



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://www.delawarefirsthealth.com/Events)

## *We're falling into a new season of resources and support 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. As the long summer days fade behind us, fall settles in with cooler mornings, new routines, and the busy rhythm of daily life. For many families, that means packing lunches, catching the school bus, or rushing out the door for work. But this season also brings fresh opportunities - a chance to reset, refocus, and embrace the months ahead.

Still, with everything happening at once, it's easy to feel stretched thin. That's why we're here to support you. Whether it's through free **K-12 tutoring** to keep kids on track, **GED prep and testing support** for those 16 and older, or **\$120 in household Pharmacy OTC benefits** to help cover essentials like baby supplies, cold remedies, shampoo, and more. And with **flu season right around the corner**, now's the perfect time to schedule your flu shot. It's covered, and you'll even earn a **\$15 My Health Pays® reward** when you get vaccinated (ages 6 months and up).

Of course, fall isn't just about routines - it's also a season of fun! From pumpkin patches to harvest festivals, there are plenty of free or low-cost ways to get outside, enjoy the crisp air, and make memories with your family. Sometimes a simple walk through the park or a community event can be just the thing to relieve stress and recharge.

In this edition of Whole You, you'll find helpful reminders about **back-to-school checkups and immunizations**, plus resources to help you understand **your care and your rights** as a Delaware First Health member. We're sharing tips to **fuel your mind** with a fun nutrition trivia game, along with guidance for those on their **breastfeeding journey**. You'll also learn how **chiropractic care** can support your health and how to make the most of the new **Delaware Medicaid Member Portal**.

*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 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 **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](http://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.

# Back-to-School Checkups & Immunizations

A new school year means new adventures - and keeping your child healthy is the first step! As a Delaware First Health member, checkups and vaccines are covered benefits. These visits and vaccines help protect your child, their classmates, and the community. They're also required for daycare and early childhood programs, Pre-K through high school enrollment, and sports participation.

## Vaccine Requirements by Age

Age/Grade	Required Vaccines	Recommended Vaccines
<b>0-4 years</b> (Daycare & Early Childhood Programs)	Hepatitis A, Hepatitis B, DTaP/DT, Polio, MMR*, Varicella, Hib, Pneumococcal, Rotavirus	Annual Flu Shot (6 months+)
<b>5-6 years</b> (Kindergarten)	Hepatitis B, DTaP/DT, Polio, MMR*, Varicella	Annual Flu Shot
<b>7-11 year</b> (Grades 1-6)	Hepatitis B, DTaP/DT, Polio, MMR*, Varicella	Annual Flu Shot
<b>12+ years</b> (Grades 7-12)	Hepatitis B, DTaP/DT, Polio, MMR*, Varicella, Meningococcal	HPV Vaccine (ages 11-12), Annual Flu Shot

\*MMR = Measles, Mumps, Rubella

### State Requirements (Mandatory by Law):

- **First-time school enrollment:** A physical is required at any grade when a child enters a Delaware public school for the first time.
- **Grade 9 entry:** A physical is required when entering Grade 9.

*In both cases, the exam must have been completed within the past two years, and documentation must be submitted within 30 days of enrollment.*

### Recommended Screenings:

- **Vision & Hearing:** Grades 2,4,7, and 9.
- **Postural & Gait:** Grades 5 through 9.

### Sports Participation:

- Students may need a Pre-Participation Physical Evaluation (PPE) for interscholastic sports each season.

### Earn Rewards with My Health Pays®

Delaware First Health members can earn on their **My Health Pays® Visa® Prepaid Card** for completing healthy activities. Use the rewards to shop for everyday items at Walmart.

- **\$25 Child Well Visit** (ages 3-18; once per year)
- **\$50 Infant Well Visit** (ages 0-15 months; up to two rewards per lifetime)
- **\$25 Infant Well Visit** (ages 15-30 months; up to two rewards per lifetime)
- **\$15 Flu Vaccine** (ages 6 months and up; once per year)
- **\$25 Child Lead Screenings**
  - Ages 9-18 months (one reward)
  - Ages 19-27 months (one reward)

### Schedule your child's appointment today!

Need help finding a provider? Call **Member Services** at 1-877-236-1341 (TTY:711) or visit [findaprovider.DelawareFirstHealth.com](http://findaprovider.DelawareFirstHealth.com).



# Your Care, Your Rights

At Delaware First Health, we want to make sure you and your family always get the care and support you deserve. Sometimes, things don't go as expected. When that happens, you have the right to speak up by filing a grievance or an appeal. Here's what each means and how the process works:

## Appeal

An appeal is when you ask us to review a decision about your care. If Delaware First Health denies or changes a service your doctor requested - or if you get a bill for service that should be covered - you can file an appeal. We'll take another look and review the decision.

### Examples of when to file an appeal:

- A claim is denied, but you believe the service is covered.
- Your doctor's request for a treatment, test, or medication was not approved.
- You are billed for a service you believe should be covered.

## Grievance

A grievance is when you let us know you're unhappy with the care or service you received. Filing a grievance helps us improve your experience and make changes where needed.

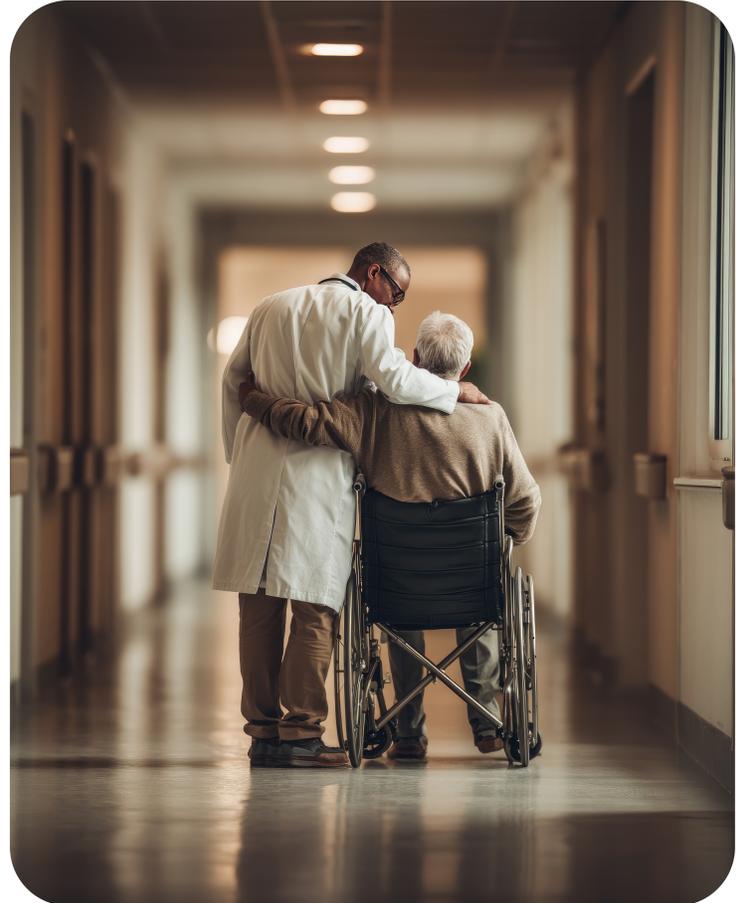
### Examples of when to file a grievance:

- Trouble getting an appointment.
- Not satisfied with the care you received from a provider.
- Difficulty getting your medicine or vaccine.
- Rude or unhelpful office staff.

## How to File

Filing an appeal or grievance is easy - and free.  
You can:

- Call **Member Services** at **1-877-236-1341** (TTY: 711)
- Hours: Monday - Friday, 8 a.m. to 7 p.m. EST
- Mail in a letter or file online - we'll walk you through the process.



## What Happens Next:

- Once we receive your appeal or grievance, we'll review it carefully
- We'll keep you updated and let you know the outcome within the required timeframes.
- Our goal is to resolve the issue fairly and quickly, while making sure your voice is heard.



 Learn more by visiting [DelawareFirstHealth.com](https://www.DelawareFirstHealth.com)

# Fuel Your Mind: Nutrition Trivia!

## Test Your Nutrition Knowledge!

Can you pick the healthiest choices? Let's find out! Eating well isn't just about knowing what's good for you - it's about making smart choices every day. This quiz is designed to help you (and your family!) learn more about nutrients, healthy swaps, and how food fuels your body. Circle the best answer for each question and see how many you get right!

1. Which nutrient helps build and repair muscles?

- a) Carbohydrates
- b) Protein
- c) Fat
- d) Fiber

4. Which of these foods is highest in added sugar?

- a) Orange juice
- b) Flavored yogurt
- c) Soda
- d) Apple

2. Which vitamin is essential for helping your body absorb calcium?

- a) Vitamin A
- b) Vitamin C
- c) Vitamin D
- d) Vitamin B12

5. What does "whole grain" mean?

- a) The grain has been soaked in water
- b) The grain includes all parts: bran, germ, and endosperm
- c) The grain is cooked whole
- d) The grain is mixed with sugar

3. What type of fat is considered heart-healthy?

- a) Trans fat
- b) Saturated fat
- c) Unsaturated fat
- d) Hydrogenated fat

ANSWER KEY:

1-b, 2-c, 3-c, 4-c, 5-b

# Supporting You on Your Breastfeeding Journey

Every family's feeding journey looks different, and we're here to support you in the way that works best for you and your baby. For families who choose to breastfeed, there are many important health benefits for both mom and baby.

## Benefits For Baby:

- Strengthened immune system
- Lowered risk of ear infections, asthma, and sudden infant death syndrome (SIDS)
- Enhanced brain development and bonding

## Benefits For Mom:

- Reduced risk of breast and ovarian cancer
- Support for postpartum recovery and emotional well-being

## Your Benefits:

As a member, you have access to resources that can support your pregnancy, breastfeeding, and postpartum journey:

- **Breast pumps:** Covered as part of your Medicaid benefits to make breastfeeding more convenient.
- **Lactation Services:** One-on-one support from lactation specialists to answer your questions and guide you through challenges.
- **Doula Services:** Doulas give emotional, physical, and informational support before, during, and after childbirth. They can also help with breastfeeding.

As part of your benefits, you can receive:

- Three (3) prenatal visits while pregnant
- Two (2) additional prenatal visits for Delaware First Health members
- Support during labor and delivery
- Up to eight (8) postpartum visits
- **Postpartum Nutrition Benefit:** You may be eligible for meals, diapers, and wipes delivered to your home after your baby is born.

## Community Resources in Delaware

Along with your Delaware First Health benefits, you can connect with local breastfeeding support:

- **Delaware WIC (Women, Infants, and Children Program):** Education, peer counselors, and nutrition support. Call **1-800-222-2189** or visit [dhss.delaware.gov](http://dhss.delaware.gov).
- **Delaware Breastfeeding Coalition:** Statewide resources, support groups, and education for families and providers. Visit [delawarebreastfeeding.org](http://delawarebreastfeeding.org).
- **La Leche League of Delaware:** Local peer support groups, leader advice, and online meetings. Find groups at [llofmd-de-dc.org](http://llofmd-de-dc.org).
- **Hospitals & Community Clinics:** Many hospitals in Delaware, such as Christiana Care and Bayhealth, offer lactation consultants and support groups.



If you have questions about how to access your breastfeeding or doula benefits, call **Member Services** at **1-877-236-1341 (TTY: 711)** or visit [DelawareFirstHealth.com](http://DelawareFirstHealth.com).



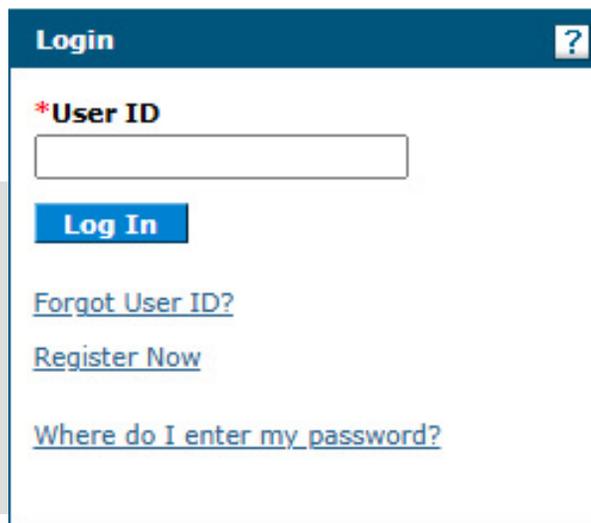
# Manage Your Medicaid Coverage Anytime, Anywhere



DIVISION OF MEDICAID & MEDICAL ASSISTANCE

*Delaware Medical Assistance Program*

Delaware Medicaid members now have a new way to manage your healthcare coverage. You can use the **DMAP Online Member Portal** or the free **MyDEMedicalAssistance** mobile app to quickly access your health information in one secure place.

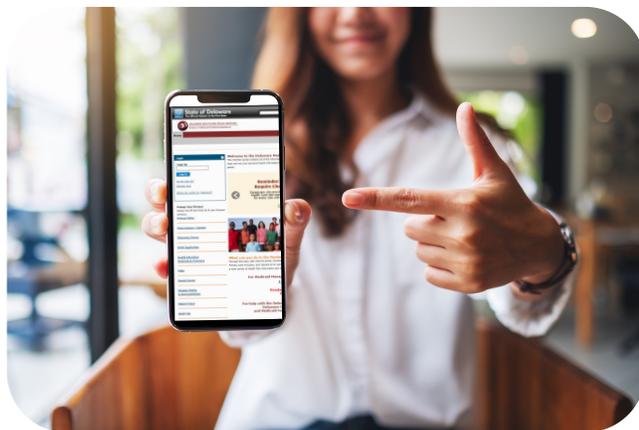


## With the portal and app, you can:

- ✓ Check your eligibility and coverage
- ✓ Find doctors, dentists, and other providers near you
- ✓ View claims and health history
- ✓ Update your personal health information
- ✓ Use live chat support (Monday-Friday, 8AM- 4:30PM)

## How to Get Started

- 1 Go to [Medicaid.dhss.delaware.gov](https://www.Medicaid.dhss.delaware.gov) (or download the FREE MyDEMedicalAssistance app from the [Apple App store](#) or the [Google Play Store](#)).
- 2 Click "Create an Account".
- 3 Enter your Medicaid ID number, date of birth, and other required information to register.
- 4 Create a username and password.
- 5 Log in and start using your member portal.



[Google Play Store](#)



[Apple App store](#)

## Need Help?

Call the Member Portal Support Team at  
1-844-245-9580 (TTY:711), Monday-Friday,  
8AM - 4:30PM ET.

# Chiropractic Care

Back and neck pain are two of the most common reasons people visit a doctor. Treatment can be expensive, both in medical costs and in time missed from work. For this reason, many people look for safe, effective, drug-free ways to manage pain. Chiropractic care is one option that can help.

Chiropractors are trained health professionals who work with the spine, joints, and muscles to help the body move and feel better. Treatments may include spinal adjustments, simple exercises, massages, or other therapies made for your needs. Studies show chiropractic care can lower pain, improve wellness, and is safe and well-liked by patients. It's also a drug-free option that may help avoid surgery or strong medications.

## Experts Guidelines

The American College of Physicians (ACP), the largest group of internal medicine doctors, recommends non-drug options like chiropractic care as a first choice for treating low back pain. Their guidelines also stress avoiding unnecessary tests and medicines, especially opioids, to keep care safe and effective.

## Your Chiropractic Benefits

Delaware First Health members can use chiropractic services through the Delaware Chiropractic Services Network (DCSN). Chiropractors in this network are licensed in Delaware, work closely with your primary care provider and healthcare team, and follow DFH guidelines to provide care that is medically necessary.

## When Chiropractic Care is Covered

- Back, neck, or joint pain
- X-rays or a physical exam show a condition that needs treatment
- Treatment is expected to reduce pain or improve function

## Coverage Details

- Ages 0-12: Prior authorization required
- Ages 13+: No prior authorization needed for the first 24 visits per year
- Only one qualifying visit per day is covered

## Common Conditions Treated

- Back and neck pain
- Pain radiating to arms or legs
- Headaches
- Joint pain (shoulders, wrists, knees, feet)
- Postural or spinal issues



## Getting Started

To find a provider in the Delaware Chiropractic Services Network, you can visit [findaprovider.DelawareFirstHealth.com](https://findaprovider.DelawareFirstHealth.com) or call **Member Services at 1-877-236-1341 (TTY: 711)**. Member Services is also available to answer any questions you may have about chiropractic care.

## 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.





## 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
<b>Pharmacy OTC Benefits</b>	\$120 each year (per household) for over-the-counter (OTC) products. Includes items like diapers, cold remedies, shampoo, period products, and more.
<b>My Health Pays® Rewards</b>	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.
<b>GED Tutoring &amp; Testing</b>	For members ages 16 and older not enrolled in school.
<b>K-12 Tutoring</b>	Up to 6 hours of tutoring per year for members K-12 grade who are at risk of falling behind.
<b>Post-Discharge Home Meal Delivery</b>	For at-risk members after leaving the hospital.
<b>Practice Dental Visits</b>	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.
<b>Cell Phones</b>	Help getting a cell phone at no cost to you. For members, working with a case manager or care coordinator.
<b>Behavioral Health Support App</b>	Access to mobile app to help manage stress, anxiety, chronic pain & more. For members ages 13 and older.
<b>Vision Services</b>	Adults (ages 21 and older) get routine eye exams and \$160 every year for eye exams and eyewear.
<b>Whole Health Transportation</b>	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.
<b>Social Isolation Support Program</b>	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.
<b>Community-Based Wellness Programs</b>	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.
<b>Home-Based Asthma Interventions</b>	Eligible members with severe asthma get support for at home resources. Includes air purifiers and allergy friendly bedding.
<b>Housing Transition Allowance</b>	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>
<b>Diabetes Prevention Program</b>	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

