none"> • DLC = 14 • Website = 8
FY26 Q3 Evaluations Submitted: (8)	<ul style="list-style-type: none"> • DLC = 0 • Website = 8
Evaluation Feedback:	<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the content was presented clearly.



Evaluation Feedback:	<ol style="list-style-type: none"> 2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 4. 100% of respondents Strongly Agree or Agree that they have a basic understanding of the Long Term Disability program. 5. 100% of respondents Strongly Agree or Agree that they learned how and when to file a Long Term Disability claim. 6. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.
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16	Return to Work
Version(s):	<ul style="list-style-type: none"> • Delaware Learning Center (DLC) • Website
Availability:	01/01/2026 – 03/31/2026
Assigned:	N/A
FY26 Q3 Total Completions: (20)	<ul style="list-style-type: none"> • DLC = 13 • Website = 7
FY26 Q3 Evaluations Submitted: (7)	<ul style="list-style-type: none"> • DLC = 0 • Website = 7
Evaluation Feedback:	<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the content was presented clearly. 2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 4. 100% of respondents Strongly Agree or Agree that they have a basic understanding of the Return to Work program. 5. 100% of respondents Strongly Agree or Agree that they learned how the Return to Work program applies to Short Term Disability and Long Term Disability. 6. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.

17	Accident and Critical Illness Insurance
Version(s):	<ul style="list-style-type: none"> • Delaware Learning Center (DLC) • Website
Availability:	01/01/2026 – 03/31/2026
Assigned:	N/A
FY26 Q3 Total Completions: (8)	<ul style="list-style-type: none"> • DLC = 5 • Website = 3
FY26 Q3 Evaluations Submitted: (3)	<ul style="list-style-type: none"> • DLC = 0 • Website = 3
Evaluation Feedback:	<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the content was presented clearly. 2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content.



Evaluation Feedback:	<ol style="list-style-type: none"> 1. 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. 2. 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. 3. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 4. 100% of respondents Strongly Agree or Agree that overall, they found the course informative.
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18	FY26 State Group Universal Life Insurance
Version(s):	<ul style="list-style-type: none"> • Delaware Learning Center (DLC) • Website
Availability:	01/01/2026 – 03/31/2026
Assigned:	N/A
FY26 Q3 Total Completions: (1)	<ul style="list-style-type: none"> • DLC = 0 • Website = 1
FY26 Q3 Evaluations Submitted: (1)	<ul style="list-style-type: none"> • DLC = 0 • Website = 1
Evaluation Feedback:	<ol style="list-style-type: none"> 1. 100% of respondents Strongly Agree or Agree that the content was presented clearly. 2. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 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. 4. 100% of respondents Strongly Agree or Agree that they feel more confident in my ability to make informed decisions about participation in the State Group Universal Life (GUL) Insurance plan. 5. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 6. 100% of respondents Strongly Agree or Agree that overall, they found this course to be informative.



Training: Vendor Webinars

Vendor	Webinar	Date	Attendance	Evaluation Feedback
Health Advocate	Hitting the Reset Button: Goal Setting	01/07/2026	82	<ul style="list-style-type: none"> • None provided
Aetna	Exercising at Home	01/13/2026	33	<ul style="list-style-type: none"> • None provided
The Hartford	Disability Claim Process Overview & THAA Portal Training	01/13/2026	57	<p>100% of eval respondents strongly agreed or agreed that:</p> <ul style="list-style-type: none"> • The information presented was useful. • The content was organized and easy to follow. • The speakers were engaging and knowledgeable. • The length of the training was satisfactory. • The training met their expectations. • They have a better understanding of the Short Term Disability (STD) claim process and how to navigate The Hartford Ability Advantage (THAA) website.
Aetna	Fear and Anxiety Moving Forward	01/28/2026	6	<ul style="list-style-type: none"> • None provided
Health Advocate	Maximizing Your Life by Minimizing Worry	02/04/2026	86	<ul style="list-style-type: none"> • None provided
The Hartford	Disability Claim Process Overview & THAA Portal Training	02/10/2026	45	<p>100% of eval respondents strongly agreed or agreed that:</p> <ul style="list-style-type: none"> • The information presented was useful. • The content was organized and easy to follow. • The speakers were engaging and knowledgeable. • The length of the training was satisfactory. • The training met their expectations. • They have a better understanding of the Short Term Disability (STD) claim process and how to navigate The Hartford Ability Advantage (THAA) website.
Aetna	Move Well, Live Well – Everyday Strategies for Musculoskeletal Health	02/10/2026	3	<ul style="list-style-type: none"> • None provided
Health Advocate	Avoiding Burnout	02/17/2026	74	<ul style="list-style-type: none"> • None provided
Health Advocate	Managers and Supervisors EAP Orientation	02/18/2026	35	<ul style="list-style-type: none"> • None provided
Health Advocate	Employee EAP Orientation	02/19/2026	25	<ul style="list-style-type: none"> • None provided
Aetna	Nutrition Navigator	02/25/2026	18	<ul style="list-style-type: none"> • None provided
Health Advocate	Mindfulness: An Experiential Workshop	03/04/2026	56	<ul style="list-style-type: none"> • None provided



Aetna	Self Care Right Now	03/11/2026	19	<ul style="list-style-type: none">• None provided
Health Advocate	Finding Balance in Busy Lives	03/17/2026	52	<ul style="list-style-type: none">• None provided
The Hartford	Disability Claim Process Overview & THAA Portal Training	03/17/2026	55	100% of eval respondents strongly agreed or agreed that: <ul style="list-style-type: none">• The information presented was useful.• The content was organized and easy to follow.• The speakers were engaging and knowledgeable.• The length of the training was satisfactory.• The training met their expectations.• They have a better understanding of the Short Term Disability (STD) claim process and how to navigate The Hartford Ability Advantage (THAA) website.
Aetna	The Gut Brain Connection	03/24/2026	4	<ul style="list-style-type: none">• None provided