



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 bringing a little winter magic your way with resources and support in this edition of Whole You, a newsletter from Delaware First Health!

Hi there! As the year winds down and the days grow shorter, winter arrives with colder weather, busy schedules, and the pressure that can come with the holiday season. For many, this time of year can feel overwhelming, but you're not alone - Delaware First Health is here to support you every step of the way.

With so much happening, it can be easy to put your own health and well-being aside. That's why we offer services and supports to help lighten the load. Free **K-12 tutoring** is available to help students stay confident as they move into the second half of the school year. Members can also use their **\$120 household Pharmacy OTC benefit** to help cover winter essentials like cold and flu medicine, baby supplies, personal care items, and more.

We also understand that safe, stable housing can make all the difference. Eligible members who are experiencing homelessness or transitioning from a facility or foster care into independent living may qualify for up to **\$2,500 in housing support**, in addition to the State allowance for LTSS members. These funds can be used for security deposits, rent, utilities, food, household goods, support animal deposits, or eviction diversion services.

Winter is also an important time to stay protected. If you haven't gotten your **flu shot** yet, now is a great time. It's covered for members, and anyone ages 6 months and older can earn a **\$15 My Health Pays® reward** for getting vaccinated. Staying up to date on wellness visits, screenings, and routine care can help keep you and your family healthier through the colder months.

In this edition of *Whole You*, we're sharing important information about **women's health**, guidance on **protecting your baby during RSV season**, and tips to help you stay well with **diabetes**. You'll also learn about the **CAHPS survey** and why your voice matters in improving care. And for a little seasonal fun, don't miss our **Holiday Wellness Word Quest**. Finally, we've included emergency **winter resources** to help keep you and your loved ones safe during the winter.

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](https://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**



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**.

Women's Health: Your Preventive Care Guide

Taking care of your health means more than visiting the doctor when something feels wrong. Regular checkups and preventive screenings help find issues early, when they're easier to treat. Many screenings can also earn you rewards on your My Health Pays® Prepaid Visa, which you can use for utilities, rent, childcare services, and everyday items at Walmart.

Ages 21-29: Protect Your Future

- Get your cervical cancer screening
- Talk to your doctor about STI (sexually transmitted infection) testing
- Stay current on birth control and complete the HPV vaccine series if needed
- Check in on your mental health – reach out if you feel sad, anxious, or overwhelmed



Ages 30-39: Mind, Body, and Family

- Keep up with wellness visits and Pap/HPV testing
- Discuss stress management and mental well-being with your provider
- Planning a family? Ask about fertility and prenatal vitamins
- Track blood pressure and weight to lower future heart disease risk

Ages 40-49: Prevention Power

- Start routine breast cancer screenings (mammograms), usually every 1-2 years
- Continue Pap/HPV tests and blood pressure checks
- Review family history of cancer or heart disease with your PCP
- Stay active and maintain healthy eating habits to support heart, bone, and mental health



Ages 50-59: Strong and Smart Screening

- Continue regular mammograms
- Ask your doctor about colon cancer screening options
- Discuss bone density testing and ways to protect bone health
- Keep up with yearly wellness visits and blood pressure checks

Ages 60+: Stay strong, Stay Connected

- Follow your doctor's guidance on mammograms and colorectal cancer screenings
- Ask about bone density testing and fall-prevention strategies
- Review your medications and ensure you're up to date on vaccines like flu, pneumonia, and shingles
- Stay socially connected, eat well, and talk to your doctor about any memory or mood changes

Screenings for Every Stage of Life

Annual Wellness Visit

Seeing your Primary Care Provider (PCP) once a year is one of the best ways to stay on top of your health. During this visit, you may talk about:

- Long-term or ongoing health concerns
- Mental health and overall mood
- Nutrition, exercise, and weight
- Family planning or balance and mobility, depending on your age



Earn a \$25 reward once per year!

Cervical Cancer Screening (Pap Smear or HPV Test)

- Ages 21-29: Get a Pap test every 3 years
- Ages 30-65: Get an HPV test every 5 years, or a Pap test every 3 years
- After age 65: ask your doctor whether screening is still needed



Earn a \$30 reward once every 3 years!

Blood Pressure Check



- Normal blood pressure: check at least every 2 years
- If your reading is 139/89 or higher, check it annually or as recommended by your provider

Quitting Tobacco



It's never too late to quit smoking or vaping. Your doctor can help you get started - or you can call the **Delaware Quitline** at **1-866-409-1858** or visit **Quitsupport.com** for free tools and support.

Earn a \$20 reward once per year for your first tobacco cessation medication fill!

Schedule your next appointment today! Need help finding a provider? Call **Member Services** at **1-877-236-1341 (TTY: 711)** or visit **findaprovider.DelawareFirstHealth.com**.

Better Care Starts With You



Taking care of your health is important, and your experiences matter. Each year, the CAHPS® survey gives members the chance to share how well their doctors and care teams are meeting their needs. Your feedback helps us improve care for everyone. Below are a few simple tips to help you feel prepared and confident at your next visit.

Talk Openly With Your Doctor

Did you know you can talk to your doctor about anything that's bothering you? No question is too small. Good communication helps you get the right care at the right time, and your doctor is there to listen and explain things clearly.

For Adults

- Make a list of your questions before your visit
- Share all your symptoms - even small or new changes
- If something is unclear, ask: "can you explain that another way?"

For Caregivers

- Write down concerns about your child's health or behavior
- Share how your child has been feeling at home or at school
- Keep asking questions until you fully understand the care plan

For Older Kids and Teens

- Doctors should speak in a way you understand
- Ask questions if you're unsure about anything
- Speaking up helps you learn how to care for your own health

Getting Extra Help With Your Care

Did you know you can get more support than just a regular doctor visit? Sometimes you may need:

- A referral to a specialist
- A prescription or medication refill
- Lab tests, X-rays, or follow-up appointments



What "Getting Care" Really Means

Getting care is more than just making an appointment. It means being seen within a safe amount of time based on your health needs. Doctors try to schedule visits as quickly as possible, depending on the type of care you need. The chart below shows the recommended time frames.

Type of Care	Emergency	Urgent	Routine
Primary Care (including pediatric care)	Immediate/ Same day	Within 1-2 days	Within 3 weeks
Specialists (heart, skin, etc.)	Immediate/ Same day	Within 1-2 days	Within 3 weeks
Mental Health	Immediate help (call 988 or 911)	Within 1 day	Within 1-3 weeks

****** If you or your child becomes sick, call your doctor's office. They may be able to fit you in sooner or guide you to urgent care.

How to Get Ready for Your Visit

A little preparation can help you make the most of your appointments:

- Don't miss your visit
- Bring your medications or a list of them
- Write down questions or a list of them
- Tell your doctor how you're feeling - small details matter
- Ask if something doesn't make sense
- Help your child speak up about how they feel

You know yourself best. When you speak up, your doctor can give you better care.

If you're having trouble getting the care you need, let your doctor's office know or call **Member Services** at **1-877-236-1341 (TTY: 711)**.

Protecting Your Baby This RSV Season

Respiratory Syncytial Virus (RSV) is a common virus that many children get before age two. For most kids, it resembles a cold, but for babies under one year, RSV can lead to serious illness or hospitalization. Symptoms in infants may include fever, cough, runny nose, sneezing, fussiness, or trouble feeding. Watch for signs of more serious illness – such as very fast or difficult breathing, wheezing, or fewer wet diapers – call your pediatrician right away if you notice these.

How You Can Help Protect Your Baby

If you are pregnant, ask your doctor about the RSV vaccine during pregnancy. A single dose between 32 and 36 weeks during RSV season (typically September through January) helps protect your unborn baby.

Other ways to help protect your baby include:

- Practice good hand hygiene (wash your hands, especially before holding the baby)
- Disinfect frequently touched surfaces
- Breastfeeding if possible - breast milk helps provide immune protection
- Keep newborns away from anyone who is sick, even if it seems like a mild cold

Is It RSV, the Flu, COVID-19, or a Cold?

These illnesses can look very similar. Use the chart below to compare common symptoms – but always call your child’s doctor if you’re unsure.

Illness	Sudden Loss of Taste or Smell	Headache	Loss of Appetite	Sore Throat	Sneezing
COVID-19 	✓	✓	✓	✓	
Flu 		✓	✓	✓	✓
Common Cold 				✓	✓
RSV 					✓

Need Help or Have Questions?

If you have questions about RSV, your benefits, My Health Pays® rewards, or need help finding a provider, call **Member Services** at **1-877-236-1341 (TTY: 711)** or visit findaprovider.DelawareFirstHealth.com for support.



Covered Benefits as a DFH Member:

You and your baby have access to many supportive services, including:

- Routine and sick office visits
- Well-baby and well-child visits, including immunizations
- Pediatric or family nurse practitioner services
- Maternity Care
- Pharmacy Services
- **24/7 Nurse Advice Line:** Call toll-free at **1-877-236-1341 (TTY: 711)**



Earn My Health Pays® Rewards on Your My Health Pays® Prepaid Visa

You can earn rewards for completing health activities such as:

- \$15 Flu Vaccinations: Ages 6 months and up (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)
- \$25 Child Well Visit: Ages 3-10 years (once per year)
- \$15 Prenatal RSV Vaccine: (one per pregnancy)



Holiday Wellness Word Quest

Look for the holiday words in the puzzle and circle each one as you find it. Words can go in any direction!

1. MISTLETOE
2. SNOWFLAKE
3. WELLNESS
4. STOCKING
5. FLU SHOT
6. REINDEER
7. ORNAMENT
8. HOLIDAY
9. WREATH
10. FAMILY
11. JOYFUL
12. CAROLS

L	K	Y	M	S	W	E	L	L	N	E	S	S	B
E	T	C	W	N	R	K	Y	P	I	J	K	U	F
Y	M	E	F	Q	J	A	W	A	F	J	I	A	Y
W	H	W	V	J	H	L	F	W	D	Z	M	B	O
R	R	H	O	Y	H	F	L	W	H	I	L	R	G
E	M	E	P	D	U	W	U	N	L	T	L	N	E
E	A	I	A	A	O	O		Y	B	S	I	O	Y
D	Z	U	S	T	Y	N	S	W	W	K	Z	N	H
N	T	M	T	T	H	S	H	B	C	J	Y	L	O
I	Y	S	E	X	L	F	O	O	S	O	F	H	O
E	J	Y	R	O	U	E	T	Q	J	Y	G	Z	D
R	Z	X	D	O	W	S	T	Y	Q	F	Q	O	Z
Y	T	N	E	M	A	N	R	O	K	U	T	H	Q
S	L	O	R	A	C	E	N	P	E	L	L	J	H

Celebrate Smart: Diabetes Tips for the Holiday Season

Managing diabetes can feel challenging, especially during the holiday season. Understanding your type of diabetes, keeping up with check-ups, and making healthy food choices can help you stay safe and feel your best this season.

Type 1 vs. Type 2 Diabetes: What's the Difference?

Type 1 diabetes happens when the body can no longer make insulin. This occurs because the immune system mistakenly attacks the cells in the pancreas that produce it. People with Type 1 diabetes need insulin every day to help their bodies use sugar for energy. While type 1 often begins in childhood or young adulthood, it can occur at any age.

With Type 2 diabetes, the body still makes insulin, but it doesn't use it well. Over time, the pancreas may also make less insulin. Type 2 diabetes is more common in adults, but many people can manage it with healthy eating, physical activity, and medications. Some people may also need insulin.

Why Staying Up to Date on Check-Ups Matters

Regular check-ups help catch any problems early. Important visits include:

- A1C test (every 3-6 months) – Shows your average blood sugar
- Eye exam (once per year) – Checks for changes in vision or diabetic eye disease
- Kidney tests (once per year) – Helps prevent long-term kidney problems
- Foot checks – Helps prevent sores or infections
- Medication check-ins – Makes sure your treatment plan is working for you

Earn My Health Pays® Rewards for Your Diabetes Care

Earn rewards by completing healthy activities to use toward needs such as utilities, transportation, childcare, education, rent, and more. You can also shop for eligible items at Walmart.

- \$20 for completing your yearly HbA1c test (ages 18–75)
- \$25 for your annual retina exam (ages 18–75)

Extra Support: Diabetes Prevention Program

If you are at high risk for developing diabetes, you may qualify for our **Diabetes Prevention Program**, a lifestyle-change program focused on healthy eating, physical activity, and long-term habits that support better health. Fill out [this form](#) for more information!

How to Count Carbs at Each Meal

Carb counting helps you understand how foods affect your blood sugar. Here's the basics:

Check the Nutrition Facts label:

Look for Total Carbohydrates - that number is the carbs per serving. Ignore "Sugars" because they're already included.

Check the Serving Size:

If you eat more than the serving size, your carbs go up. Example: 30g per serving → 2 servings = 60g carbs.

Know the 15-gram Rule:

Many foods equal about 15g of carbs, such as:

- 1 small fruit
- 1 slice of bread
- 1/2 cup rice, pasta, beans, corn, or peas
- 1 small tortilla
- 1 cup milk

Aim for a Steady Amount of Carbs at Meals:

Most people do well with 45-60g per meal and about 15g for snacks. Your doctor may recommend different goals.

Build a Balanced Plate:

Pair carbs with protein and non-starchy veggies to help keep blood sugar steady.

If you need help finding a doctor or scheduling an appointment, call

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

or visit

**findaprovider.Delaware
FirstHealth.com.**



Stay Safe This Winter: Emergency Shelters & Support Services

CODE PURPLE

COOL
**Emergency Weather
Advisory**

Code purple is a program offering emergency shelter for people facing homelessness during very cold weather. It is a partnership between **Friendship House, The Salvation Army, and local faith communities.**

If you or someone you know needs immediate shelter in Delaware, here's how to access help:

Statewide:

Dial **211** or text your ZIP code to **898-211** to be connected to services from 8am - 5pm, Monday-Friday.

Kent County:

Visit codepurpledelaware.com/ or call **1-800-733-6816** for help.

Sussex County:

Visit loveincofmiddelmarva.org/code-purple or call **302-629-7050** (weekdays) or **302-519-0024** (weekends) for help.

Friendship House

When Activated:

When temperatures drop below **20°F** or when conditions are dangerous for those without shelter.

How to Contact:

Call one of the **Empowerment Centers** to sign up: Wilmington location: **(302) 652-8033** or Newark location: **(302) 544-0165**.

What's Offered:

Overnight shelter, hot food, and access to services that help with transitioning to permanent housing.

The Salvation Army

When Activated:

When temperatures are **10°F** or colder, or when there are severe conditions like ice, snow, or wind.

How to Contact:

Call The Salvation Army hotline at **(302) 346-3233**.

What's Offered:

Overnight shelter for up to 80 people, plus hot soup or sandwiches, drinks, and breakfast.

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 **1-877-236-1341 (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
Pharmacy OTC Benefits	\$120 each year (per household) for over-the-counter (OTC) products. Includes items like diapers, cold remedies, shampoo, 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!

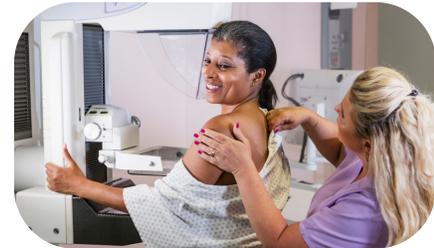
Learn more about your Health Plan's rewards and benefits, resources, events, and more. Stay informed and discover helpful insights through our social media channels for the latest updates!



Facebook
@DEFIRSTHEALTH



LinkedIn
@delaware-first-health



Answer Key

Look for the holiday words in the puzzle and circle each one as you find it. Words can go in any direction!

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L	K	Y	M	S	W	E	L	L	N	E	S	S	B
E	T	C	W	N	R	K	Y	P	I	J	K	U	F
Y	M	E	F	Q	J	A	W	A	F	J	I	A	Y
W	H	W	V	J	H	L	F	W	D	Z	M	B	O
R	R	H	O	Y	H	F	L	W	H	I	L	R	G
E	M	E	P	D	U	W	U	N	L	T	L	N	E
E	A	I	A	A	O	O	Y	B	S	I	O	Y	
D	Z	U	S	T	Y	N	S	W	W	K	Z	N	H
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I	Y	S	E	X	L	F	O	O	S	O	F	H	O
E	J	Y	R	O	U	E	T	Q	J	Y	G	Z	D
R	Z	X	D	O	W	S	T	Y	Q	F	Q	O	Z
Y	T	N	E	M	A	N	R	O	K	U	T	H	Q
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