



delaware
first health

WHOLE
you



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)

Summer is in full swing, and we're excited to share helpful resources and benefits in this edition of Whole You, a newsletter from Delaware First Health!

Sunny days are here, and families across Delaware are enjoying all that summer has to offer. Whether you're spending time outdoors, preparing for a new school year, or taking advantage of community resources, Delaware First Health is here to connect you with benefits, programs, and care for every stage of life.

Make the most of summer with Delaware First Health's Community-Based Wellness Programs! Eligible members can access YMCA memberships, Boys & Girls Clubs programs, the LEAN healthy lifestyle program, and senior center memberships. These programs are a great way to stay active, healthy, and engaged during the summer months. If you need help getting there, our Whole Health Transportation benefit provides free rides to eligible value-added benefits.

While your children are enjoying summer break, don't wait to schedule their annual dental visit, back-to-school checkup, and any required vaccines. Physical exams are required for children entering a Delaware public school for the first time and for students entering Grade 9. Scheduling these appointments early can help ensure your child is healthy, up to date on important vaccinations, and ready for a successful school year. Plus, eligible members can earn My Health Pays® rewards for completing healthy activities like well-child visits and flu vaccinations.

In this edition of *Whole You*, you'll learn about the Medicaid renewal process in our new Legislative Corner, explore the new DMAP Online Member Portal and MyDEMedicalAssistance mobile app, and find out why keeping your contact information up to date is so important. You'll also discover how our partnership with the Delaware Breast Cancer Coalition (DBCC) is helping make breast cancer screenings easier and learn how to make the most of your pharmacy benefits in the first edition of our new Pharmacy Corner.

We 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 Care 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.

Remember Your Insurance Card!

Bring your insurance card with you to every appointment. Having your card with you helps the office check your coverage and makes sure your visit is billed correctly.

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 **\$20 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**



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**.

Legislative Corner: Understanding Medicaid Renewals

There are important updates this year that may affect your Medicaid coverage and how you receive care. These changes are happening at the federal and state level and may require you to take action to keep your benefits.

Medicaid renewals are underway

Medicaid renewals are underway, and many members will need to complete a renewal to keep their health coverage. During the COVID-19 public health emergency, renewals were paused. That process has now ended, and states are reviewing eligibility again.

You may receive a renewal form or request for information by mail. It is important to respond as soon as possible. If you do not complete your renewal, you could lose your Medicaid coverage.

To help protect your coverage:

- Watch your mail for renewal notices
- Make sure your contact information is up to date
- Respond to any requests by the deadline listed

If you miss your deadline, you may still have a limited time to submit your information and have your coverage restored.

Why these changes are happening

Federal policy changes have returned Medicaid programs to standard eligibility review processes. This means all members must now confirm they still qualify for coverage based on income, household size, and other requirements.

Because of this, you may receive more communication than in previous years. Staying up to date and responding quickly can help prevent disruptions in your care.

Keeping your coverage active

It is important to keep your information current, so you do not miss important updates. This includes:

- Your mailing address
- Phone number
- Email address, if applicable

If your information is not up to date, you may not receive important notices about your coverage.

Accessing care and services

If you complete your renewal and stay enrolled in Medicaid, you will continue to have access to important healthcare services. Medicaid covers a wide range of benefits, including preventive care, doctor visits, and more.

Many services are also available through telehealth. Telehealth allows you to speak with a provider from home, which can make it easier to get care when you need it.

If you need help getting to an appointment, transportation services are available as part of your benefits.

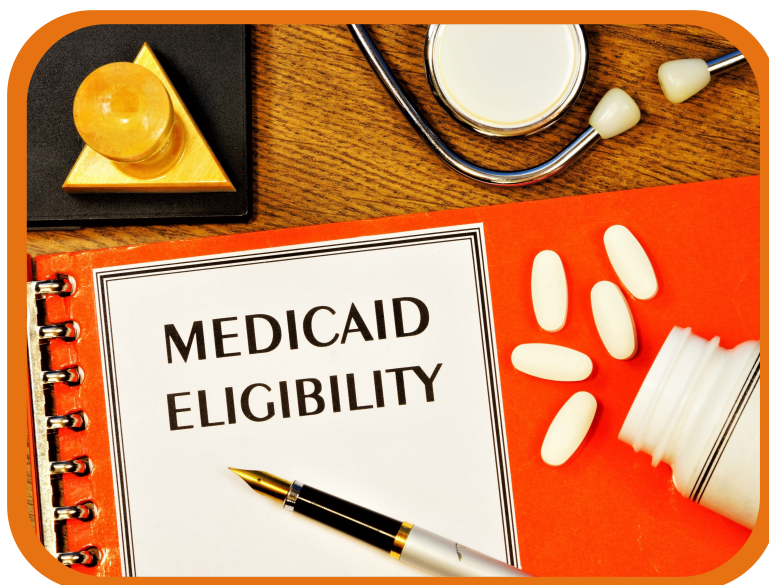
We are here to help

Understanding changes to your coverage can feel overwhelming, but you are not alone. Delaware First Health is here to support you.

If you have questions or need help with your renewal, you can:

- Call **Member Services** at **1-877-236-1341 (TTY:711)**
- Contact your **Care Coordinator**
- Visit **Delaware ASSIST** at **assist.delaware.gov** to check your status

Taking a few simple steps now can help you keep your coverage and continue getting the care you need.



Stay Connected with Your Health Coverage on the Go

Managing your Medicaid coverage is now easier than ever. The Delaware Medical Assistance Program (DMAP) has launched the new **DMAP Online Member Portal** and the free **MyDEMedicalAssistance mobile app** to help members access important health coverage information from one secure location.

The Health Insurance Portal mobile app allows members to access health plan information on the go. Through the app, you can:

- Check your Medicaid eligibility and coverage information
- View benefits and services available to you
- Find healthcare providers and get directions to their offices
- Change your primary care provider (PCP)
- Access your digital member ID card
- Save your ID card to your mobile wallet
- Track claims and review health information
- Complete a health quiz to help identify healthcare needs
- Let your health plan know if you are pregnant so you can learn about available programs and services
- Update and manage personal information

Getting Started

To download the free **MyDEMedicalAssistance mobile app**:

1. Search for "**MyDEMedicalAssistance**" in the **App Store** or **Google Play**.
2. Download the app to your mobile device.
3. Create an account or log in to access your information.

You can also access the DMAP Online Member Portal from your computer to view and manage your coverage information.

Scan the QR code to
download the app
best suited for your
device!

Apple Store



Google Play



Need Help?

Live chat support is available through the Member Portal **Monday through Friday, from 8 a.m. to 4:30 p.m. ET.**

You can also contact the **Member Portal Support Team**:

Phone: 1-844-245-9580 (TTY: 711)

Email: DelawareMemberPortalHelp@gainwelltechnologies.com

Download the app today and take advantage of a convenient way to manage your Medicaid coverage, access your member information, and stay connected to your healthcare benefits.



Keeping Your Information Up to Date

Keeping your information current is one of the best ways to make sure you receive the Medicaid benefits and services you need.

The State of Delaware uses the information in your Medicaid record to determine eligibility and contact you about important updates. If your information is not up to date, you could miss notices about your coverage, renewal deadlines, or other important benefits.

You should report major life changes to both **Delaware First Health** and the **Delaware Department of Health and Social Services (DHSS)**. Changes in your life may affect your Medicaid eligibility, coverage, or the services available to you.

Examples of major life changes include:

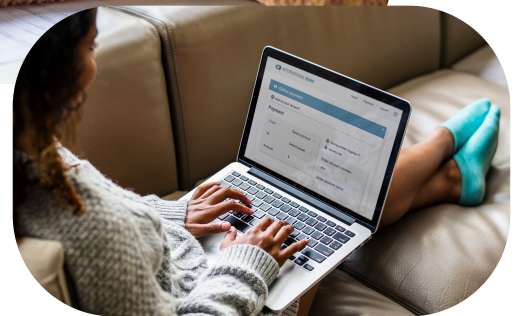
- A change to your name
- A change to your address
- Adding or losing other health insurance coverage
- Being added to or removed from someone else's insurance
- Starting a new job
- Changes to your disability status
- Changes in your family size
- Changes in your income or assets
- Becoming pregnant

You can also help us better serve you by sharing information such as your preferred language or cultural background. This information may help us provide:

- Better language support
- Care that fits your needs
- Access to providers who understand your culture and preferences
- More personalized care

Sharing this information is always your choice.

To update your information or report a change, call the **Delaware State Health Benefit Manager** at **1-800-996-9969**.



*Thank you for helping us
keep your information
accurate so you can
continue receiving the care
and services you need.*

Breast Cancer Screenings Made Easier

Delaware First Health is proud to continue our partnership with the **Delaware Breast Cancer Coalition (DBCC)** to help members get important preventive cancer screenings. Through this partnership, eligible members may be contacted by DBCC if they are due for a screening mammogram.

If DBCC reaches out to you, they can:

- Help schedule your screening mammogram appointment
- Connect you with a provider that meets your needs
- Answer questions and provide helpful resources
- Connect you with available resources and support services
- Provide support throughout the screening process

Their goal is to help remove barriers that may make it harder to get preventive care and help you get the screenings you need.

Why Cancer Screenings Matter

Regular screenings can help find breast cancer early and help prevent cervical cancer. Early detection can lead to more treatment options and better health outcomes. Talk with your provider about when you should get screened based on your age and health needs.

Earn Rewards for Preventative Care

Delaware First Health members may earn **My Health Pays® rewards** for completing eligible preventive screenings:

- **\$25 reward** for a breast cancer screening (ages 40 and older, once every two years)
- **\$30 reward** for a cervical cancer screening (ages 21 and older, once every three years)

Rewards can be used to help pay for utilities, transportation, childcare services, rent, or to purchase everyday items at Walmart.

Upcoming DBCC Programs and Events

DBCC also offers free support programs and educational events throughout the year for individuals seeking information, support, and connection. Upcoming opportunities this summer include Breast Cancer Conversation support groups, My Sister's

Keeper support groups in Dover, Georgetown, and New Castle, Forever Fighters survivor support meetings, and ¡Viva La Vida! Spanish-language support groups. These programs provide education, encouragement, and resources for those impacted by breast cancer.

For a complete list of upcoming events and programs, visit the DBCC Events Calendar at debreastcancer.org/dbcc-events.

Take Advantage of This Free Support

If DBCC contacts you, we encourage you to take part. Their services are free and designed to help make getting screened easier. Preventive screenings are an important part of maintaining your health, and support is available every step of the way.

For questions or to learn more, call **Member Services** at **1-877-236-1341 (TTY: 711)**.



Pharmacy Corner: Making the Most of Your Benefits

Your Delaware First Health pharmacy benefits help you get the medications you need to stay healthy. Whether you need a short-term prescription or medicine you take every day, we are here to help. Delaware First Health covers many prescription medications through its Preferred Drug List (PDL), which includes both generic and brand-name medications.

Fill Prescriptions with Confidence

You can fill your prescriptions at any Pharmacy in the Delaware First Health network. When picking up a prescription, be sure to:

- Show your Delaware First Health member ID card.
- Ask your pharmacist or provider questions about your medications.
- Refill medications before you run out to avoid gaps in treatment.
- Contact Pharmacy Services if you need help finding a network pharmacy.

Need help finding a pharmacy? Use the **Find a Provider** tool at findaprovider.DelawareFirstHealth.com or call **Pharmacy Services** at 1-833-236-1887 (TTY: 711).

Understanding Prescription Coverage

Delaware First Health's Preferred Drug List (PDL) is a list of covered medications that is reviewed and updated regularly. Some medications may require prior authorization before they can be covered. In some cases, you may need to try a preferred medication before another medication can be approved. Generic medications are often used when available because they work the same as brand-name medications and can help reduce costs.

If a medication requires prior authorization, your provider will submit the request for you. Delaware First Health will review the request and notify your provider of the decision. If additional review is needed, members may qualify for a temporary emergency supply of medication in certain situations to help avoid interruptions in treatment.

You can view the full **Preferred Drug List (PDL)** and learn more about covered medications by visiting DelawareFirstHealth.com.

Did You Know?

Members can receive up to **\$30 per quarter per household for eligible over-the-counter (OTC) items**. Eligible products may include health and wellness products, first aid supplies, diapers, period products, and more. No prescription is required.

View the **OTC Catalog** to see eligible items and place an order **online**, through the **OTC Health Solutions mobile app**, or by **phone** at 1-888-628-2770 (TTY: 711).

Need Help?

Delaware First Health Pharmacy Services can help you:

- Find a network pharmacy.
- Check if a medication is covered.
- Learn about prior authorization requirements.
- Answer questions about your pharmacy benefits.

Call **Pharmacy Services** at 1-833-236-1887 (TTY: 711) for assistance.

For more information about your pharmacy benefits, visit DelawareFirstHealth.com.





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 2026 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

OR

Call **Member 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) health items.
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 in grades K-12.
Post-Discharge Home Meal Delivery	Meal delivery for at-risk members following a hospital stay.
Practice Dental Visits	Practice dental visits to meet the dental team, discuss preferences and concerns, and understand what to expect 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 receive routine eye exams and up to \$160 per year for eyewear.
Whole Health Transportation	Members get free transportation to value-added benefits, DFH events, and additional qualifying services.
Community-Based Wellness Programs	Community-based Wellness Programs connect members with local organizations that support healthy lifestyles at every age. Members may choose one organization per year. Options include Boys & Girls Clubs for kids ages 5–18, a 12-month YMCA membership for members ages 5+, the LEAN nutrition and activity program for adults with a BMI of 25 or higher, and senior center memberships and programs for adults ages 60+.
Home-Based Asthma Interventions	Members with an asthma diagnosis get up to \$250 for in-home asthma support such as air purifiers and allergy friendly bedding. Have your healthcare provider submit the asthma form on our website to enroll.
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	Lifestyle change program for members at risk for diabetes, focused on health eating and physical activity. Visit our website for more information.
Senior Healthy Food Benefit	\$150 per year to spend on selected healthy foods shipped to your door. Includes prepared meals, fresh produce, and pantry items. For members age 65+.
Blood Pressure Self-Monitoring Program	16-week blood pressure management program for qualifying adults ages 18+, including those with a diagnosis of high blood pressure or who take blood pressure medication. Available virtually or in person at participating Delaware YMCAs. Enrollment requires completing a self-referral form on our website.

My Health Pays® Rewards



Members can earn reward dollars by completing healthy activities like annual checkups, health screenings, and preventive care. You don't need to sign up. After you complete your first qualifying activity, your **My Health Pays™ Visa® Prepaid Card** will be mailed to you. Any future rewards you earn will be added automatically to the same card.

Rewards can be used to help cover everyday expenses such as utilities, transportation, telecommunications, childcare, education, and rent. You can also use your card to shop in person at Walmart for eligible everyday items.

Pregnancy-Related Rewards

- **\$20** - Complete a Notification of Pregnancy Form (once per year)
- **\$50** - Prenatal visit in the first trimester or within 42 days of enrollment
- **\$20** - Prenatal care visits (earn \$20 after your 3rd and 6th visits)
- **\$15** - Prenatal Tdap vaccine (one per pregnancy)
- **\$15** - Prenatal RSV vaccine (one per pregnancy)
- **\$10** - Low-dose aspirin fills (up to four times per pregnancy, if prescribed)
- **\$40** - Postpartum visit (7-84 days after delivery)

Substance Use & Behavioral Health

- **\$20** - First tobacco cessation medication fill (once per year)
- **\$20** - Behavioral health follow-up after discharge (within 30 days)
- **\$20** - Substance use disorder residential stay follow-up (once per year)
- **\$20** - HbA1c test for members with schizophrenia or bipolar disorder on antipsychotic medications (once per year)
- **\$50** - Opioid treatment (up to twice per year)

Cancer Screenings

- **\$25** - Breast cancer screening (ages 40+, once every two years)
- **\$30** - Cervical cancer screening (ages 21+, once every three years)
- **\$20** - Colorectal cancer screening (ages 50+, one-time reward)

Enrollment Rewards (One-Time)

- **\$10** - Register on the Member Portal
- **\$15** - Confirm your Primary Care Provider (PCP) within 30 days of enrollment
- **\$20** - Complete a Health Risk Assessment

Healthy Adults Rewards

- **\$25** - Adult well visit (ages 18+, once per year)
- **\$20** - Annual dental visit
- **\$20** - Flu vaccine (ages 6 months+, once per year)
- **\$25** - Asthma controller medication fill (up to six per year)
- **\$20** - Follow-up visit after hospitalization (ages 18+, within 30 days of discharge)

Healthy Kids Rewards

- **\$20** - Flu vaccine (ages 6 months+, once per year)
- **\$15** - Infant rotavirus vaccine series (one-time)
- **\$50** - Three infant well visits (ages 0-15 months; up to two lifetime rewards)
- **\$25** - Child lead screening
 - Ages 9-18 months: one reward
 - Ages 19-27 months: one reward
- **\$25** - Child well visit (ages 3-18, once per year)
- **\$15** - HPV vaccine (ages 9-13, one time)
- **\$25** - Asthma controller medication fill (up to six per year)
- **\$20** - Annual dental visit (once per year)

Managing Diabetes

- **\$20** - HbA1c test (adults with diabetes, once per year)
- **\$25** - Diabetic retina exam (ages 18-75, once per year)

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**. You can also call us at **1-844-480-0680 (TTY: 711)**, Sunday-Saturday, 8 a.m. to 8 p.m., to learn more about the D-SNP plans we offer.



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

