



delaware
first health.

WHOLE you

[2026 | 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://www.DelawareFirstHealth.com/Events)

Spring is in the air! We're excited to share new ways to stay healthy and supported in this edition of Whole You, a newsletter from Delaware First Health!

A new season is here, and it's a great time to focus on your health and well-being. As school lets out and summer approaches, we know families are looking for ways to stay active, healthy, and supported. Delaware First Health is here for you with benefits, resources, and care for every member of your family.

Members can use their **\$120 household Pharmacy Over-the-Counter (OTC)** benefit for items like allergy relief, sunscreen, baby supplies, and personal care products. If you are experiencing homelessness or moving to independent living, you may qualify for up to **\$2,500 in housing support**. This is in addition to the State allowance for Long Term Services and Supports (LTSS) members and can help pay for rent, utilities, food, household goods, security deposits, support animal deposits, or eviction diversion services.

With school ending soon, we can help you find safe, fun places for your children while you're at work. Members can access **Boys & Girls Clubs** and **YMCA memberships** for kids ages 5–18, as well as community-based wellness programs for all ages. If you need help with transportation to these programs, our Whole Health Transportation benefit provides free rides to value-added benefits.

For families managing asthma or allergies, Delaware First Health offers home-based asthma interventions, including up to \$250 for allergy-friendly bedding and air purifiers. You can also earn rewards for filling asthma controller medications.

In this edition of *Whole You*, you'll learn how to choose the right place for care with our urgent care guide, share your feedback through the Outpatient Mental Health Survey, and test your knowledge with our Eye Health True or False game. You'll also find information about Healthy Solutions for Life member health coaching, tips for men to stay healthy at every age, and ways to manage allergies and asthma this season.

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**.

Urgent Care: Knowing Where to Go



If you are sick or hurt and need care soon, it can be hard to know where to go. You may wonder if you should visit urgent care or the emergency room (ER). Knowing your options can help you get the right care faster.

When to Go to Urgent Care

Go to an urgent care center if your problem is not life threatening and your regular doctor is not available.

Urgent care is good for:

- Flu symptoms with vomiting
- Ear infections
- High fever
- Sore throat
- Urinary tract infections (UTIs)
- Small cuts or wounds
- Sprains or minor broken bones

You do not need an appointment.

Most urgent care centers:

- Are open extended hours, including nights, weekends, and holidays
- Have moderate wait times
- Have doctors and nurses who treat common illnesses and minor injuries

What Is Advanced Urgent Care?

Advanced urgent care offers more services than a regular urgent care.

Advanced urgent care may have:

- X-rays and lab tests
- IV fluids and IV medicine
- Treatment for deeper cuts or more serious injuries
- Doctors on site at all times
- 24/7 hours

It can treat problems that feel serious but are not emergencies.

When to Go to the Emergency Room

Go to the ER or call 911 if you have:

- Chest pain
- Trouble breathing
- Signs of a stroke
- Heavy bleeding that will not stop

If your life may be in danger, always go to the ER.

Need Help Deciding?

- To find a doctor or urgent care location in the Delaware First Health network, visit **findaprovider.DelawareFirstHealth.com** or call **Member Services** at **1-877-236-1341 (TTY: 711)**.
- Call the **24-Hour Nurse Advice Line** at **1-877-236-1341 (TTY: 711)**.

Nurses are available 24 hours a day, 7 days a week to help you decide.



Outpatient Mental Health Survey - Your Voice Matters

This July, some Delaware First Health members may receive the Outpatient Mental Health (OPMH) Survey. This survey gives you a chance to share your experience with mental health or substance use services you received in the past six months. Your feedback helps us understand what is going well and where we can do better.

What Is the OPMH Survey?

The OPMH Survey asks about your experiences with mental health care. It focuses on important parts of your treatment, including:

- Getting appointments for medicines
 - How easy or hard it was to schedule an appointment with the provider who prescribes your mental health medication.
- Getting mental health counseling
 - How easy it was to find a counselor and make counseling appointments.
- Setting goals for your care
 - How much your counselor included what matters to you when making care goals.
- Getting help between visits
 - Whether you were able to get help or support when you needed it between appointments.
- Overall rating of your counselor
 - How you would rate your main mental health counselor.
- Getting needed services
 - Whether you were able to get all the mental health services you needed.
- Cost of care
 - How easy or hard it was to pay for the mental health services you received.

Your responses help us see what is working well and where improvements are needed.

Who May Receive the Survey?

The survey may be sent to adults, or to parents or caregivers of children who received mental health substance use care in the past six months.



Why Your Feedback Is Important

When you share your experience, you help Delaware First Health improve mental health services for you and other members. Your feedback helps us:

- Make it easier to schedule care and appointments
- Better understand member needs
- Find and reduce barriers to care
- Improve mental health services across Delaware

What to Expect

If you are selected, you may receive the survey by:

- Email
- Mail
- Phone



Taking the survey is your choice. Your answers are private, and there are no right or wrong answers. We want to hear about your real experience.

Please Take a Few Minutes to Respond

If you receive the OPMH Survey, we encourage you to complete it. Just a few minutes of your time can help improve mental health care for Delaware First Health members.

Thank you for sharing your voice and helping us support better care for our communities.

Eye Health: True or False

Read each statement and decide if it is True or False. Some statements describe healthy habits, and others do not.

You can have eye disease even if your vision seems clear.

TRUE or FALSE

Eye exams can sometimes find signs of other health problems, like diabetes.

TRUE or FALSE

Wearing sunglasses on cloudy days is not needed to protect your eyes.

TRUE or FALSE

Taking regular breaks from screens can help prevent eye strain and headaches.

TRUE or FALSE

Wearing contact lenses longer than recommended can increase the risk of infection.

TRUE or FALSE

Healthy Solutions for Life: Member Health Coaching

Managing your health can feel hard, but you do not have to do it alone. Healthy Solutions for Life is a free program for Delaware First Health members that offers extra support between doctor visits.

When you join, you are matched with a personal health coach, such as a nurse, dietitian, or other trained health expert. Your coach talks with you by phone at a time that works for you. They can answer questions, help set goals, and support you in following your doctor's care plan.

How this program can help you

Your health coach helps you build healthy habits, learn new skills, and feel more confident managing your health. This program is meant to support your care, not replace your doctor.

Coaching is available for members who want help with:

- Asthma
- Diabetes
- COPD
- Heart disease or heart failure
- High blood pressure
- High cholesterol
- Weight management goals
- Nutrition and healthy eating goals
- Exercise and physical activity goals
- Quitting tobacco or vaping
- Stress, anxiety, or depression



How to join

Joining Healthy Solutions for Life is your choice, and the program is free for Delaware First Health members.

Members can join in a few different ways:

- Get an invitation call: Some members may receive a call from the Healthy Solutions for Life team if the program may be a good fit for their health needs.
- Ask to join: Members can call **1-877-236-1497 (TTY: 711)** to learn more or enroll.
- Provider referral: Your doctor or care team may also recommend the program and help connect you.

Once enrolled, a health coach will reach out to schedule calls at a time that works best for you.

Your health information is kept private, and the program is designed to support the care you already receive from your provider.



Staying Healthy at Every Age: A Guide for Men

Taking care of your health is important at every age. Regular check ups, screenings, and healthy habits can help find health issues early before they become more serious. Delaware First Health is here to support you with the care, benefits, and rewards you need to stay healthy.

Important Screenings for Men

Many health problems do not cause symptoms right away. Preventive screenings help find issues early, when they are easier to treat. Staying up to date on screenings can help protect your health and give you peace of mind.

Talk with your provider about which screenings are right for you based on your age, family history, and overall health.

Screening	When to Start	How Often
Blood Pressure	Age 18	At least once each year
Cholesterol	Age 20	Every 4-6 years, or as your provider recommends
Diabetes	Age 35	As recommended by your provider (earlier if at risk)
Colorectal (Colon) Cancer	Age 45	Based on the test type and provider guidance
Prostate Cancer	Age 50	Talk with your provider about when to screen
STI Testing	Any Age	If sexually active or at risk

Talk with your provider about which screenings are right for you based on your age, family history, and overall health.

Important Screenings for Men

Your oral health is an important part of your overall health. Regular dental visits can help prevent pain, infection, and other health problems. Plus, Delaware First Health members who get an Annual Dental Visit, receive a **\$20 reward** on their **My Health Pays Rewards Card!**

Dental benefits for members ages 21 and older include:

- Up to \$1,000 per year for dental services such as cleanings, X rays, fillings, and more
- A \$3 copay per visit

To find a doctor or dentist in the Delaware First Health network, visit findaprovider.DelawareFirstHealth.com or call **Member Services** at 1-877-236-1341 (TTY: 711).



Breathe Easier This Allergy Season

Spring and summer are great times to enjoy the outdoors. But for some people, asthma and seasonal allergies can make breathing harder. The good news is that with the right care, medications, and support, you can help keep symptoms under control and feel your best.

Take Your Asthma Medications as Directed

If you have asthma, it is important to take your daily medications exactly as your provider recommends, even when you are feeling well. These medicines help prevent symptoms and flare ups before they start.

Rescue inhalers are used for sudden symptoms. If you find yourself using your rescue inhaler more often than usual, it may be time to check in with your provider to review your treatment plan.

Manage Allergies That Can Trigger Asthma

Seasonal allergies, such as pollen or mold, can make asthma symptoms worse. Simple steps may help you breathe easier, including:

- Taking allergy medications as directed
- Limiting outdoor time on high pollen days
- Keeping windows closed when pollen levels are high

If you are not sure which medications are right for you, your provider or pharmacist can help.

Easy Ways to Get Your Medications

Staying on track with your medications is easier when refills are convenient. Many Delaware First Health members may be able to receive up to a 90 day supply of certain maintenance medications through the maintenance drug program. This can help you:

- Avoid extra trips to the pharmacy
- Reduce the chance of running out of daily medicines

If you are not sure which medications are right for you, your provider or pharmacist can help.

Extra Benefits That Can Help You Breathe Easier

As a Delaware First Health member, you have access to Value Added Benefits that support asthma and allergy care:

- Over-the-Counter (OTC) Benefit
 - Get \$120 per year per household to spend on over the counter items, including allergy relief products. You receive \$30 every three months, and no prescription is needed.
- Home-Based Asthma Interventions
 - Members with an asthma diagnosis qualify for extra support at home, such as hypoallergenic bedding or air purifiers, to help reduce asthma triggers.

For questions or to learn more, contact **Member Services** at 1-877 236-1341 (TTY: 711) or 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](https://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)

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

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



Eye Health: True or False

Read each statement and decide if it is True or False. Some statements describe healthy habits, and others do not.

You can have eye disease even if your vision seems clear.

TRUE or FALSE

Eye exams can sometimes find signs of other health problems, like diabetes.

TRUE or FALSE

Wearing sunglasses on cloudy days is not needed to protect your eyes.

TRUE or FALSE

Taking regular breaks from screens can help prevent eye strain and headaches.

TRUE or FALSE

Wearing contact lenses longer than recommended can increase the risk of infection.

TRUE or FALSE