

Statewide Benefits Office Training/Communications FY26 Q4 Report

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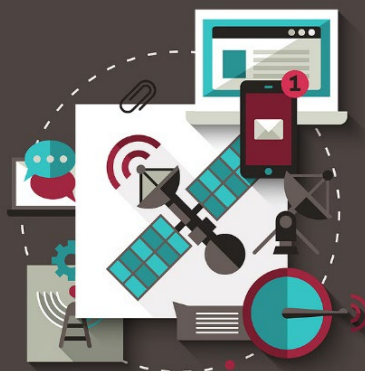
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Training



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 majority of communications for Q4 FY2026 pertained to Open Enrollment. Communications in April focused on the online learning assignments. The *2026 Open Enrollment Guide* was assigned to State of Delaware employees who were currently enrolled in a State health, dental, and/or vision plan. The purpose of the course was to guide employees through their benefit options and inform them of changes for the FY2027 plan year in order to prepare them for Open Enrollment in May. Nine emails were distributed to assign and remind employees of the course. Last quarter, the course was promoted on a pre-Open Enrollment poster that was distributed to State offices and a postcard sent to benefit-eligible employees' homes. Employees who completed the course provided a 98% satisfaction rate. Despite the communication frequency and the positive feedback for the course, the State Average completion rate was 35.0%. This is only a small increase from the 34.1% State Average completion rate in 2025.

The *2026 HR/Ben Rep Responsibilities for Open Enrollment* online course was assigned to State of Delaware and Participating Group HR/Benefits Representatives. The purpose of the course was to inform the representatives of the actions that they needed to take to assist their employees with completing Open Enrollment. Nine emails were distributed to assign and remind the HR/Benefits Representatives of the course. Individuals who completed the course provided a 98% satisfaction rate. The overall completion rate for this course decreased slightly from 56.5% in 2025 to 56.3% in 2026.

The Open Enrollment communications in May focused on the requirement to actively participate. The Benefits Bulletin was sent on the first day of Open Enrollment to all benefit-eligible employees to remind them to actively participate. In addition, two reminder emails were sent directly to employees during Open Enrollment who had not actively participated. A memo was also sent to HR/Benefits Representatives requesting that they encourage their employees to actively participate in Open Enrollment. The State Average active participation rate for 2026 was 82.5%, which was a 0.8% decrease from 2025.

We gathered feedback on SBO's 2026 Open Enrollment Communications from HR/Benefits Representatives, PHRST Key End Users, and benefit-eligible employees through online surveys. In the survey for HR/Benefits Representatives and PHRST Key End Users, 94.0% of survey respondents reported that they had the resources they needed to answer their employees' questions. In the survey for benefit-eligible employees, 94.4% of survey respondents reported they agree or strongly agree that the information was clear and easy to understand, 95.0% of survey respondents reported they agree or strongly agree that the timing and frequency of the information was appropriate, 93.4% of survey respondents reported they agree or strongly agree that the information helped them make their benefit selections. Comments in the survey from employees included *"SBO Open Enrollment is very informative!"* and *"Excellent job! I appreciate the communication and reminders for Open Enrollment. Everything was easy to access. Thank you!"*



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	33	7	7
Benefits Bulletin Distributed	1	1	1	1	1	1	1	1	1	1	1	1
State Memos Distributed	2	4	3	3	4	2	5	0	5	1	4	4
Participating Group Memos Distributed	1	3	2	2	3	2	4	0	4	1	2	2
Organizational Specific Memos Distributed	2	4	6	3	3	4	2	3	4	6	3	3
State Alerts Distributed	0	0	0	0	0	0	1	2	0	0	0	0
Participating Group Alerts Distributed	0	0	0	0	0	0	0	0	0	0	0	0
SBO Communications Mailbox Responses	14	23	25	18	30	35	35	17	9	40	39	14
Electronic Communications Distributed by Vendors	4	3	4	1	4	1	2	3	2	1	7	0
Letters/Packets Distributed	0	0	1	4	0	0	0	0	0	7	0	0
Postcards Distributed	0	0	0	0	0	0	0	0	1	0	0	0
Posters/Flyers Distributed	0	7	0	0	0	12	0	0	1	0	1	11
Printed Communications Distributed by Vendors	3	3	3	2	6	2	3	4	0	4	1	0
Total SBO Website Users	15,854	13,174	13,867	15,651	13,165	14,022	15,970	14,688	16,782	25,658	37,410	16,809
Total SBO Website Updates	44	29	35	32	19	26	20	29	72	58	37	45
Website Surveys Received	2	2	0	2	1	3	0	1	2	16	28	7
SBO Instructor-Led Training Sessions	2	2	3	3	2	3	3	2	4	1	2	2
SBO Computer-Based Training Courses Available	18	18	18	18	18	18	18	18	18	20	20	20
Vendor Webinars	3	3	3	5	4	5	3	6	4	4	5	5



Electronic Communications: Targeted Emails

Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
TRAINING ASSIGNED: Complete HR/Ben Rep Online Course by April 30	SBO	04/01/2026	HR/Benefits Representatives and PHRST Key End Users for State Agencies	131	• Explore strategies to manage GLP-1 costs and utilization • Explore PBM and pharmacy cost reduction strategies • Promote the health data warehouse plan decision support tool during Open Enrollment (OE) cycles that include material changes in plan options • Support agency HR leaders with consumerism resources to drive member engagement and decision-making
TRAINING ASSIGNED: Complete HR/Ben Rep Online Course by April 30	SBO	04/01/2026	HR/Benefits Representatives and PHRST Key End Users for K12, DTCC, and DSU	131	• Explore strategies to manage GLP-1 costs and utilization • Explore PBM and pharmacy cost reduction strategies • Promote the health data warehouse plan decision support tool during Open Enrollment (OE) cycles that include material changes in plan options • Support agency HR leaders with consumerism resources to drive member engagement and decision-making
TRAINING ASSIGNED: Complete HR/Ben Rep Online Course by April 30	SBO	04/01/2026	HR/Benefits Representatives for Participating Groups	151	• Explore strategies to manage GLP-1 costs and utilization • Explore PBM and pharmacy cost reduction strategies • Promote the health data warehouse plan decision support tool during Open Enrollment (OE) cycles that include material changes in plan options



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
Open Enrollment Guide – Online Course (Complete by April 30)	SBO	04/02/2026	Sent to K12, DTCC, and DSU employees enrolled in either the State health, dental, and/or vision plans	22,966	- Support agency HR leaders with consumerism resources to drive member engagement and decision-making - Explore strategies to manage GLP-1 costs and utilization - Explore PBM and pharmacy cost reduction strategies - Promote the health data warehouse plan decision support tool during Open Enrollment (OE) cycles that include material changes in plan options - Offer consumer-driven plan options - Increase utilization of the Diabetes Prevention Program (DPP), Employee Assistance Program (EAP), Centers of Excellence, and Hinge Health
Open Enrollment Guide – Online Course (Complete by April 30)	DLC	04/02/2026	Sent to Agency employees enrolled in either the State health, dental, and/or vision plans	13,894	- Explore strategies to manage GLP-1 costs and utilization - Explore PBM and pharmacy cost reduction strategies - Promote the health data warehouse plan decision support tool during Open Enrollment (OE) cycles that include material changes in plan options - Offer consumer-driven plan options - Increase utilization of the Diabetes Prevention Program (DPP), Employee Assistance Program (EAP), Centers of Excellence, and Hinge Health
Open Enrollment Guide – Online Course	SBO	04/02/2026	Sent to K12, DTCC, and DSU employees not currently enrolled in the State health, dental, and/or vision plan	3,236	- Explore strategies to manage GLP-1 costs and utilization - Explore PBM and pharmacy cost reduction strategies



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
					• Promote the health data warehouse plan decision support tool during Open Enrollment (OE) cycles that include material changes in plan options • Offer consumer-driven plan options • Increase utilization of the Diabetes Prevention Program (DPP), Employee Assistance Program (EAP), Centers of Excellence, and Hinge Health
Open Enrollment Guide – Online Course	SBO	04/02/2026	Sent to State Agency employees enrolled in either the State health, dental, and/or vision plans and are not in the DLC	45	• Explore strategies to manage GLP-1 costs and utilization • Explore PBM and pharmacy cost reduction strategies • Promote the health data warehouse plan decision support tool during Open Enrollment (OE) cycles that include material changes in plan options • Offer consumer-driven plan options • Increase utilization of the Diabetes Prevention Program (DPP), Employee Assistance Program (EAP), Centers of Excellence, and Hinge Health
Open Enrollment Guide – Online Course	SBO	04/02/2026	Sent to State Agency employees not currently enrolled in the State health, dental, and vision plans	1,396	• Explore strategies to manage GLP-1 costs and utilization • Explore PBM and pharmacy cost reduction strategies • Promote the health data warehouse plan decision support tool during Open Enrollment (OE) cycles that include material changes in plan options • Offer consumer-driven plan options • Increase utilization of the Diabetes Prevention Program (DPP), Employee Assistance Program (EAP), Centers of Excellence, and Hinge Health



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
Get the Facts on What's Happening FAQs – April 2026 Updates	SEBC	04/08/2026	Benefit-eligible employees of State Agencies, K12, DTCC, and DSU	41,806	• Explore strategies to manage GLP-1 costs and utilization • Explore PBM and pharmacy cost reduction strategies • Explore and make recommendations to the General Assembly about legislative strategies • Leverage PBM RFP to minimize pharmacy spend and allow for direct contracting with manufacturers or other third-party vendors for certain drugs • Partner with legislature and departments where possible to support hospital price controls or other state-wide cost-management legislative initiatives
Important Information Regarding Your Delta Dental Plan	SBO	04/09/2026	State Agency, K12, DTCC, and DSU employees recently enrolled in the Delta Dental plan	186	• N/A
Important Information Regarding Your Dominion National Dental Plan	SBO	04/09/2026	State Agency, K12, DTCC, and DSU employees recently enrolled in the Dominion National plan	21	• N/A
Important Information Regarding Your State of Delaware EyeMed Vision High Plan	SBO	04/09/2026	State Agency, K12, DTCC, and DSU employees recently enrolled in the State of Delaware EyeMed Vision High plan	117	• N/A
Important Information Regarding Your State of Delaware EyeMed Vision Low Plan	SBO	04/09/2026	State Agency, K12, DTCC, and DSU employees recently enrolled in the State of Delaware EyeMed Vision Low plan	91	• N/A
Important Information Regarding Your Health Plan	SBO	04/09/2026	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the Comprehensive PPO health plan	206	• Encourage members to establish and maintain a relationship with a primary care provider (PCP) • Promote annual physical exams and all age-based annual wellness requirements (e.g., mammograms, colonoscopies)



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
					• Promote wellness and condition management services to all members • Increase utilization of the Diabetes Prevention Program (DPP), Employee Assistance Program (EAP), Centers of Excellence, and Hinge Health • Educate members on price variation across sites of care and providers to support informed choices • Promote alternate sites of care such as ambulatory surgery centers, urgent care centers, and telehealth
Important Information Regarding Your Health Plan	SBO	04/09/2026	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the First State Basic health plan	55	• Encourage members to establish and maintain a relationship with a primary care provider (PCP) • Promote annual physical exams and all age-based annual wellness requirements (e.g., mammograms, colonoscopies) • Promote wellness and condition management services to all members • Increase utilization of the Diabetes Prevention Program (DPP), Employee Assistance Program (EAP), Centers of Excellence, and Hinge Health • Educate members on price variation across sites of care and providers to support informed choices • Promote alternate sites of care such as ambulatory surgery centers, urgent care centers, and telehealth
Important Information Regarding Your Health Plan	SBO	04/09/2026	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the CDH Gold health plan	34	• Encourage members to establish and maintain a relationship with a primary care provider (PCP)



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
					• Promote annual physical exams and all age-based annual wellness requirements (e.g., mammograms, colonoscopies) • Promote wellness and condition management services to all members • Increase utilization of the Diabetes Prevention Program (DPP), Employee Assistance Program (EAP), Centers of Excellence, and Hinge Health • Educate members on price variation across sites of care and providers to support informed choices • Promote alternate sites of care such as ambulatory surgery centers, urgent care centers, and telehealth
Important Information Regarding Your Health Plan	SBO	04/09/2026	State Agency, K12, DTCC, and DSU benefit-eligible employees who recently enrolled in the HMO health plan	47	• Encourage members to establish and maintain a relationship with a primary care provider (PCP) • Promote annual physical exams and all age-based annual wellness requirements (e.g., mammograms, colonoscopies) • Promote wellness and condition management services to all members • Increase utilization of the Diabetes Prevention Program (DPP), Employee Assistance Program (EAP), Centers of Excellence, and Hinge Health • Educate members on price variation across sites of care and providers to support informed choices • Promote alternate sites of care such as ambulatory surgery centers, urgent care centers, and telehealth



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
Important Information Regarding Your Flexible Spending Account Plan	SBO	04/09/2026	State Agency, K12, DTCC, and DSU employees recently enrolled in the Flexible Spending Account Plan	11	• N/A
REMINDER: Complete HR/Ben Rep Online Course by April 30	SBO	04/15/2026	HR/Benefits Representatives and PHRST Key End Users for State Agencies who have not completed the course	100	• Explore strategies to manage GLP-1 costs and utilization • Explore PBM and pharmacy cost reduction strategies • Promote the health data warehouse plan decision support tool during Open Enrollment (OE) cycles that include material changes in plan options • Support agency HR leaders with consumerism resources to drive member engagement and decision-making
REMINDER: Complete HR/Ben Rep Online Course by April 30	SBO	04/15/2026	HR/Benefits Representatives and PHRST Key End Users for K12, DTCC, and DSU who have not completed the course	79	• Explore strategies to manage GLP-1 costs and utilization • Explore PBM and pharmacy cost reduction strategies • Promote the health data warehouse plan decision support tool during Open Enrollment (OE) cycles that include material changes in plan options • Support agency HR leaders with consumerism resources to drive member engagement and decision-making
REMINDER: Complete HR/Ben Rep Online Course by April 30	SBO	04/15/2026	HR/Benefits Representatives for Participating Groups who have not completed the course	122	• Explore strategies to manage GLP-1 costs and utilization • Explore PBM and pharmacy cost reduction strategies • Promote the health data warehouse plan decision support tool during Open Enrollment (OE) cycles that include material changes in plan options



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
REMINDER: Complete “2026 Open Enrollment Guide” Online Course by April 30	SBO	04/16/2026	Sent to K12, DTCC, and DSU employees enrolled in either the State health, dental, and/or vision plans who have not completed the <i>2026 Open Enrollment Guide</i> assignment	22,594	• Support agency HR leaders with consumerism resources to drive member engagement and decision-making • Explore strategies to manage GLP-1 costs and utilization • Explore PBM and pharmacy cost reduction strategies • Promote the health data warehouse plan decision support tool during Open Enrollment (OE) cycles that include material changes in plan options • Offer consumer-driven plan options • Increase utilization of the Diabetes Prevention Program (DPP), Employee Assistance Program (EAP), Centers of Excellence, and Hinge Health
REMINDER: Open Enrollment Guide – Online Course (Complete by April 30)	DLC	04/16/2026	Sent to Agency employees enrolled in either the State health, dental, and/or vision plans who have not completed the <i>2026 Open Enrollment Guide</i> assignment	10,307	• Explore strategies to manage GLP-1 costs and utilization • Explore PBM and pharmacy cost reduction strategies • Promote the health data warehouse plan decision support tool during Open Enrollment (OE) cycles that include material changes in plan options • Offer consumer-driven plan options • Increase utilization of the Diabetes Prevention Program (DPP), Employee Assistance Program (EAP), Centers of Excellence, and Hinge Health
Important: Review Open Enrollment Details and Actively Participate!	SBO	04/20/2026	Benefit-Eligible Employees who Consented to Receive Information Electronically	22,719	• N/A



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
Why You Should Enroll in a Health Care FSA	SBO	04/21/2026	State agency, K12, DTCC, and DSU benefit-eligible employees that are not currently enrolled in an FSA	33,122	N/A
Flexible Spending Account Open Enrollment – New Plan Year	SBO	04/21/2026	State Agency, K12, DTCC, and DSU benefit-eligible employees currently enrolled in the FSA Plan (Health Care and/or Dependent Care)	8,696	N/A
Group Universal Life (GUL), Accident and Critical Illness Insurance Open Enrollment	SBO	04/22/2026	State Agency, K12, DTCC, and DSU benefit-eligible employees	41,806	N/A
Seats Are Still Available for Benefits Training!	SBO	04/23/2026	State Agency Benefit-Eligible Employees	15,589	N/A
REMINDER: Complete HR/Ben Rep Online Course by April 30	SBO	04/28/2026	HR/Benefits Representatives and PHRST Key End Users for State Agencies who have not completed the course	57	- Explore strategies to manage GLP-1 costs and utilization - Explore PBM and pharmacy cost reduction strategies - Promote the health data warehouse plan decision support tool during Open Enrollment (OE) cycles that include material changes in plan options - Support agency HR leaders with consumerism resources to drive member engagement and decision-making
REMINDER: Complete HR/Ben Rep Online Course by April 30	SBO	04/28/2026	HR/Benefits Representatives and PHRST Key End Users for K12, DTCC, and DSU who have not completed the course	68	- Explore strategies to manage GLP-1 costs and utilization - Explore PBM and pharmacy cost reduction strategies - Promote the health data warehouse plan decision support tool during Open Enrollment (OE) cycles that include material changes in plan options



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
					• Support agency HR leaders with consumerism resources to drive member engagement and decision-making
REMINDER: Complete HR/Ben Rep Online Course by April 30	SBO	04/28/2026	HR/Benefits Representatives for Participating Groups who have not completed the course	85	• Explore strategies to manage GLP-1 costs and utilization • Explore PBM and pharmacy cost reduction strategies • Promote the health data warehouse plan decision support tool during Open Enrollment (OE) cycles that include material changes in plan options • Support agency HR leaders with consumerism resources to drive member engagement and decision-making
REMINDER: Complete “2026 Open Enrollment Guide” Online Course by April 30	SBO	04/29/2026	Sent to K12, DTCC, and DSU employees enrolled in either the State health, dental, and/or vision plans who have not completed the <i>2026 Open Enrollment Guide</i> assignment	21,668	• Explore strategies to manage GLP-1 costs and utilization • Explore PBM and pharmacy cost reduction strategies • Promote the health data warehouse plan decision support tool during Open Enrollment (OE) cycles that include material changes in plan options • Offer consumer-driven plan options • Increase utilization of the Diabetes Prevention Program (DPP), Employee Assistance Program (EAP), Centers of Excellence, and Hinge Health
REMINDER: Open Enrollment Guide – Online Course (Complete by April 30)	DLC	04/29/2026	Sent to Agency employees enrolled in either the State health, dental, and/or vision plans who have not completed the <i>2026 Open Enrollment Guide</i> assignment	7,103	• Explore strategies to manage GLP-1 costs and utilization • Explore PBM and pharmacy cost reduction strategies



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
					- Promote the health data warehouse plan decision support tool during Open Enrollment (OE) cycles that include material changes in plan options - Offer consumer-driven plan options - Increase utilization of the Diabetes Prevention Program (DPP), Employee Assistance Program (EAP), Centers of Excellence, and Hinge Health
Get the Facts on What's Happening FAQs – May 2026 Updates	SEBC	05/05/2026	Benefit-eligible State Agency, K12, DTCC, and DSU employees	41,826	- Explore strategies to manage GLP-1 costs and utilization - Explore PBM and pharmacy cost reduction strategies - Leverage PBM RFP to minimize pharmacy spend and allow for direct contracting with manufacturers or other third-party vendors for certain drugs
Only 9 Days Left: Complete Your OE by May 15	SBO	05/07/2026	State Agency, K12, DTCC, and DSU employees who had not completed step one of the Enrollment Action Checklist as of 5:00pm on May 6	32,170	N/A
Feedback Survey - "Disability Claim Process Overview & THAA Portal Training"	SBO	05/12/2026	Attendees (with an email address on file) from the 05/12/2026 THAA Training	19	N/A
ACTION REQUIRED: Complete Your Open Enrollment by May 15	SBO	05/13/2026	State Agency, K12, DTCC, DSU employees who had not completed step one of the Enrollment Action Checklist as of 5:00pm on May 12	18,738	N/A
Reminder: Review Your Benefit Selections	SBO	05/18/2026	All benefit-eligible State Agency, K12, DTCC, & DSU employees	41,826	N/A



Subject	Distribution Mailbox	Date Distributed	Target Audience	Total Recipients	SBO Tactics based on SEBC Strategic Framework
2026 Open Enrollment Survey – Please complete by 6/5/26	SBO	05/27/2026	SBO Employees that staffed the OE Help Desk	23	N/A
Health Advocate Email Campaign	SBO	05/28/2026	State Agency, K12, DTCC, & DSU employees who are enrolled in a State of Delaware non-Medicare Health Plan (Highmark Delaware or Aetna)	36,347	Increase utilization of the Diabetes Prevention Program (DPP), Employee Assistance Program (EAP), Centers of Excellence, and Hinge Health
Get the Facts on What's Happening FAQs – June 2026 Updates	SEBC	06/03/2026	Get the Facts on What's Happening FAQs – June 2026 Updates	41,790	- Partner with legislature and departments where possible to support hospital price controls or other state-wide cost-management legislative initiatives - Explore and make recommendations to the General Assembly about legislative strategies - Explore PBM and pharmacy cost reduction strategies
2026 OE Survey (HR/Ben Reps and KEUs)	SBO	06/03/2026	State Agency, K12, DTCC, and DSU HR/Ben Reps and PHRST Key End Users	532	N/A
ACTION REQUIRED: Complete the Double State Share Verification Form	SBO	06/03/2026	State Agency, K12, DTCC, & DSU employees who are enrolled in a DSS plan for July 1	776	N/A
Seats Are Still Available for Benefits Training!	SBO	06/08/2026	State Agency Benefit-Eligible Employees	15,647	N/A
Feedback Survey - "Disability Claim Process Overview & THAA Portal Training"	SBO	06/09/2026	Attendees (with an email address on file) from the 06/09/2026 THAA Training	22	N/A
Aetna Live and Recorded Webinars	SBO	06/16/2026	Benefit-Eligible Agency, K12, DTCC, and DSU Employees	41,790	N/A
2025 1095-C Corrected Form	SBO	06/24/2026	1095-C Corrected Form for PHRST Employees Who Consented	2	N/A



Electronic Communications: Benefits Bulletin

April	https://dhr.delaware.gov/benefits/news/documents/2026/040726.pdf		
Distribution:	Sent from the SBO Communications on 04/07/2026		
Target Audience:	Benefit-eligible employees of State agencies, K12, DTCC, and DSU		
Articles:	• Prepare for Open Enrollment • Review Additional Benefits • State Employee Benefits Committee (SEBC) Corner: Benefit Changes for Fiscal Year 2027 • National Donate Life Month • Upcoming Webinars • Financial Wellness Webinars from the Office of the State Treasurer • DEFER: 457(b) & 403(b) Retirement Savings Plans • Hidden Treasures Activity		
Analytics	<u>Total Recipients:</u> 41,822 <u>Page Views:</u> 2,785	<u>Trackable Links (Y/N):</u> Yes <u>Average Session Duration (MM:SS):</u> 0:50	<u>Sessions:</u> 1,255 <u>Hidden Treasures Responses:</u> 28
SBO Tactics Based on SEBC Strategic Framework	• Explore strategies to manage GLP-1 costs and utilization • Explore PBM and pharmacy cost reduction strategies • Explore and make recommendations to the General Assembly about legislative strategies • Leverage PBM RFP to minimize pharmacy spend and allow for direct contracting with manufacturers or other third-party vendors for certain drugs • Partner with legislature and departments where possible to support hospital price controls or other state-wide cost-management legislative initiatives • Promote the health data warehouse plan decision support tool during Open Enrollment (OE) cycles that include material changes in plan options		

May	https://dhr.delaware.gov/benefits/news/documents/2026/050426.pdf		
Distribution:	Sent from the SBO Communications on 05/04/2026		
Target Audience:	Benefit-eligible employees of State agencies, K12, DTCC, and DSU		
Articles:	• Open Enrollment Begins Today • State Employee Benefits Committee (SEBC) Corner		



Articles:	• Review Additional Benefits • Women's Health Awareness Month Upcoming Webinars • DEFER: 457(b) & 403(b) Retirement Savings Plans • Mental Health Month • Hidden Treasures Activity		
Analytics	<u>Total Recipients:</u> 41,826 <u>Page Views:</u> 5,569	<u>Trackable Links (Y/N):</u> Yes <u>Average Session Duration (MM:SS):</u> 0:48	<u>Sessions:</u> 2,446 <u>Hidden Treasures Responses:</u> 21
SBO Tactics Based on SEBC Strategic Framework	• Explore strategies to manage GLP-1 costs and utilization • Explore PBM and pharmacy cost reduction strategies • Leverage PBM RFP to minimize pharmacy spend and allow for direct contracting with manufacturers or other third-party vendors for certain drugs • Promote the health data warehouse plan decision support tool during Open Enrollment (OE) cycles that include material changes in plan options • Encourage member to establish and maintain a relationship with a primary care provider (PCP) • Promote annual physical exams and all age-based annual wellness requirements (e.g., mammograms, colonoscopies)		

June	https://dhr.delaware.gov/benefits/news/documents/2026/060226.pdf		
Distribution:	Sent from the SBO Communications on 06/02/2026		
Target Audience:	Benefit-eligible employees of State agencies, K12, DTCC, and DSU		
Articles:	• Check Your Mail for New ID Cards • State Employee Benefits Committee (SEBC) Corner • Leapfrog Hospital Safety Grade • Choosing Wisely • Upcoming Webinars • Men's Health Month • Financial Wellness Webinars from the Office of the State Treasurer • Hidden Treasures Activity		
Analytics	<u>Total Recipients:</u> 41,790 <u>Page Views:</u> 1,378	<u>Trackable Links (Y/N):</u> Yes <u>Average Session Duration (MM:SS):</u> 0:41	<u>Sessions:</u> 672 <u>Hidden Treasures Responses:</u> 49
SBO Tactics Based on SEBC Strategic Framework	• Partner with legislature and departments where possible to support hospital price controls or other state-wide cost-management legislative initiatives • Encourage member to establish and maintain a relationship with a primary care provider (PCP) • Promote annual physical exams and all age-based annual wellness requirements (e.g., mammograms, colonoscopies)		



SBO Tactics Based on SEBC Strategic Framework	• Promote publicly available provider quality and safety comparison tools (e.g., Leapfrog’s Hospital and Surgery Center Ratings, Leapfrog’s Hospital Safety Grade, Healthgrades, CMS Provider Compare, etc.) • Educate members on price variation across sites of care and providers to support informed choices • Promote alternate sites of care such as ambulatory surgery centers, urgent care centers, and telehealth
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Electronic Communications: State Memos

Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Get the Facts on What's Happening FAQs – April 2026 Updates	#26-11	04/07/2026	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	493	- Explore strategies to manage GLP-1 costs and utilization - Explore PBM and pharmacy cost reduction strategies - Explore and make recommendations to the General Assembly about legislative strategies - Leverage PBM RFP to minimize pharmacy spend and allow for direct contracting with manufacturers or other third-party vendors for certain drugs - Partner with legislature and departments where possible to support hospital price controls or other state-wide cost-management legislative initiatives
Get the Facts on What's Happening FAQs – May 2026 Updates	#26-12	05/04/2026	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	510	- Explore strategies to manage GLP-1 costs and utilization - Explore PBM and pharmacy cost reduction strategies - Leverage PBM RFP to minimize pharmacy spend and allow for direct contracting with manufacturers or other third-party vendors for certain drugs
Additional Outreach to Open Enrollment Non-Completers	#26-13	05/11/2026	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	499	N/A
Post 2026 Open Enrollment Information	#26-14	05/15/2026	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	499	N/A



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Health Advocate Email Campaign	#26-15	05/27/2026	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	500	• N/A
Get the Facts on What's Happening FAQs – June 2026 Updates	#26-16	06/02/2026	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	499	• Partner with legislature and departments where possible to support hospital price controls or other state-wide cost-management legislative initiatives • Explore and make recommendations to the General Assembly about legislative strategies • Explore PBM and pharmacy cost reduction strategies
YMCA Diabetes Prevention Program - Outreach for Workplace Informational Meetings	#26-17	06/10/2026	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	502	• Evaluate and offer point solutions and patient support programs that focus on high-cost conditions such as Diabetes, Behavioral Health and Musculoskeletal (MSK) • Increase utilization of the Diabetes Prevention Program (DPP), Employee Assistance Program (EAP), Centers of Excellence, and Hinge Health
Open Enrollment Participation Stats	#26-18	06/16/2026	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	505	• N/A
New External Procedure COMM-002	#26-19	06/17/2026	Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	504	• N/A



Electronic Communications: Participating Group Memos

Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Get the Facts on What's Happening FAQs – April 2026 Updates	#26-09	04/07/2026	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	180	• Explore strategies to manage GLP-1 costs and utilization • Explore PBM and pharmacy cost reduction strategies • Explore and make recommendations to the General Assembly about legislative strategies • Leverage PBM RFP to minimize pharmacy spend and allow for direct contracting with manufacturers or other third-party vendors for certain drugs • Partner with legislature and departments where possible to support hospital price controls or other state-wide cost-management legislative initiatives
Get the Facts on What's Happening FAQs – May 2026 Updates	#26-10	05/04/2026	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	185	• Explore strategies to manage GLP-1 costs and utilization • Explore PBM and pharmacy cost reduction strategies • Leverage PBM RFP to minimize pharmacy spend and allow for direct contracting with manufacturers or other third-party vendors for certain drugs
Health Advocate Email Campaign	#26-11	05/27/2026	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	180	• N/A



Subject	Memo Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Get the Facts on What's Happening FAQs – June 2026 Updates	#26-12	06/02/2026	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	179	• Partner with legislature and departments where possible to support hospital price controls or other state-wide cost-management legislative initiatives • Explore and make recommendations to the General Assembly about legislative strategies • Explore PBM and pharmacy cost reduction strategies
New External Procedure COMM-002	#26-13	06/17/2026	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives	179	• N/A



Electronic Communications: Organizational Specific Memos

Subject	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Important Update Related to Delaware Paid Leave	04/01/2026	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	458	N/A
2026 Open Enrollment – HR/Ben Rep Online Course	04/02/2026	Delaware Association of School Personnel Administrators (DASPA), School Business Managers, and Charter School Business Managers	130	- Explore strategies to manage GLP-1 costs and utilization - Explore PBM and pharmacy cost reduction strategies - Promote the health data warehouse plan decision support tool during Open Enrollment (OE) cycles that include material changes in plan options - Support agency HR leaders with consumerism resources to drive member engagement and decision-making
Updated Information for EyeMed on The Secure Ben Rep Website	04/02/2026	Group Health Insurance Plan Participating Group Human Resource and Benefits Managers & Representatives for Groups who Participate in the State’s Vision Plan	127	N/A
Get the Facts on What’s Happening FAQs – April 2026 Updates	04/07/2026	Delaware Senators, House Representatives, and Legislative Staff	220	- Explore strategies to manage GLP-1 costs and utilization - Explore PBM and pharmacy cost reduction strategies - Explore and make recommendations to the General Assembly about legislative strategies - Leverage PBM RFP to minimize pharmacy spend and allow for direct contracting with manufacturers or other third-party vendors for certain drugs



Subject	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
				Partner with legislature and departments where possible to support hospital price controls or other state-wide cost-management legislative initiatives
DIP Rules and Regulations Revised Effective January 1, 2026	04/08/2026	DIP/RTW Reps (State Agency, School District, Charter School, DTCC, and DSU HR, Benefits, or Payroll Reps with DIP or RTW Administrative or Paying Responsibilities)	383	N/A
DIP Rules and Regulations Revised Effective January 1, 2026	04/08/2026	DIP/RTW Reps (State Agency, School District, Charter School, DTCC, and DSU HR, Benefits, or Payroll Reps with DIP or RTW Administrative or Paying Responsibilities)	36	N/A
Important Information Related to Delaware Paid Leave	05/01/2026	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	457	N/A
Get the Facts on What’s Happening FAQs – May 2026 Updates	05/04/2026	Delaware Senators, House Representatives, and Legislative Staff	222	- Explore strategies to manage GLP-1 costs and utilization - Explore PBM and pharmacy cost reduction strategies - Leverage PBM RFP to minimize pharmacy spend and allow for direct contracting with manufacturers or other third-party vendors for certain drugs
DIP Non-Contractual Dates 2026-2027	05/28/2026	School District, Charter School, and DSU Human Resource and Benefits Managers & Specialists, School Personnel Administrators, and Business Managers	268	N/A



Subject	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
Get the Facts on What's Happening FAQs – June 2026 Updates	06/02/2026	Delaware Senators, House Representatives, and Legislative Staff	220	• Partner with legislature and departments where possible to support hospital price controls or other state-wide cost-management legislative initiatives • Explore and make recommendations to the General Assembly about legislative strategies • Explore PBM and pharmacy cost reduction strategies
DSS Verification Form Requirement (DTC, DSWA, and DSHA)	06/03/2026	Delaware Transit Corporation, Delaware Solid Waste Authority, and Delaware State Housing Authority Human Resource and Benefits Managers & Representatives	43	• N/A
Important Information Related to Delaware Paid Leave	06/22/2026	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	465	• N/A



Electronic Communications: State Alerts

Subject	Alert Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
None were sent for the 4 th quarter of FY26	N/A	N/A	N/A	N/A	N/A



Electronic Communications: Participating Group Alerts

Subject	Alert Number	Date Distributed	Target Audience	Total Recipients	SBO Tactics Based on SEBC Strategic Framework
None were sent for the 4 th quarter of FY26	N/A	N/A	N/A	N/A	N/A



Electronic Communications: SBO Communications Mailbox Responses

Month:	April
Total Email Responses Sent:	40
Response Topics:	• Training questions/issues = 19 • Benefits question = 11 • Issues/questions forwarded to CST = 9 • Recommendations for SEBC = 1

Month:	May
Total Email Responses Sent:	39
Response Topics:	• Benefits question = 21 • Open Enrollment = 11 • Issues/questions forwarded to CST = 7

Month:	June
Total Email Responses Sent:	14
Response Topics:	• Issues/questions forwarded to CST = 5 • Benefits question = 4 • Issues/questions regarding communications = 3 • Request for vendor materials/giveaways = 1 • Issues/questions regarding training = 1



Electronic Communications: Vendor Communications*

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

Vendor	Communication Description	Distribution Date	Distribution Quantity	SBO Tactics Based on SEBC Strategic Framework
Hinge Health	Enso Device	04/14/2026	25,114	• Increase utilization of the Diabetes Prevention Program (DPP), Employee Assistance Program (EAP), Centers of Excellence, and Hinge Health
ASIFlex	FSA Open Enrollment Reminder Email	05/04/2026	11,892	• N/A
ASIFlex	FSA Open Enrollment Reminder Text	05/04/2026	8,361	• N/A
ASIFlex	FSA Open Enrollment Reminder Email	05/08/2026	8,813	• N/A
ASIFlex	FSA Open Enrollment Reminder Text	05/08/2026	5,196	• N/A
ASIFlex	FSA Open Enrollment Reminder Email	05/15/2026	5,589	• N/A
ASIFlex	FSA Open Enrollment Reminder Text	05/15/2026	2,374	• N/A
Hinge Health	Migraine Relief	05/19/2026	25,114	• Increase utilization of the Diabetes Prevention Program (DPP), Employee Assistance Program (EAP), Centers of Excellence, and Hinge Health



Printed Communications: Letters/Packets

Description	Target Audience	Mail Date	Quantity	Contents
Retiree Healthcare Newsletter	State Non-Medicare and Medicare pensioners	04/06/2026	33,543	Included articles related to Open Enrollment and changes made by the SEBC for the new plan year.
2026 Open Enrollment Packet	State of Delaware employees who have <u>not</u> consented to receive Federal Notices online	04/20/2026	19,105	1. Envelope 2. Variable letter including Open Enrollment action steps and changes for the new plan year 3. Federal Notices
2026 Open Enrollment Packet	State Non-Medicare Eligible pensioners	04/20/2026	13,870	1. Envelope 2. Variable letter including Open Enrollment action steps and changes for the new plan year 3. Pensioner Rate Sheet 4. Health Plan Comparison Chart 5. Dental/Vision Comparison Charts 6. Pensioner benefit applications 7. Summary of Benefits and Coverage for each health plan 8. Federal Notices
2026 Open Enrollment Packet	State Medicare Eligible pensioners	04/20/2026	19,897	1. Envelope 2. Variable letter including Open Enrollment action steps and changes for the new plan year 3. Pensioner Rate Sheet 4. Dental/Vision Comparison Charts 5. Pensioner benefit applications 6. Federal Notices
2026 Open Enrollment Packet	Participating Group employees	04/20/2026	2,267	1. Envelope 2. Static letter including Open Enrollment action steps and changes for the new plan year 3. Summary of Benefits and Coverage for each health plan 4. Federal Notices
2026 Open Enrollment Packet	COBRA participants	04/20/2026	274	1. Envelope 2. Static letter including Open Enrollment action steps and changes for the new plan year



Description	Target Audience	Mail Date	Quantity	Contents
				3. Summary of Benefits and Coverage for each health plan 4. Federal Notices
2026 Open Enrollment Packet	COBRA participants (second mailing)	04/23/2026	265	1. Envelope 2. Static letter including Open Enrollment action steps and changes for the new plan year 3. Summary of Benefits and Coverage for each health plan 4. Federal Notices



Printed Communications: Postcards

SBO did not design or distribute any postcards during FY26 Q4.



Printed Communications: Posters/Flyers

1	Open Enrollment Poster		
Target Audience:	Benefit-eligible State of Delaware employees		
Analytics:	<u>Mail/Post Date:</u> 05/04/2026 <u>Sessions:</u> 37	<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



Open Enrollment May 4 - 15, 2026

Benefit Selections Effective July 1, 2026

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

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



Have questions? Call 1-800-489-8933

Learn more: de.gov/statewidebenefits
(Select **Open Enrollment**)





2	July 1, 2026 EAP Webinar Flyer		
Target Audience:	Benefit-eligible State of Delaware employees		
Analytics:	<u>Mail/Post Date:</u> 06/04/2026 <u>Sessions:</u> N/A	<u>Quantity:</u> Posted Online <u>Average Session Duration (MM:SS):</u> N/A	<u>Q/R Code:</u> Yes <u>Page Views:</u> N/A



The flyer features a background image of a hand holding a red heart. The Statewide Benefits Office (SBO) logo is in the top left, with the tagline 'Benefits Made Easy'. The title 'Health Advocate Webinar' is in a green banner, followed by the date and time 'July 1, 2026 2:00pm - 3:00pm' in a blue banner. The main topic 'Forgiveness And Empathy' is in large black text. A paragraph describes the seminar's focus on releasing negative feelings and achieving forgiveness. A registration link is provided at the bottom left. A 'SCAN ME!' graphic with a QR code is in the bottom right corner.

Statewide Benefits Office
SBO
Benefits Made Easy

Health Advocate Webinar

July 1, 2026
2:00pm - 3:00pm

Forgiveness And Empathy

Most of us know that internalizing anger, resentment, and grudges creates a negative impact on well-being. While many of us want to release negative feelings towards others, we struggle with how to do it. Forgiveness doesn't mean giving someone a pass; it means releasing yourself. In this seminar, we'll discuss how holding onto anger hurts us, how anger and resentment manifest in our minds and bodies, and how to take concrete steps towards lasting forgiveness. We'll offer skills and tools for a more peaceful mindset.

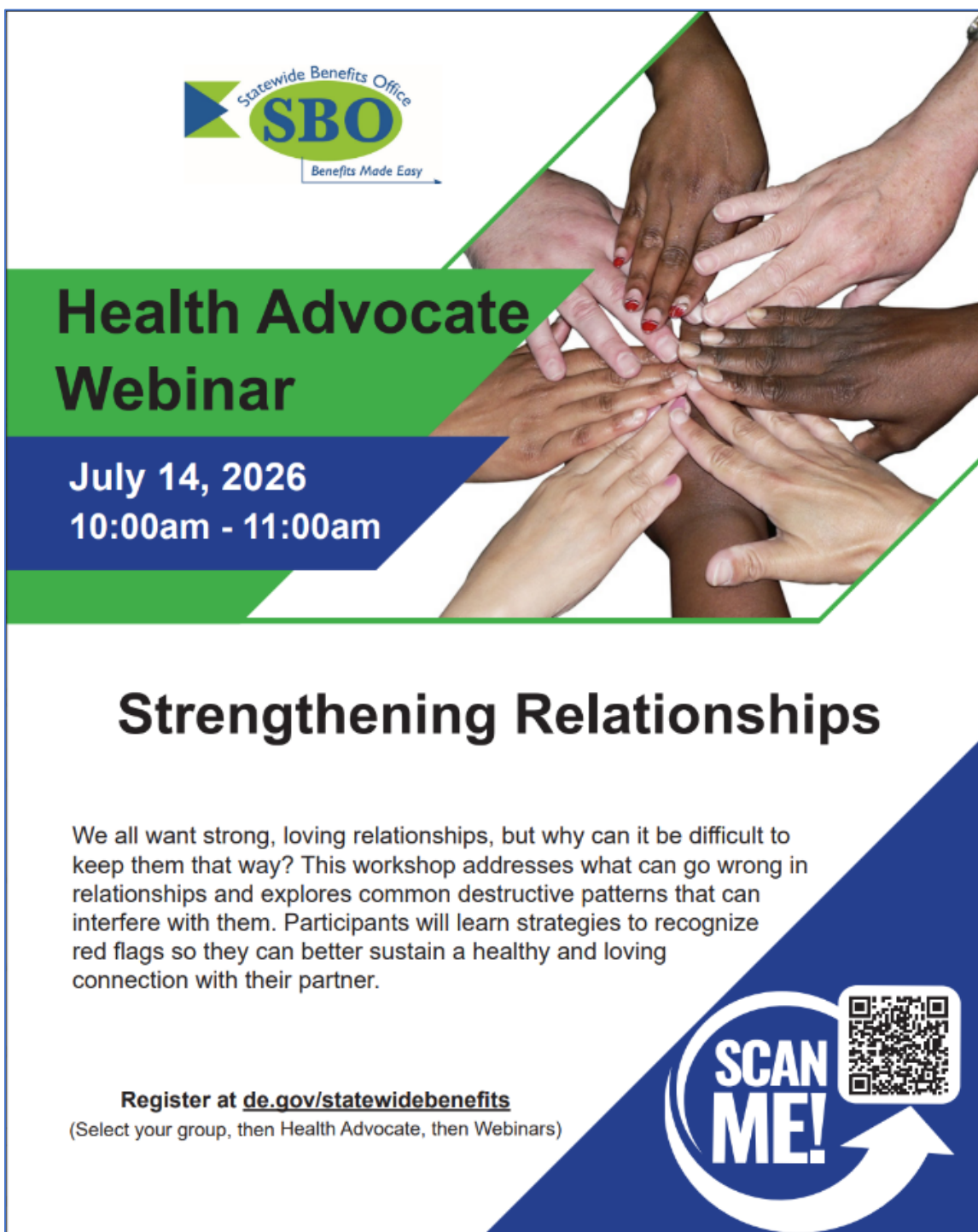
Register at de.gov/statewidebenefits
(Select your group, then Health Advocate, then Webinars)

SCAN ME!





3	July 14, 2026 EAP Webinar Flyer		
Target Audience:	Benefit-eligible State of Delaware employees		
Analytics:	Mail/Post Date: 06/04/2026 Sessions: N/A	Quantity: Posted Online Average Session Duration (MM:SS): N/A	Q/R Code: Yes Page Views: N/A



The flyer features a background image of several hands of different skin tones stacked together in a circle. In the top left corner is the logo for the Statewide Benefits Office (SBO), which includes a stylized 'SBO' in a green oval and the tagline 'Benefits Made Easy' below it. A green banner on the left side contains the text 'Health Advocate Webinar'. Below this, a blue banner displays the date and time: 'July 14, 2026' and '10:00am - 11:00am'. The main title 'Strengthening Relationships' is centered in a large, bold, black font. Below the title, a paragraph of text describes the workshop's focus on relationship challenges and strategies. At the bottom left, registration information is provided, including the website 'de.gov/statewidebenefits' and instructions to select the group and webinar. At the bottom right, there is a circular graphic with the text 'SCAN ME!' and a QR code, with a white arrow pointing towards the QR code.

Statewide Benefits Office
SBO
Benefits Made Easy

Health Advocate Webinar

July 14, 2026
10:00am - 11:00am

Strengthening Relationships

We all want strong, loving relationships, but why can it be difficult to keep them that way? This workshop addresses what can go wrong in relationships and explores common destructive patterns that can interfere with them. Participants will learn strategies to recognize red flags so they can better sustain a healthy and loving connection with their partner.

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

SCAN ME!





4	August 5, 2026 EAP Webinar Flyer		
Target Audience:	Benefit-eligible State of Delaware employees		
Analytics:	Mail/Post Date: 06/04/2026 Sessions: N/A	Quantity: Posted Online Average Session Duration (MM:SS): N/A	Q/R Code: Yes Page Views: N/A





Health Advocate Webinar

August 5, 2026
10:00am - 11:00am

A Healthier You: How Mental Health Affects Physical Health

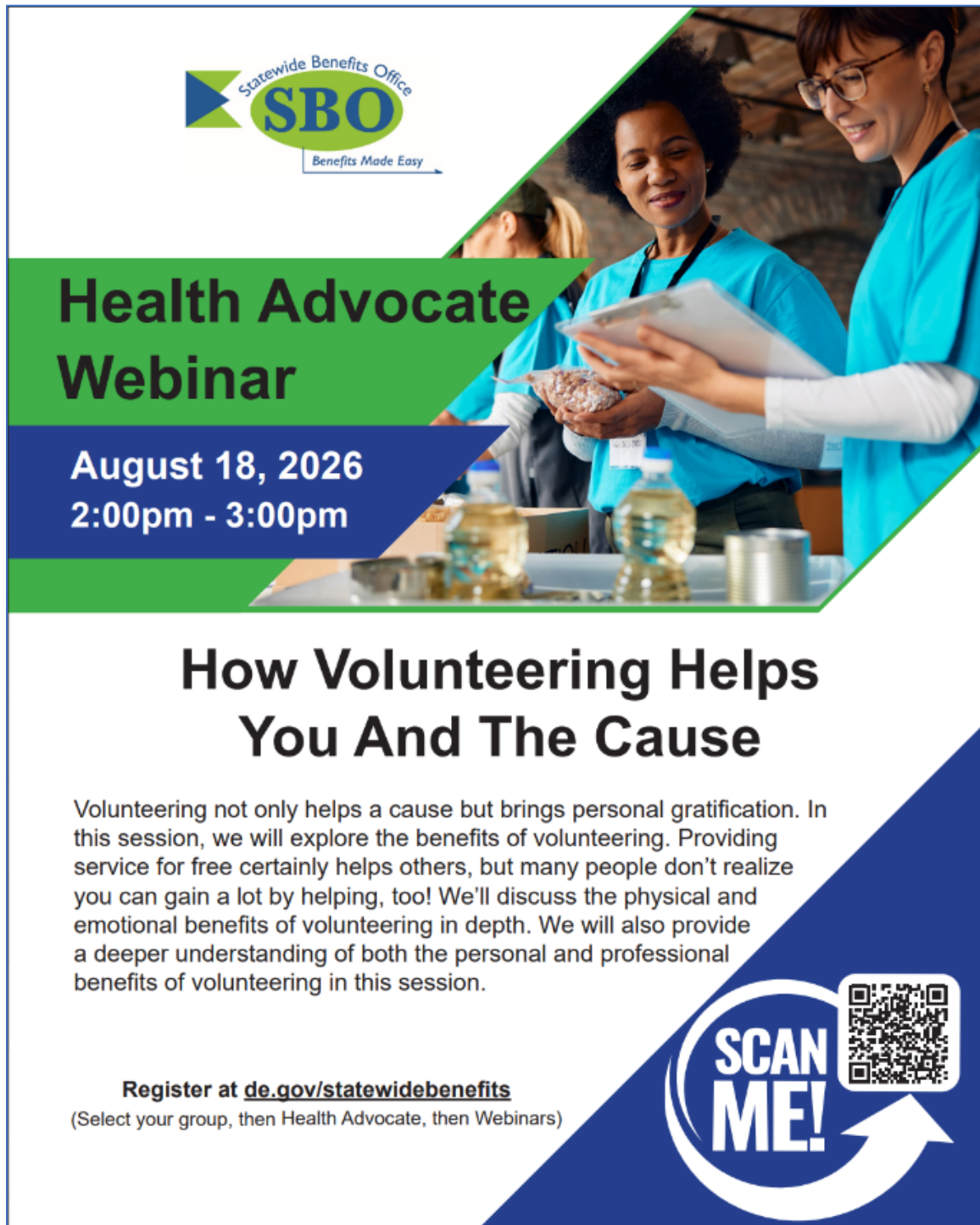
More and more evidence continues to show the connection between our mental health and our fitness, nutrition, and physical health. Some examples include emotional under- or overeating, depression following a medical diagnosis, and exercising to improve mood. In this workshop, participants will learn how to focus on areas that impact both their minds and bodies. They will explore themselves from the inside out by considering the connection between their mental and physical health.

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

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5	August 18, 2026 EAP Webinar Flyer		
Target Audience:	Benefit-eligible State of Delaware employees		
Analytics:	Mail/Post Date: 06/04/2026 Sessions: N/A	Quantity: Posted Online Average Session Duration (MM:SS): N/A	Q/R Code: Yes Page Views: N/A



The flyer features a background image of two women in blue shirts, one holding a tablet and the other a bowl of snacks, in a casual setting. The Statewide Benefits Office (SBO) logo is in the top left, with the tagline 'Benefits Made Easy'. The title 'Health Advocate Webinar' is in a green banner, followed by the date and time 'August 18, 2026 2:00pm - 3:00pm' in a blue banner. The main heading 'How Volunteering Helps You And The Cause' is in large black text. Below it, a paragraph describes the benefits of volunteering. At the bottom left, registration information is provided. At the bottom right, a 'SCAN ME!' graphic with a QR code and a circular arrow is shown.

Statewide Benefits Office
SBO
Benefits Made Easy

Health Advocate Webinar

August 18, 2026
2:00pm - 3:00pm

How Volunteering Helps You And The Cause

Volunteering not only helps a cause but brings personal gratification. In this session, we will explore the benefits of volunteering. Providing service for free certainly helps others, but many people don't realize you can gain a lot by helping, too! We'll discuss the physical and emotional benefits of volunteering in depth. We will also provide a deeper understanding of both the personal and professional benefits of volunteering in this session.

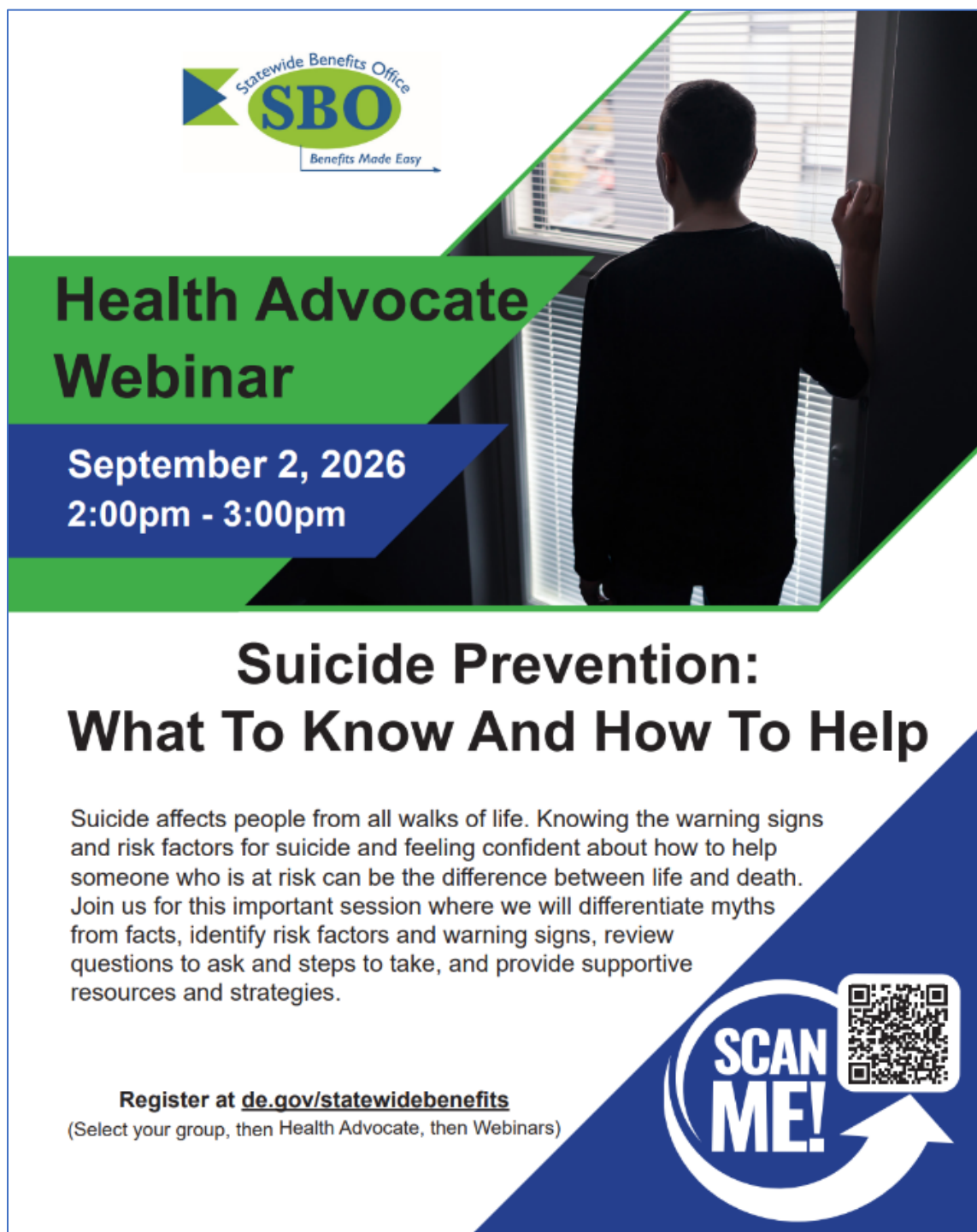
Register at de.gov/statewidebenefits
(Select your group, then Health Advocate, then Webinars)

SCAN ME!





6	September 2, 2026 EAP Webinar Flyer		
Target Audience:	Benefit-eligible State of Delaware employees		
Analytics:	Mail/Post Date: 06/04/2026 Sessions: N/A	Quantity: Posted Online Average Session Duration (MM:SS): N/A	Q/R Code: Yes Page Views: N/A



The flyer features a background image of a person in silhouette looking out a window with blinds. The Statewide Benefits Office (SBO) logo is in the top left, with the tagline 'Benefits Made Easy'. The title 'Health Advocate Webinar' is in a green banner, followed by the date and time 'September 2, 2026 2:00pm - 3:00pm' in a blue banner. The main topic 'Suicide Prevention: What To Know And How To Help' is in large black text. A paragraph of text describes the webinar's focus on warning signs, risk factors, and supportive resources. A registration link 'de.gov/statewidebenefits' is provided, along with a QR code and a 'SCAN ME!' graphic with a circular arrow.

Statewide Benefits Office
SBO
Benefits Made Easy

Health Advocate Webinar

September 2, 2026
2:00pm - 3:00pm

Suicide Prevention: What To Know And How To Help

Suicide affects people from all walks of life. Knowing the warning signs and risk factors for suicide and feeling confident about how to help someone who is at risk can be the difference between life and death. Join us for this important session where we will differentiate myths from facts, identify risk factors and warning signs, review questions to ask and steps to take, and provide supportive resources and strategies.

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

SCAN ME!





7	September 15, 2026 EAP Webinar Flyer		
Target Audience:	Benefit-eligible State of Delaware employees		
Analytics:	Mail/Post Date: 06/04/2026 Sessions: N/A	Quantity: Posted Online Average Session Duration (MM:SS): N/A	Q/R Code: Yes Page Views: N/A




Health Advocate Webinar

September 15, 2026
10:00am - 11:00am

Finding The Time & Energy To Be Both A Parent And A Professional

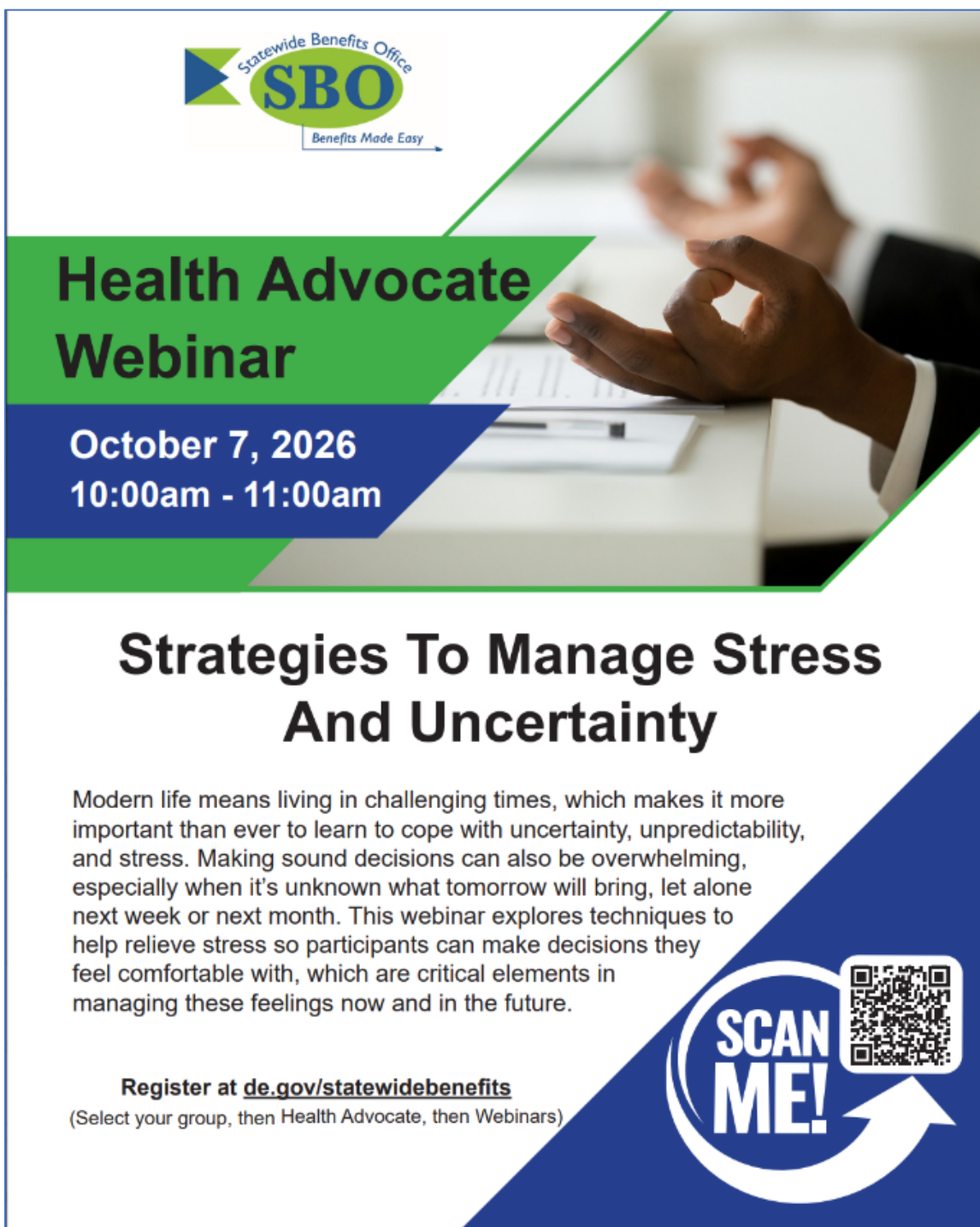
There is perhaps no more delicate balance than being a parent and a working professional. Many of us struggle with how to divide our time, energy, and attention. This seminar examines the realities of the modern working landscape and how to approach and achieve balance in a new, more successful way. It also reviews strategies for time and household management and explores how to find the most elusive thing of all: quality time just for yourself.

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

SCAN ME! 



8	October 7, 2026 EAP Webinar Flyer		
Target Audience:	Benefit-eligible State of Delaware employees		
Analytics:	<u>Mail/Post Date:</u> 06/04/2026 <u>Sessions:</u> N/A	<u>Quantity:</u> Posted Online <u>Average Session Duration (MM:SS):</u> N/A	<u>Q/R Code:</u> Yes <u>Page Views:</u> N/A



The flyer features a background image of a person's hands in a meditative pose over a laptop. The Statewide Benefits Office (SBO) logo is in the top left, with the tagline 'Benefits Made Easy'. The title 'Health Advocate Webinar' is in a green banner, followed by the date and time 'October 7, 2026 10:00am - 11:00am' in a blue banner. The main topic 'Strategies To Manage Stress And Uncertainty' is in large bold text. A paragraph describes the importance of stress management in modern life. Registration information is provided at the bottom left. A 'SCAN ME!' graphic with a QR code is in the bottom right corner.

Statewide Benefits Office
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Health Advocate Webinar

**October 7, 2026
10:00am - 11:00am**

Strategies To Manage Stress And Uncertainty

Modern life means living in challenging times, which makes it more important than ever to learn to cope with uncertainty, unpredictability, and stress. Making sound decisions can also be overwhelming, especially when it's unknown what tomorrow will bring, let alone next week or next month. This webinar explores techniques to help relieve stress so participants can make decisions they feel comfortable with, which are critical elements in managing these feelings now and in the future.

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

SCAN ME!





9	October 20, 2026 EAP Webinar Flyer		
Target Audience:	Benefit-eligible State of Delaware employees		
Analytics:	<u>Mail/Post Date:</u> 06/04/2026 <u>Sessions:</u> N/A	<u>Quantity:</u> Posted Online <u>Average Session Duration (MM:SS):</u> N/A	<u>Q/R Code:</u> Yes <u>Page Views:</u> N/A





Health Advocate Webinar

**October 20, 2026
2:00pm - 3:00pm**

Drugs And Addiction: What Everyone Needs To Know

There are so many ways that addiction has ruined lives. No one is immune from the disease of addiction. Addiction has become an epidemic that impacts the workplace, our families, friends, and community. The best defense against addiction is knowledge. This seminar will provide education on being able to identify the signs and symptoms of substance abuse, the progressive pattern of addiction, the difference between abuse and addiction, the physical, emotional, and behavioral effects of addiction, why enabling behavior does not help, and what types of treatment and resources are available.

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

SCAN ME! 



10	November 4, 2026 EAP Webinar Flyer		
Target Audience:	Benefit-eligible State of Delaware employees		
Analytics:	<u>Mail/Post Date:</u> 06/04/2026 <u>Sessions:</u> N/A	<u>Quantity:</u> Posted Online <u>Average Session Duration (MM:SS):</u> N/A	<u>Q/R Code:</u> Yes <u>Page Views:</u> N/A



Statewide Benefits Office
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Health Advocate Webinar

November 4, 2026
2:00pm - 3:00pm

Caring For The Caregiver

Few people are prepared for the challenges of being a caregiver. This session reminds caregivers of the sense of satisfaction that comes with caregiving, while also emphasizing the importance of caring for yourself to prevent compassion fatigue and burnout. It outlines strategies for self-care and offers work-life balance tips.

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

SCAN ME!





11	November 17, 2026 EAP Webinar Flyer		
Target Audience:	Benefit-eligible State of Delaware employees		
Analytics:	Mail/Post Date: 06/04/2026 Sessions: N/A	Quantity: Posted Online Average Session Duration (MM:SS): N/A	Q/R Code: Yes Page Views: N/A



Statewide Benefits Office
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Benefits Made Easy

Health Advocate Webinar

November 17, 2026
10:00am - 11:00am

Managing Holiday Stress

Stress is stress, but for some reason, it seems to quadruple around the holidays! This workshop addresses the multiple causes of holiday stress and provides tips on how to reduce these stressors so participants can maintain their productivity, achieve a better balance, and more fully enjoy the holiday season with friends and loved ones.

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

SCAN ME!





12	December 2, 2026 EAP Webinar Flyer		
Target Audience:	Benefit-eligible State of Delaware employees		
Analytics:	<u>Mail/Post Date:</u> 06/04/2026 <u>Sessions:</u> N/A	<u>Quantity:</u> Posted Online <u>Average Session Duration (MM:SS):</u> N/A	<u>Q/R Code:</u> Yes <u>Page Views:</u> N/A



The flyer features a smiling couple on a bicycle in the background. The Statewide Benefits Office (SBO) logo is in the top left, with the tagline 'Benefits Made Easy'. The title 'Health Advocate Webinar' is in a green banner, followed by the date and time 'December 2, 2026 10:00am - 11:00am' in a blue banner. The main topic 'Retirement Planning: An Emotional Perspective' is in large bold text. A paragraph describes the workshop's focus on the emotional stages of retirement. A registration link is provided, and a QR code with a 'SCAN ME!' graphic is in the bottom right corner.

Statewide Benefits Office
SBO
Benefits Made Easy

Health Advocate Webinar

December 2, 2026
10:00am - 11:00am

Retirement Planning: An Emotional Perspective

A major concern for many people is how they will handle the emotional stages of retirement. How will they create a new identity? This workshop explores the six phases of retirement from a social perspective: everything from pre-retirement planning to the honeymoon phase, and ultimately to reorientation and development of a new lifestyle. This workshop reviews all of the stages, which can span 5 to 15 years before retirement and up to 15 years or more after retirement.

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

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Printed Communications: Vendor Communications*

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

Vendor	Communication Description	Distribution Date	Distribution Quantity	SBO Tactics Based on SEBC Strategic Framework
Hinge Health	Enso Device	04/20/2026	41,369	• Increase utilization of the Diabetes Prevention Program (DPP), Employee Assistance Program (EAP), Centers of Excellence, and Hinge Health
CVS Caremark	GLP-1 Copay Increase	04/13/2026	Approximately 6,000	• Explore strategies to manage GLP-1 cost and utilization • Explore PBM and pharmacy cost reduction strategies
Aetna	Quarterly Site of Care Postcards	04/24/2026	11,176	• Identify high-cost, low-value site-of-care patterns (e.g., ER use for non-emergent needs) and work with the TPAs to develop targeted interventions • Educate members on price variation across sites of care and providers to support informed choices • Promote alternate sites of care such as ambulatory surgery centers, urgent care centers, and telehealth
Securian Financial (GUL and A&CI Insurance)	Open Enrollment Opportunities Postcards	04/24/2026	39,961	• N/A
Hinge Health	Migraine Relief	05/25/2026	41,369	• Increase utilization of the Diabetes Prevention Program (DPP), Employee Assistance Program (EAP), Centers of Excellence, and Hinge Health
Highmark	Quarterly Site of Care Postcards	05/26/2026	11,336	• Identify high-cost, low-value site-of-care patterns (e.g., ER use for non-emergent needs) and work with the TPAs to develop targeted interventions • Educate members on price variation across sites of care and providers to support informed choices • Promote alternate sites of care such as ambulatory surgery centers, urgent care centers, and telehealth



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:	April
Analytics:	<u>Sessions:</u> 36,401 <u>Average Session Duration (MM:SS):</u> 1:18 <u>Total Page Views:</u> 90,233 <u>Pages Per Session:</u> 3.52
Top Ten Page Views:	1. Homepage (15,574) 2. K12, DTCC, & DSU Employees Open Enrollment Course (5,790)¹ 3. State Agency Employees Main Page (4,371) 4. K12, DTCC, & DSU Employees Main Page (2,557) 5. Agency Dental Rates Page (2,370) 6. Agency Vision Rates Page (2,353) 7. Agency Health Plan Page (1,899) 8. Agency Open Enrollment Page (1,899) 9. Open Enrollment Landing Page (1,852) 10. SEBC Page (1,847)

¹ Page is no longer active.

Month:	May
Analytics:	<u>Sessions:</u> 59,171 <u>Average Session Duration (MM:SS):</u> 1:37 <u>Total Page Views:</u> 156,106 <u>Pages Per Sessions:</u> 4.17
Top Ten Page Views:	1. Homepage (38,504) 2. State Agency Employees Main Page (8,780) 3. K12, DTCC, & DSU Employees Main Page (6,420) 4. Open Enrollment Landing Page (1,852) 5. Agency Open Enrollment Page (1,899) 6. Flexible Spending Account Page (4,381) 7. Group Universal Life Insurance Page (3,838) 8. K12, DTCC, & DSU Open Enrollment Page (3,747) 9. Accident & Critical Illness Insurance Page (2,065) 10. SEBC Page (1,253)



Month: June	
Analytics:	Sessions: 22,771
	Average Session Duration (MM:SS): 0:57
	Total Page Views: 48,901
	Pages Per Sessions: 2.91
Top Ten Page Views:	1. Homepage (11,857) 2. State Agency Employees Main Page (3,355) 3. Double State Share Page (1,745) 4. K12, DTCC, & DSU Employees Main Page (1,617) 5. SEBC Page (1,031) 6. CVS Non-Medicare Page (791) 7. Agency Highmark Delaware Page (785) 8. Health Advocate Page (746) 9. SEBC: What's Happening Page (712) 10. Pensioner Coordination of Benefits Page (696)



Website Statistics: Website Updates

Month:	April
Total Website Updates Requested:	58
Update Topics:	• Open Enrollment: 22 • Communications: 16 • Vision: 5 • Choosing the Right Care: 3 • Family Building Resources: 2 • Procedure Updates: 2 • Health: 1 • SEBC: 1 • Accident & Critical Illness Insurance: 1 • Disability Insurance Program: 1 • Prescription: 1 • Flexible Spending Account: 1 • Employee Assistance Program: 1 • Page Functionality: 1

Month:	May
Total Website Updates Requested:	37
Update Topics:	• Open Enrollment: 12 • Communications: 10 • Employee Assistance Program: 4 • Health: 2 • Qualifying Events: 2 • Prescription: 2 • Procedure Updates: 1 • Disability Insurance Program: 1 • Vision: 1 • Testimonial: 1 • Contact List: 1

Month:	June
Total Website Updates Requested:	45
Update Topics:	• Communications: 11 • Open Enrollment: 7 • Health: 4 • Employee Assistance Program: 3 • Training: 3 • Qualifying Events: 3



Update Topics:

- Site Functionality: 2
- Flexible Spending Account: 2
- Dental: 2
- Vision: 2
- SEBC: 1
- Contact List: 1
- Disability Insurance Program: 1
- Education Page: 1
- Policies and Procedures: 1
- Lantern: 1



Website Statistics: Website Survey Responses

Month:	April
Total Surveys Received:	16
Survey Topics:	• Benefit Information: 5 • Spousal Coordination of Benefits: 5 • Eligibility and Enrollment Rules: 2 • Open Enrollment: 1 • In-Network Physicians: 1

Month:	May
Total Surveys Received:	28
Response Topics:	• Benefit Information: 9 • Open Enrollment: 6 • Choosing the Right Care: 5 • Coordination of Benefits: 4 • Benefit Comparisons: 2 • Translated Materials: 1 • Premiums: 1

Month:	June
Total Surveys Received:	7
Response Topics:	• Benefit Information: 2 • Coordination of Benefits: 2 • Choosing the Right Care: 1 • Denied Claim: 1 • Site Feedback: 1



Training: Instructor-Led Training (ILT)

1	Everything You Need to Know About Covering a Spouse or Dependent
Target Audience:	Benefit-eligible State Agency employees
Details:	<u>Date(s)</u> : 04/14/2026 <u>Attendance</u> : 10 <u>Facilitated</u> : Virtually
Evaluation Feedback:	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> : 05/06/2026 <u>Attendance</u> : 5 <u>Facilitated</u> : Virtually
Evaluation Feedback:	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.

3	Everything You Need to Know About Covering a Spouse or Dependent
Target Audience:	Benefit-eligible State Agency employees
Details:	<u>Date(s)</u> : 05/21/2026 <u>Attendance</u> : 5 <u>Facilitated</u> : Virtually
Evaluation Feedback:	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. 67% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course.



Evaluation Feedback:	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	Statewide Benefits
Target Audience:	State of Delaware HR/Benefit Representatives
Details:	<u>Date(s)</u> : 06/02/2026 & 06/04/2026 <u>Attendance</u> : 8 <u>Facilitated</u> : Virtually
Evaluation Feedback:	1. 75% 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. 75% of respondents Strongly Agree or Agree that the instructor was engaging and held their attention. 5. 75% of respondents Strongly Agree or Agree that the use of materials (presentation/videos/activities) was effective. 6. 75% 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	Benefits 101
Target Audience:	Benefit-eligible State Agency employees
Details:	<u>Date(s)</u> : 06/09/2026 <u>Attendance</u> : 12 <u>Facilitated</u> : Virtually
Evaluation Feedback:	1. 90% of respondents Strongly Agree or Agree that the course learning objectives were clearly communicated. 2. 90% of respondents Strongly Agree or Agree that the course learning objectives were met. 3. 90% of respondents Strongly Agree or Agree that the instructor was knowledgeable on the content of this course. 4. 88% 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. 90% of respondents Strongly Agree or Agree that they would recommend this course to others. 7. 90% of respondents Strongly Agree or Agree that overall, they were satisfied with the training.



Training: Computer-Based Training (CBT)

1	2026 Open Enrollment Guide
Version(s):	- Delaware Learning Center (DLC) - Website
Availability:	04/01/2026 – 06/30/2026
Assigned:	Yes, the course was assigned to all benefit-eligible Agency, K12, DTCC, and DSU employees who were currently enrolled in a health, dental, and/or vision plan
FY26 Q4 Total Completions: (13,072)	- DLC = 10,557 - Website = 2,515
FY26 Q4 Evaluations Submitted: (2,549)	- DLC = 34 - Website = 2,515
Evaluation Feedback:	98% of respondents Strongly Agree or Agree that the content was organized and easy to understand. 98% of respondents Strongly Agree or Agree that they learned about the benefit changes for the new plan year. 98% of respondents Strongly Agree or Agree that they learned about the steps that they need to complete before and during Open Enrollment.

2	2026 HR/Ben Rep Responsibilities for Open Enrollment
Version(s):	Website
Availability:	04/01/2026 – 06/30/2026
Assigned:	Yes, the course was assigned to HR/Ben Reps from: - Agencies (129) - K12, DTCC, and DSU (132) - Participating Groups (151)
FY26 Q4 Total Completions:	Website = 232
FY26 Q4 Evaluations Submitted:	Website = 232
Evaluation Feedback:	98% of respondents Strongly Agree or Agree that the content was organized and easy to understand. 98% of respondents Strongly Agree or Agree that they learned about the steps that HR/Benefits Representatives need to complete before Open Enrollment in April. 98% of respondents Strongly Agree or Agree that they learned about the steps that HR/Benefits Representatives need to complete during Open Enrollment in May. 98% of respondents Strongly Agree or Agree that they learned about resources to help them assist employees with the Open Enrollment process.



3	HIPAA Training for Members of the HIPAA Workforce
Version(s):	- Delaware Learning Center (DLC) - Website
Availability:	04/01/2026 – 06/30/2026
Assigned:	Yes, assignments are ongoing. This course must be completed annually by all members of the HIPAA Workforce.
FY26 Q4 Total Completions: (965)	- DLC = 881 - Website = 84
FY26 Q4 Evaluations Submitted: (85)	- DLC = 84 - Website = 1
Evaluation Feedback:	98% of respondents Strongly Agree or Agree that the learning objectives were clearly presented in the course. 96% of respondents Strongly Agree or Agree that the content was presented clearly. 84% of respondents Strongly Agree or Agree that the content was engaging. 98% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 95% of respondents Strongly Agree or Agree that they would recommend this training to others. 95% of respondents Strongly Agree or Agree that they have a better understanding of HIPAA and how to safeguard PHI. 98% of respondents Strongly Agree or Agree that overall, they are satisfied with the training.

4	Section 1557 (Nondiscrimination Provision) of the Affordable Care Act
Version(s):	- Delaware Learning Center (DLC) - Website
Availability:	04/01/2026 – 06/30/2026
Assigned:	Yes, assignments are ongoing. This course must be completed every three years by all HR/Benefits and Payroll Representatives.
FY26 Q4 Total Completions: (12)	- DLC = 10 - Website = 2
FY26 Q4 Evaluations Submitted: (2)	- DLC = 0 - Website = 2
Evaluation Feedback:	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.



5	FY26 and FY27 How to Select a Health Plan
Version(s):	- Delaware Learning Center (DLC) - Website
Availability:	04/01/2026 – 06/30/2026
Assigned:	N/A
FY26 Q4 Total Completions: (56)	- DLC = 4 - Website = 52
FY26 Q4 Evaluations Submitted: (52)	- DLC = 0 - Website = 52
Evaluation Feedback:	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. 98% of respondents Strongly Agree or Agree that they would recommend this course to others. 98% 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.

6	FY26 and FY27 Choosing the Right Care
Version(s):	- Delaware Learning Center (DLC) - Website
Availability:	04/01/2026 – 06/30/2026
Number Assigned:	N/A
FY26 Q4 Total Completions: (20)	- DLC = 3 - Website = 17
FY26 Q4 Evaluations Submitted: (17)	- DLC = 0 - Website = 17
Evaluation Feedback:	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. 94% 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.



7	FY26 and FY27 Highmark Delaware First State Basic Plan
Version(s):	- Delaware Learning Center (DLC) - Website
Availability:	04/01/2026 – 06/30/2026
Assigned:	N/A
FY26 Q4 Total Completions: (11)	- DLC = 1 - Website = 10
FY26 Q4 Evaluations Submitted: (10)	- DLC = 0 - Website = 10
Evaluation Feedback:	100% of respondents Strongly Agree or Agree that the content was presented clearly. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree that they have a better understanding of the First State Basic Plan. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.

8	FY26 and FY27 Aetna CDH Gold Plan
Version(s):	- Delaware Learning Center (DLC) - Website
Availability:	04/01/2026 – 06/30/2026
Assigned:	N/A
FY26 Q4 Total Completions: (11)	- DLC = 6 - Website = 5
FY26 Q4 Evaluations Submitted: (5)	- DLC = 0 - Website = 5
Evaluation Feedback:	100% of respondents Strongly Agree or Agree that the content was presented clearly. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree that they have a better understanding of the CDH Gold Plan. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.

9	FY26 and FY27 Aetna HMO Plan
Version(s):	- Delaware Learning Center (DLC) - Website
Availability:	04/01/2026 – 06/30/2026



Assigned:	N/A
FY26 Q4 Total Completions: (8)	• DLC = 4 • Website = 4
FY26 Q4 Evaluations Submitted: (4)	• DLC = 0 • Website = 4
Evaluation Feedback:	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.

10	FY26 and FY27 Highmark Delaware Comprehensive PPO Plan
Version(s):	• Delaware Learning Center (DLC) • Website
Availability:	04/01/2026 – 06/30/2026
Assigned:	N/A
FY26 Q4 Total Completions: (25)	• DLC = 7 • Website = 18
FY26 Q4 Evaluations Submitted: (18)	• DLC = 0 • Website = 18
Evaluation Feedback:	4. 100% of respondents Strongly Agree or Agree that the content was presented clearly. 5. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 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 they have a better understanding of the Comprehensive PPO Plan. 8. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.

11	FY26 and FY27 Flexible Spending Account (FSA)
Version(s):	• Delaware Learning Center (DLC) • Website
Availability:	04/01/2026 – 06/30/2026
Assigned:	N/A
FY26 Q4 Total Completions: (39)	• DLC = 11 • Website = 28



FY26 Q4 Evaluations Submitted: (29)	• DLC = 1 • Website = 28
Evaluation Feedback:	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:	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.

12	Spousal Coordination of Benefits
Version(s):	• Delaware Learning Center (DLC) • Website
Availability:	04/01/2026 – 06/30/2026
Assigned:	N/A
FY26 Q4 Total Completions: (27)	• DLC = 15 • Website = 12
FY26 Q4 Evaluations Submitted: (13)	• DLC = 1 • Website = 12
Evaluation Feedback:	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 spousal coordination of benefits. 5. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.

13	Dependent Coordination of Benefits
Version(s):	• Delaware Learning Center (DLC) • Website
Availability:	04/01/2026 – 06/30/2026
Assigned:	N/A
FY26 Q4 Total Completions: (4)	• DLC = 2 • Website = 2
FY26 Q4 Evaluations Submitted: (3)	• DLC = 1 • Website = 2



Evaluation Feedback:	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.
Evaluation Feedback:	100% of respondents Strongly Agree or Agree have a better understanding of dependent coordination of benefits. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.

14	Qualifying Events
Version(s):	- Delaware Learning Center (DLC) - Website
Availability:	04/01/2026 – 06/30/2026
Assigned:	N/A
FY26 Q4 Total Completions: (6)	- DLC = 5 - Website = 1
FY26 Q4 Evaluations Submitted: (1)	- DLC = 0 - Website = 1
Evaluation Feedback:	100% of respondents Strongly Agree or Agree that the content was presented clearly. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree have a better understanding of qualifying events, including timeframes and documentation. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.

15	Disability Insurance Program Overview
Version(s):	- Delaware Learning Center (DLC) - Website
Availability:	04/01/2026 – 06/30/2026
Assigned:	N/A
FY26 Q4 Total Completions: (20)	- DLC = 11 - Website = 9
FY26 Q4 Evaluations Submitted: (9)	- DLC = 0 - Website = 9
Evaluation Feedback:	89% 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.



Evaluation Feedback:	100% of respondents Strongly Agree or Agree that they learned who is eligible for the Disability Insurance Program. 100% of respondents Strongly Agree or Agree that they have a basic understanding of Short Term Disability, Long Term Disability, and Return to Work. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.
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16	Short Term Disability
Version(s):	- Delaware Learning Center (DLC) - Website
Availability:	04/01/2026 – 06/30/2026
Assigned:	N/A
FY26 Q4 Total Completions: (23)	- DLC = 11 - Website = 12
FY26 Q4 Evaluations Submitted: (12)	- DLC = 0 - Website = 12
Evaluation Feedback:	100% of respondents Strongly Agree or Agree that the content was presented clearly. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree that they have a basic understanding of the Short Term Disability program. 92% of respondents Strongly Agree or Agree that they learned how and when to file a Short Term Disability claim. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.

17	Long Term Disability
Version(s):	- Delaware Learning Center (DLC) - Website
Availability:	04/01/2026 – 06/30/2026
Assigned:	N/A
FY26 Q4 Total Completions: (28)	- DLC = 20 - Website = 8
FY26 Q4 Evaluations Submitted: (9)	- DLC = 1 - Website = 8
Evaluation Feedback:	100% of respondents Strongly Agree or Agree that the content was presented clearly. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree that they have a basic understanding of the Long Term Disability program.



Evaluation Feedback:	100% of respondents Strongly Agree or Agree that they learned how and when to file a Long Term Disability claim. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.
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18	Return to Work
Version(s):	- Delaware Learning Center (DLC) - Website
Availability:	04/01/2026 – 06/30/2026
Assigned:	N/A
FY26 Q4 Total Completions: (17)	- DLC = 9 - Website = 8
FY26 Q4 Evaluations Submitted: (8)	- DLC = 0 - Website = 8
Evaluation Feedback:	100% of respondents Strongly Agree or Agree that the content was presented clearly. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree that they have a basic understanding of the Return to Work program. 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. 100% of respondents Strongly Agree or Agree that overall, they are satisfied with the course.

19	Accident and Critical Illness Insurance
Version(s):	- Delaware Learning Center (DLC) - Website
Availability:	04/01/2026 – 06/30/2026
Assigned:	N/A
FY26 Q4 Total Completions: (9)	- DLC = 3 - Website = 6
FY26 Q4 Evaluations Submitted: (6)	- DLC = 0 - Website = 6
Evaluation Feedback:	100% of respondents Strongly Agree or Agree that the content was presented clearly. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 100% of respondents Strongly Agree or Agree that they have a better understanding of the Accident and Critical Illness Insurance plans and how they can help people save money.



Evaluation Feedback:	100% of respondents Strongly Agree or Agree that they feel more confident in their ability to make informed decisions about participation in the Accident and Critical Illness Insurance plans. 100% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree that overall, they found the course informative.
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20	FY26 and FY27 State Group Universal Life Insurance
Version(s):	- Delaware Learning Center (DLC) - Website
Availability:	04/01/2026 – 06/30/2026
Assigned:	N/A
FY26 Q4 Total Completions: (37)	- DLC = 10 - Website = 27
FY26 Q4 Evaluations Submitted: (27)	- DLC = 0 - Website = 27
Evaluation Feedback:	96% of respondents Strongly Agree or Agree that the content was presented clearly. 100% of respondents Strongly Agree or Agree that the length of the course was appropriate for the content. 100% of respondents Strongly Agree or Agree that they have a better understanding of the State Group Universal Life (GUL) Insurance plan and how it can help people save money. 96% 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. 96% of respondents Strongly Agree or Agree that they would recommend this course to others. 100% of respondents Strongly Agree or Agree that overall, they found this course to be informative.



Training: Vendor Webinars

Vendor	Webinar	Date	Attendance	Evaluation Feedback
Health Advocate	Unplugging After Work	04/01/2026	26	None provided
Health Advocate	Get Your Bucket List Done	04/14/2026	32	None provided
The Hartford	Disability Claim Process Overview & THAA Portal Training	04/14/2026	30	100% of eval respondents strongly agreed or agreed that: - 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	Why Cancer Screenings Matter	04/16/2026	3	None provided
Aetna	Science of Goal Setting	04/26/2026	21	None provided
Aetna	Creative Problem Solving and Decision Making	05/06/2026	22	None provided
Health Advocate	Resiliency: Moving Forward in Changing Times	05/06/2026	34	None provided
The Hartford	Disability Claim Process Overview & THAA Portal Training	05/12/2026	22	100% of eval respondents strongly agreed or agreed that: - 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.
Health Advocate	Working Well with Different Personality Styles	05/19/2026	47	None provided
Aetna	Accountability	05/20/2026	3	None provided
Health Advocate	Valuing Different Generations	06/03/2026	22	None provided
The Hartford	Disability Claim Process Overview & THAA Portal Training	06/09/2026	27	100% of eval respondents strongly agreed or agreed that: The information presented was useful.



Vendor	Webinar	Date	Attendance	Evaluation Feedback
				• 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	What is Proactive Health	06/10/2026	16	• None provided
Health Advocate	Communicating with Your Team	06/16/2026	21	• None provided
Aetna	Relaxation	06/25/2026	3	• None provided