



delaware  
first health

# WHOLE you

[2025 | Q2 BULLETIN]

## Calendar of Events

Keep up-to-date with all Delaware First Health Events.

To view a full list of our events and register, visit our website or call Member Services at the number below.

### Upcoming Events:

- Community Baby Showers
- Member Advisory Councils
- New Member Orientations
- Resource Fairs
- And More!

For help with a ride, call  
Member Services at  
1-877-236-1341 (TTY: 711)

[DelawareFirstHealth.com  
/Events](https://delawarefirsthealth.com/events)

## We're blooming with fresh tips and resources in this edition of Whole You, a newsletter from Delaware First Health!



Hi there! It's Renee Fortune, your Community Liaison for Delaware First Health. Spring is here - a season of renewal, growth, and fresh opportunity. As the days get warmer and longer, it's the perfect time to reset and take small steps toward the goals you set at the beginning of the year.

With heating bills going down and fresh, local produce becoming easier to find, you might be feeling some relief this time of year. It's also the season of free fun! Take advantage of the warmer weather by exploring outdoor festivals, park activities, and cultural events happening in your community.

As the school year winds down, now's a great time to plan ahead for summer break. Many libraries, YMCAs, and recreation centers offer free or low-cost summer camps. Delaware First Health members get up to **\$250 per member, per year for Community-Based Wellness programs like the Boys and Girls Club**. And don't forget, you also have up to **6 hours of free K-12 tutoring** to help your child finish the school year strong and start the next one with confidence.

In this edition of *Whole You*, you'll learn more about our Care Management team and Long-Term Services and Supports (LTSS) - and how these services can make a difference in your daily life. We're raising awareness around maternal mental health, sharing the importance of colon screenings, and explaining how your pharmacist can help in managing your health. You'll also find a fun way to support your well-being with our Stress Management Bingo game. And finally, I'll connect you to food resources available throughout Delaware.

*I hope you enjoy the newsletter and that it helps you take care of the whole you!*

# Important Numbers and Information

## **Member Services:** **1-877-236-1341 (TTY:711)**

Call this number for all Member Service needs, such as:

- Benefits questions
- Scheduling transportation
- Assistance changing or selecting a primary care provider (PCP)
- Vision
- Dental
- Pharmacy services
- Nurse Advice Line (24/7): Our Nurse Advice Line is ready to answer your health questions 24 hours a day, seven days a week - every day of the year.
- Care Management: Care management and health coaching are part of your benefits and are provided to you at no cost.

**If you are experiencing a medical emergency, please call 911.**

**Mental and behavioral health toll-free hotline(s):**

- Northern Delaware Hotline: **1-800-652-2929**
- Southern Delaware Hotline: **1-800-345-6785**
- DSCYF 24/7 Youth Crisis Support: **1-800-969-4357**
- National Suicide Prevention Lifeline: **988**

## **NEED HELP?**

Through our DFH **FindHelp website**, you can find community resources in your area. These resources include:

- Food pantries
- Education and housing assistance
- Housing assistance
- Financial assistance
- Other free to reduced cost programs

If you would like more help or you want to connect with our Community Connections Teams, call Member Services at 1-877-236-1341 (TTY: 711).

**DelawareFirstHealth.Findhelp.com**

# Personalized Support Through Care Management

## Get Case Management

Our Care Management team is made up of nurses and social workers who are here to help you with your healthcare and health-related needs. They can talk with you on the phone or meet with you in person. They're here to support you and help you reach your goals.

### Care Management staff can help you:

- ✓ Learn more about your medical care, medications, behavioral health, long-term care, and substance use conditions.
- ✓ Access community resources, such as workforce programs, available food banks, and weight loss programs.
- ✓ Get the services and medical equipment you may need.
- ✓ Create a care plan that works for you – and more!

You can reach the Care Management team by calling 1-877-236-1341 (TTY:711). They are available Monday through Friday, from 8am to 5pm.

If you need help after hours, you can call the same number to talk to a nurse on the 24-hour Nurse Advice Line.

## Earn Rewards for Completing Your Health Risk Assessment (HRA)!

Your Health Risk Assessment (HRA) is a short form that helps us learn more about your current health needs. When you finish it, you'll earn a **My Health Pays®** reward!

### You can complete your HRA by:

- Calling Member Services at 1-877-236-1341 (TTY: 711)
- Logging into your member portal at [Member.DelawareFirstHealth.com](https://Member.DelawareFirstHealth.com)



## Long-Term Services and Supports (LTSS)

Delaware First Health offers services to help members who need support with daily activities over a long period of time. This is called Long-Term Services and Supports (LTSS).

LTSS is for people with disabilities, ongoing health problems, or age-related needs. These services help members stay safe, healthy, and as independent as possible.

### LTSS can include help with:

- Bathing and getting dressed
- Meal preparation
- Taking medication
- And other daily tasks

These services can be provided at home, in the community, or in places like nursing homes.

If you are an LTSS member and have questions, talk to your Case Manager or call Member Services at 1-877-236-1341 (TTY:711).

If you want to apply to LTSS, call the **DMMA Central Intake Unit** at 1-866-940-8963.

# Maternal Mental Health Awareness




## Behavioral Health Services

Mental and emotional support services are available to help you feel your best:

- Inpatient Behavioral Health
- Licensed Behavioral Health Practitioner Services

If you're struggling with anxiety, depression, or stress, don't wait – **help is here.**

## Maternal Mental Health Hotline:

 Call **1-833-TLC-MAMA**

The Hotline is free, confidential, and available 24/7 - offering support in both English and Spanish.

## Support for Every Step of Your Journey:

- **Prenatal Care** – Checkups, ultrasounds, and screenings
- **Labor and Delivery** – Support at the hospital or birthing center
- **Postpartum Care** – Help and checkups after birth
- **Doula Services** – Extra emotional and physical support
- **Breastfeeding Help** – Tips and guidance
- **Home visiting program** – A nurse can visit your home to support you and your baby

## Need help or have questions?

Call **Member Services** at **1-877-236-1341 (TTY: 711)** or visit **[DelawareFirstHealth.com](https://www.DelawareFirstHealth.com)** to learn more about the care and rewards available to you.

Being pregnant or having a new baby can be a joyful time – but it can also feel overwhelming. Many moms experience stress, anxiety, or sadness. Some may face postpartum depression, anxiety, or PTSD. These feelings are **common and treatable**. You're not alone, and it's okay to ask for help.

This is a reminder to check in on moms – before, during, and after pregnancy. Your **mental health matters just as much as your physical health**. Getting help early can make a big difference for you and your baby. We're here to support you every step of the way.

## Join Start Smart for Your Baby®

Sign up by calling the number on the back of your ID card or logging into your member portal and completing a **Notification of Pregnancy**.

This program offers extra help with:

- Find a doctor
- Mental health support
- Understanding your baby's growth
- Recovering after birth
- Planning for the future

## Earn Rewards with My Health Pays®

Get rewards for taking care of your health! Use rewards for rent, transportation, utilities, childcare, diapers, and more.

- **\$20** – Let us know you're pregnant (once per year)
- **\$50** – First prenatal visit in the first trimester or within 42 days of joining (once per pregnancy)
- **\$20** – For prenatal checkups (earn after your 3rd and 6th visits)
- **\$15** – For getting the Tdap vaccine (once per pregnancy)
- **\$15** – For getting the RSV vaccine (once per pregnancy)
- **\$40** – For a postpartum visit (7–84 days after delivery)

# Play Away the Stress - One Bingo Square at a Time!

## Stress Management Bingo

Get a good night's sleep	Draw	Take 10 deep breaths	Talk to a friend or loved one	Go for a walk
Write down 3 positive thoughts	Listen to music	Meditate	Take a nap	Eat a healthy snack
Watch your favorite movie	Read a book	<b>FREE SPACE</b>	Declutter	Drink 8 cups of water today
Stretch for 5 minutes	Do some gardening	Hang out with a friend	Take a warm shower or bath	Perform an act of kindness
Dance to your favorite song	Cook your favorite meal	Do a puzzle	Spend some time in the sun	Star gaze

# Let's Talk About Colon Screenings!

Colorectal cancer is the **second leading cause of cancer-related deaths** in the United States—but it doesn't have to be. **Colon screenings can save lives** by finding cancer early or preventing it altogether.

A colon screening—also called a colorectal cancer screening—is a test that checks your large intestine (colon) for signs of cancer or other health problems. These screenings can detect polyps (small growths) or abnormal cells **before they turn into cancer**. If caught early, **colorectal cancer is one of the most treatable and curable types of cancer**.

Even if you feel fine, getting screened is important—**colorectal cancer often doesn't show symptoms until it's more advanced**. That's why regular screenings are key to staying healthy.

## When should I get a screening?

Most people should start getting screened at **age 45**. If you have a **family history** of colorectal cancer or other risk factors, your doctor may recommend starting earlier.

## How to Get Started?

If you're **45 or older** – or have a **family history** of colon cancer – talk to your **Primary Care Provider (PCP)**. They'll help you schedule the right test for you. This small step can make a big difference in your long-term health.



## Types of Colon Screenings

There are a few ways to get screened. Your doctor will help decide which option is best for you:

**Colonoscopy** – A doctor uses a thin tube with a camera to look inside your colon.

**Virtual Colonoscopy (CT Scan)** – A scan uses air and imaging to look for problems inside your colon.

**Stool Test** – you provide a sample of your stool (poop) and send it to a lab for testing.

When you complete a **colorectal cancer screening between ages 50 and 75**, you'll receive a **\$20 reward** on your **My Health Pays® Rewards card** to use for rent, utilities, transportation, childcare, education, and more!

For help finding a provider near you call **Member Services** at **1-877-236-1341 (TTY: 711)** or visit **[findaprovider.delawarefirsthealth.com](https://findaprovider.delawarefirsthealth.com)**.



# Food Resources in Delaware

## Need Help Getting Food?

Everyone deserves access to fresh, health food – but sometimes it can be tough. If you're facing food insecurity, you're not alone. There are many helpful resources across Delaware to support you and your family.

### Community Food Resources

#### ◆ 211 Delaware

Dial **2-1-1** to connect with local food pantries, free meal sites, and other programs in your area. It's available 24/7 and in multiple languages. Visit [delaware211.org](http://delaware211.org) for more information.

#### ◆ Local Churches and Community Centers

##### *Canaan Baptist Church - New Castle, DE*

- Every 3rd Sunday each month from 12pm-2pm
- Phone number: (302) 354-9570

##### *Neighborhood House - Wilmington, DE*

- Monday through Friday from 9am-5pm: extended hours every 3rd Tuesday of the month until 7pm
- Phone number: (302) 658-5404

#### ◆ Salvation Army

**Dover:** Monday through Friday from 11:30am-12:30pm  
Phone number: (302) 678-9551

**Seaford:** Monday through Friday from 9am-1pm  
Phone number: (302) 628-2020

#### ◆ Milford Community Pantry

Tuesdays and Thursdays from 11am-2pm  
Phone number: (302) 422-8111

#### ◆ Cape Henlopen Food Basket

##### *Rehoboth Beach, DE*

Mondays, Wednesdays, and Fridays from 10am-2pm  
Phone number: (302) 226-0165

### Statewide Nutrition Assistance

#### ◆ SNAP (Supplement Nutrition Assistance Program)

SNAP helps you buy groceries each month with an EBT card (like a debit card). It can be used at most grocery stores and farmers markets.  
Apply online at [assist.dhss.delaware.gov/](http://assist.dhss.delaware.gov/) or call 1-866-843-7212.

#### ◆ WIC (Women, Infants, and Children Program)

WIC provides healthy foods, nutrition education, and breastfeeding support to pregnant women, new moms, and children under age 5.  
Learn more or apply by calling 1-800-222-2189 or visiting [de.gov/wic](http://de.gov/wic).

#### ◆ Farmers Market Nutrition Program

SNAP and WIC participants may be eligible to receive extra vouchers to use at local farmers markets for fresh fruits and vegetables.

#### ◆ Food Bank of Delaware

The Food Bank helps people of all ages with groceries and hot meals. They also offer mobile pantries that bring food directly to communities in need.  
Find a pantry near you by visiting [fbd.org](http://fbd.org) or calling (302) 292-1305.

#### ◆ School and Summer Meals Programs

Children under 18 can receive free meals at school and during the summer through the Delaware Department of Education's meal programs.  
Contact your local school district or visit [de.gov/kidsmeal](http://de.gov/kidsmeal) to find summer sites near you.

Visit [DelawareFirstHealth.Findhelp.com](http://DelawareFirstHealth.Findhelp.com) to explore local resources like food pantries, financial assistance, and other free or low-cost programs. For personalized support, call Member Services at 1-877-236-1341 (TTY: 711).

# Five Ways Your Pharmacist Can Help You Manage Your Health

Your pharmacist is more than just the white coat behind the counter when you pick up prescriptions. They are a valuable resource if you have questions about your medications or your overall health. Here are five ways you can look to them for help.



***Not sure where to go for care? Talk to a nurse first!***

As part of your benefits, you have 24/7 access to a registered nurse who can help you understand your symptoms and guide you on what to do next. Call the 24/7 Nurse Advice Line anytime at **1-877-236-1341 (TTY:711)** or visit **[DelawareFirstHealth.com](https://www.DelawareFirstHealth.com)** for support.

## **1 Identify Side Effects.**

Knowing what to expect from your medicine is important. Your pharmacist can help you learn early signs of side effects. This is important for a new medication and when adding it to other medicine you take.

## **2 Recommend Relief**

Ever get to the pharmacy and with all the options don't know what to choose? Your pharmacist can help! Describe your symptoms and let them know any other medications you are taking. They can help pick the best over-the-counter option for your symptoms.

## **3 Give Routine Vaccines.**

Part of staying healthy is prevention. Your pharmacist can explain the benefits and side effects of routine vaccines. Routine vaccines include seasonal ones like flu, COVID-19 and RSV. At many pharmacies, you do not need an appointment and can get these vaccines to help you fight off illness.

## **4 Coordinate Change.**

Your pharmacist can talk to your provider if you would like to switch or stop one of your medications. They can walk you through the pros and cons of making a change. This will help you understand how it will impact your overall health.

## **5 Determine Diagnosis.**

Some pharmacies also have walk-in clinics, typically staffed by pharmacists and other healthcare professionals. They can diagnose and prescribe treatment for common conditions like ear infections, rashes, or cold or flu symptoms - making care quick and easy. Many pharmacies can also check your blood pressure and heart rate. If you have concerns, don't hesitate to ask.

## Do You Also Have Medicare?

The state of Delaware has coordinated care plans for people who are on both Medicaid and Medicare. This helps us to better manage your care. Delaware First Health offers health plans for members who have both Medicaid and Medicare through our Wellcare plans.

Check out our Dual Eligible Special Needs Plan (D-SNP) with Wellcare by visiting **[WellcareDE.com](https://www.wellcarede.com)**. You can also call us at **1-877-236-1341 (TTY: 711)** to learn more about the D-SNP plans we offer.

wellcare





## Value-Added Benefits

As a Delaware First Health member, you get these extra benefits and services in addition to your standard state-provided benefits. These are called value-added benefits (VABs).

Check the full list of our free benefits for 2025 on the right.

*We are always working to add more benefits and update our current benefits.*

*Reach out if you have questions or need more information about current or new benefits.*

Visit:

**[DelawareFirstHealth.com/VAB](https://delawarefirsthealth.com/VAB)**

OR

Call Members Services at  
**1-877-236-1341 (TTY:711)**

Value-Added Benefits	Overview
Pharmacy OTC Benefits	\$120 each year (per household) for over-the-counter (OTC) products. Includes items like diapers, laundry detergent, baby supplies, period products, and more.
My Health Pays® Rewards	Members can earn rewards for completing eligible healthy activities. These include your annual well visit, flu vaccine, and specific preventative screenings. Members can earn rewards from \$10 up to \$50 per activity. Visit our website for a full list of all rewards.
GED Tutoring & Testing	For members ages 16 and older not enrolled in school.
K-12 Tutoring	Up to 6 hours of tutoring per year for members K-12 grade who are at risk of falling behind.
Post-Discharge Home Meal Delivery	For at-risk members after leaving the hospital.
Practice Dental Visits	Practice dental visits with a new dentist to meet the dental team, discuss voice preferences and concerns, and understand what happens in a dental appointment before exams or treatments.
Cell Phones	Help getting a cell phone at no cost to you. For members, working with a case manager or care coordinator.
Behavioral Health Support App	Access to mobile app to help manage stress, anxiety, chronic pain & more. For members ages 13 and older.
Vision Services	Adults (ages 21 and older) get routine eye exams and \$160 every year for eye exams and eyewear.
Whole Health Transportation	Members get free transportation to value-added benefits services, additional qualifying services, and events. This includes rides to the pharmacy and home delivery of prescriptions, where available.
Social Isolation Support Program	Mobile app and support phone calls for members, who are ages 18 and older looking for extra help finding resources or improving mood/anxiety, or who just want someone to talk with.
Community-Based Wellness Programs	Community-based programs to support wellness goals for children under 18, adults 18+ with BMI 25+, and adults 60+. Includes Boys and Girls Club, Weight Watchers, and senior center programs. Choose one program per year. Some programs coming soon.
Home-Based Asthma Interventions	Eligible members with severe asthma get support for at home resources. Includes air purifiers and allergy friendly bedding.
Housing Transition Allowance	Funds for eligible members who are homeless or need help moving from a facility or foster care to independent living.  <i>*This is in addition to State allowance for LTSS members</i>
Diabetes Prevention Program	Members at risk for diabetes get a program focused on healthy eating and physical activity. Visit our website for more information.

# Social Spotlight: Stay Connected to Your Health Plan!

**Learn more about your Health Plan's rewards and benefits, resources, events, and more. Stay informed and discover helpful insights through our social media channels for the latest updates!**



**Facebook**  
@DEFIRSTHealth



**LinkedIn**  
@delaware-first-health

