



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)

[Visit the Events Page](#)

Happy New Year!

Cheers to the new year. I'm excited to bring you the latest edition of Whole You — a newsletter from Delaware First Health.



Hi there! It's Renee Fortune, your Community Liaison for Delaware First Health. Let's take a moment to reflect and think about the positivity and goals we want to carry into 2025.

The colder months can be tough for many reasons, like higher heating costs, transportation delays due to bad weather, higher prices on fresh produce, and kids outgrowing their winter coats and boots. To help make this time a little easier, there are over 23,000 resources available through **FindHelp**.

Visit delawarefirsthealth.findhelp.com for access to food, transportation, housing, utility assistance, mental health resources, and more.

I also want to remind you about Medicaid redetermination, the process to keep your Delaware First Health coverage. You may receive a notice from the state with steps to renew your coverage, or you may not need to do anything at all. You can confirm your eligibility by logging onto your Delaware ASSIST account at assist.dhss.delaware.gov. If you no longer qualify for Medicaid, check out our Marketplace plans through Ambetter Health of Delaware. Visit AmbetterHealthofDelaware.com for more details.

In this edition of *Whole You*, we'll explore the importance of preventive wellness checks and how you can earn rewards on your My Health Pays® Visa® prepaid card. We'll dive into understanding your dental and vision benefits, maximizing your over-the-counter pharmacy benefits, and prioritizing your mental health with helpful steps and resources along the way.

I hope you enjoy this year's first 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



Stay Ahead of Your Health: Schedule Your Annual Preventative Check-Up

It's the beginning of the new year, and you know what that means – it's the perfect time to prioritize your health and schedule your **yearly doctor's visit!**

Need help finding a **Primary Care Physician?** Call us at **1-877-236-1341 (TTY: 711)** or visit **findaprovider.delawarefirsthealth.com**.

Your Annual Preventive Care visit is your time to sit down with your care team, ask questions, and make sure you're receiving the care you need. This visit allows you to share your thoughts and concerns with your doctor, who will help create a personalized plan for better health.



What you can expect during your visit:

- ✓ **Check Your Basics:** Your weight, height, and BMI will be measured.
- ✓ **Blood Pressure Test:** Your care team will check your blood pressure.
- ✓ **Review Your Medications:** You'll talk about the medications you take. Your chart will be updated, and you can ask for things like 90-day refills or help with side effects and cost.
- ✓ **Health History Questions:** You'll answer questions about your medical history and daily life to see if you need any extra help or resources.
- ✓ **Safety and Mood Checks:** Your care team will ask about your safety, mood, and feelings to check your mental health.
- ✓ **Talk About Your Health:** Your doctor will ask about your needs, answer your questions, and update your care plan.
- ✓ **Vaccines:** Your doctor may offer any vaccinations you're eligible to receive.
- ✓ **Lab Work:** You may receive a blood test to check your blood sugar, cholesterol, and more.
- ✓ **Follow-Up Plans:** Your care team will help you schedule follow-ups and referrals if needed.

Get Rewarded for Your 2025 Healthy Activities

Welcome to the new year! A new year means new chances to pick up healthy habits and new opportunities to earn more rewards on your **My Health Pays® Visa® prepaid card** from Delaware First Health. We will mail your My Health Pays® Visa® prepaid card to you after you complete your first healthy activity, and we will add the reward dollars to your card as you earn them. These reward dollars can be spent on utilities, phone bills, rent, transportation, and more.

We've put together a list of healthy activities you can complete this year and how much you can earn for each one. Make it a goal this year to complete all the activities listed!



For more information about these rewards please visit **DelawareFirstHealth.com/VABs** or call us at **1-877-236-1341 (TTY: 711)**.

Get the most out of your Delaware First Health Plan!

- ☐ Complete your **Health Risk Assessment (HRA) (\$20)**
- ☐ Create your member portal account at **member.DelawareFirstHealth.com (\$10)**

Yearly Check-ups

- ☐ Yearly adult well visit **(\$25)**
- ☐ Yearly child well visit **(\$25)**
- ☐ Yearly dental visit **(\$20)**

Health Screenings

- ☐ Cervical cancer **(\$30 for one screening every three years)**
- ☐ Breast cancer **(\$25 for a screening every other year (age 40-74))**
- ☐ Colorectal cancer **(\$20 for a screening every other year (age 50-75))**
- ☐ Chlamydia
- ☐ Blood glucose test for adults with diabetes
- ☐ Yearly HbA1c for adults with diabetes ages 18-75 **(\$20)**
- ☐ Yearly retinal exam for adults with diabetes **(\$25)**

Vaccinations

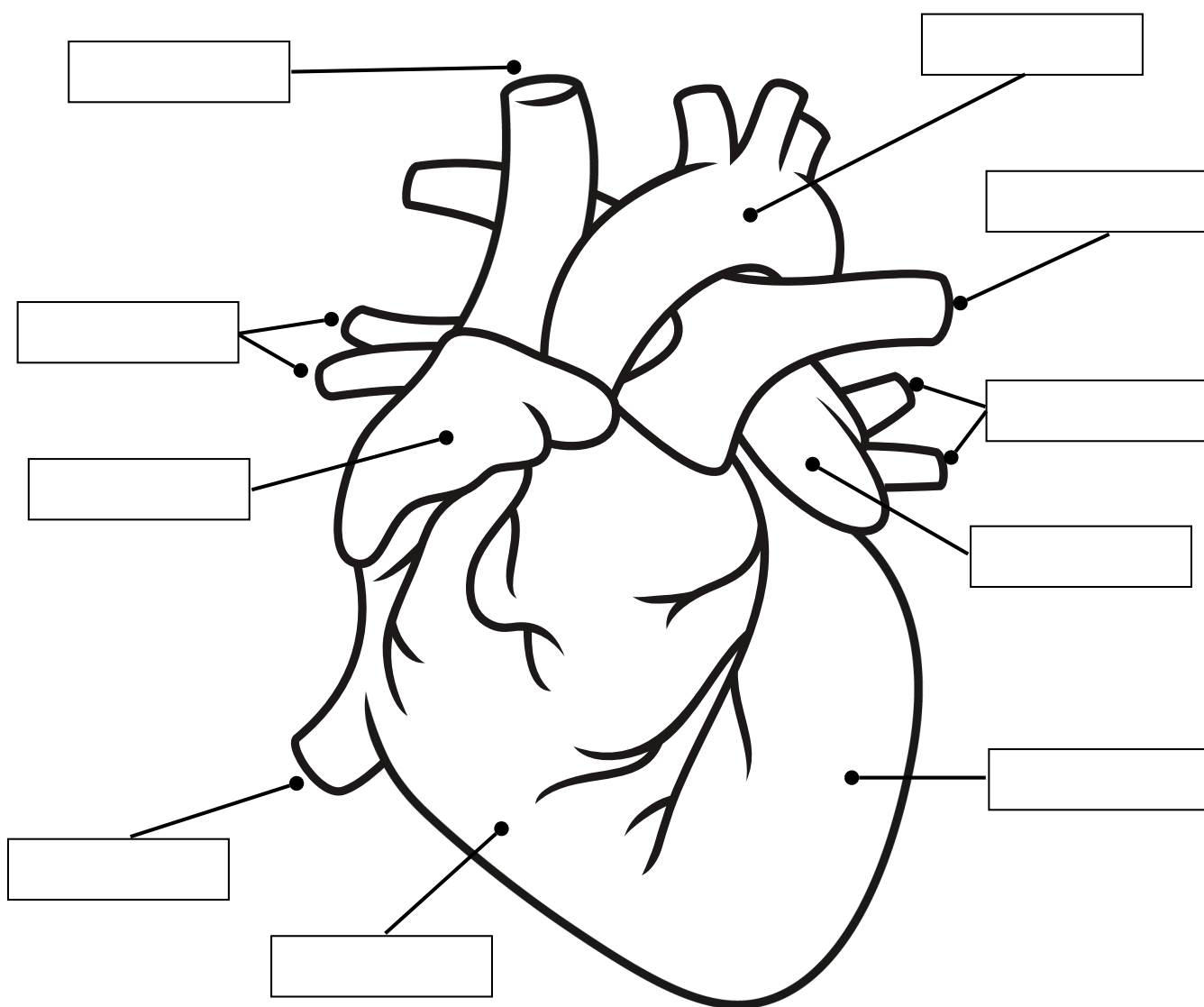
- ☐ Vaccinations Annual Flu **(\$15)**
- ☐ Pneumococcal (protects against bacterial infections like pneumonia)
- ☐ Td/Tdap (can prevent tetanus (T), diphtheria (D), and pertussis(aP))
- ☐ Zoster (can prevent shingles)

Love Your Heart:

Color, Label, and Learn During American Heart Month

The Human Heart

Color and label the heart with the terms
in the box below.



PARTS OF THE HEART

| | | | |
|----------------|-----------------|--------------------|-------|
| left atrium | left ventricle | inferior vena cava | aorta |
| pulmonary vein | pulmonary vein | superior vena cava | |
| right atrium | right ventricle | pulmonary artery | |

Answer key on page 13!

See Clearly & Smile Brightly: Your Vision & Dental Benefits

Taking care of your health is important, and that includes your vision and dental care. Did you know you have access to valuable benefits that can help you maintain healthy eyes and a bright smile? These benefits make it easier for you to prioritize your vision and dental health, helping you feel your best every day.

To find a provider near you, visit findaprovider.delawarefirsthealth.com. For questions or assistance, call 1-877-236-1341 (TTY: 711).

Vision Benefits:

For Members Ages 20 and Younger:

- **Routine Eye Exam:** One routine eye exam every 12 months
- Coverage for eyeglasses or contact lenses every 12 months.

For Members Ages 21 and Older:

- **Routine Eye Exam:** One routine eye exam every 12 months
- Coverage for frames, lenses, lens upgrades, or contact lenses (including fittings) up to \$160 per year.



Dental Benefits:

For Members Ages 20 and Younger:

New for 2025: *Dental services will now be covered through Delaware First Health. Use your DFH ID card for services within our dental network.*

- **Preventive care:** Two dental exams per year, including cleanings, fluoride treatments, and sealants.
- **Restorative care:** Care for cavities, fillings, crowns, and root canals.
- **Orthodontic Screenings:** Exams by an orthodontist.
- **Orthodontic work** (Such as braces): Covered when medically necessary.

For Members Ages 21 and Older:

- **\$1,000 of coverage per year:** Includes cleanings, X-rays, cavity fillings, and more.
- **\$3 copay:** Each dental visit has a small copay.

Emergency Dental Benefit:

- If you have used your \$1,000 standard benefit, you may qualify for up to **\$1,500** additional coverage per calendar year for dental work that meets the extended benefit criteria.



Maximize Your Benefits:

Shop with Your Over-The-Counter Pharmacy Credit

As a Delaware First Health member, you have access to extra benefits at no cost, and one of them is our **Over-the-Counter (OTC) Pharmacy Benefit!**

Here's What You Get:

- ☐ **\$120 per year** to spend on a wide range of OTC products
- ☐ That's **\$30 every quarter:**
 - ☐ January – March
 - ☐ April – June
 - ☐ July – September
 - ☐ October – December

Remember: Use it or lose it! Unused funds do not roll over into the next quarter.

Just a Few of Your Eligible Items:

- ☐ **Baby care products:**
Diapers, wipes, and baby lotion
- ☐ **Health & Wellness:** Cold remedies, shampoo, tampons, pads, and more
- ☐ **New for 2025:**
Deodorants, toothpastes, batteries, contraceptives, and reading glasses.



Make your benefits work for you—start shopping today!

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

To see the full list of available items, download the app or check out these helpful resources:

- ☐ [Pharmacy Over the Counter Brochure \(PDF\)](#)
- ☐ [Pharmacy Over the Counter Brochure \(Spanish PDF\)](#)

How to Order: Ordering is easy and convenient – no prescription needed! Your items will be shipped directly to your home.

- ☐ Use the OTC Health Solutions App available on:

[Google Play Store](#)



[Apple App Store](#)



- ☐ Or you can:

Call 1-888-628-2770
[Shop Online.](#)

Understanding Seasonal Affective Disorder (SAD)

Seasonal Affective Disorder (SAD) is a type of depression that happens at certain times of the year, usually when the seasons change. Most commonly, SAD happens in the winter, but it can also happen during other seasons. Many people have mood changes from time to time. For some people, these feelings can be stronger and last longer, affecting how they feel, think, and act. If you notice your mood changing during certain times of the year, you might have SAD.

Signs and Symptoms:

SAD causes symptoms that happen during certain seasons, usually lasting 4-5 months. Not everyone with SAD experiences all these symptoms, but some common ones are:

- ☐ Feeling sad, tired, or low in energy
- ☐ Loss of interest in activities
- ☐ Trouble sleeping or sleeping too much
- ☐ Unexplained headaches, cramps, or digestive issues
- ☐ Change in appetite or weight
- ☐ Trouble concentrating
- ☐ Thoughts of suicide or death



When to Seek Help: If you or someone you know is experiencing these symptoms, it's important to talk to a healthcare provider. They can help you find the right treatment. **If you or someone you know is having suicidal thoughts, call or text 988 to the Suicide and Crisis Lifeline right away. In an emergency, call 911.**

Treatment and Management:

- ☐ **Light Therapy:** For people with winter-based SAD, light therapy can be helpful. This involves sitting in front of a special light box for a brief time each morning to mimic natural sunlight.
- ☐ **Psychotherapy:** Cognitive Behavioral Therapy (CBT) is a form of talk therapy that can help with SAD by teaching ways to manage your feelings and thoughts.
- ☐ **Medication:** Some people with severe SAD may benefit from antidepressants to help with their symptoms.
- ☐ **Lifestyle Changes:** Getting more natural sunlight. This could mean spending more time outside or moving your workspace to a sunnier spot.

Remember, SAD is not a sign of weakness, but rather a condition that affects many people during seasonal changes. Taking steps to manage your mental health throughout the year is important for keeping your mood and motivation steady. If you're experiencing symptoms of SAD, don't hesitate to seek support and treatment. We are here to support you.



Make the Most of Mental Health Resources

Maybe you haven't been feeling like yourself lately, or you're worried about things that never bothered you before. Everyone worries from time to time. When worrying makes it hard to focus or enjoy life, it may be time to ask for help. We're here to let you know you have options to get the help you need.



1 VISIT YOUR DOCTOR.

Your doctor is your partner in understanding your physical and mental health. Find the right provider for you at findaprovider.delawarefirsthealth.com or call Member Services at 1-877-236-1341 (TTY: 711).

2 VIDEO VISIT WITH A DOCTOR.

Telehealth is great for non-emergencies or when you can't see your doctor in person. Connect with a mental health expert right away or schedule an appointment. **Create an account** to get started.

3 SPEAK WITH A NURSE 24/7 FOR FREE.

Call the Nurse Advice Line at 1-877-1341 (TTY: 711) anytime you have questions or concerns about your health.

4 CALL, TEXT, OR CHAT.

For 24/7 support for you or a loved one, reach out to the **Suicide & Crisis Lifeline**. Call or text 988, or chat at 988lifeline.org.

Pyx Health



Pyx Health is free for members 18 and older, connecting you with real, caring people through phone calls and a fun mobile app. The app helps you find care, support, and resources to live a healthier and happier life.

Ways to connect:

[Apple App Store](#)

[Google Play Store](#)

[Online](#)



Phone: 1-855-499-4777
(select option 1)



Teladoc Health



Teladoc Health is free for members 13 and older. Offering both telehealth appointments and emotional health support. By answering questions, it creates a personalized plan to help with sleep, grief, relationships, stress, anxiety, pain, and more. The app has activities, articles, videos, and tools to calm down or inspire in you in the moment. It's private, easy to use, and available 24/7.

Ways to connect:

[Apple App Store](#)

[Google Play Store](#)



Stay Safe This Winter: Emergency Shelters & Support Services



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 codepurpledelaaware.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 **[Wellcare.com/DE](https://www.wellcare.com/DE)**. 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)

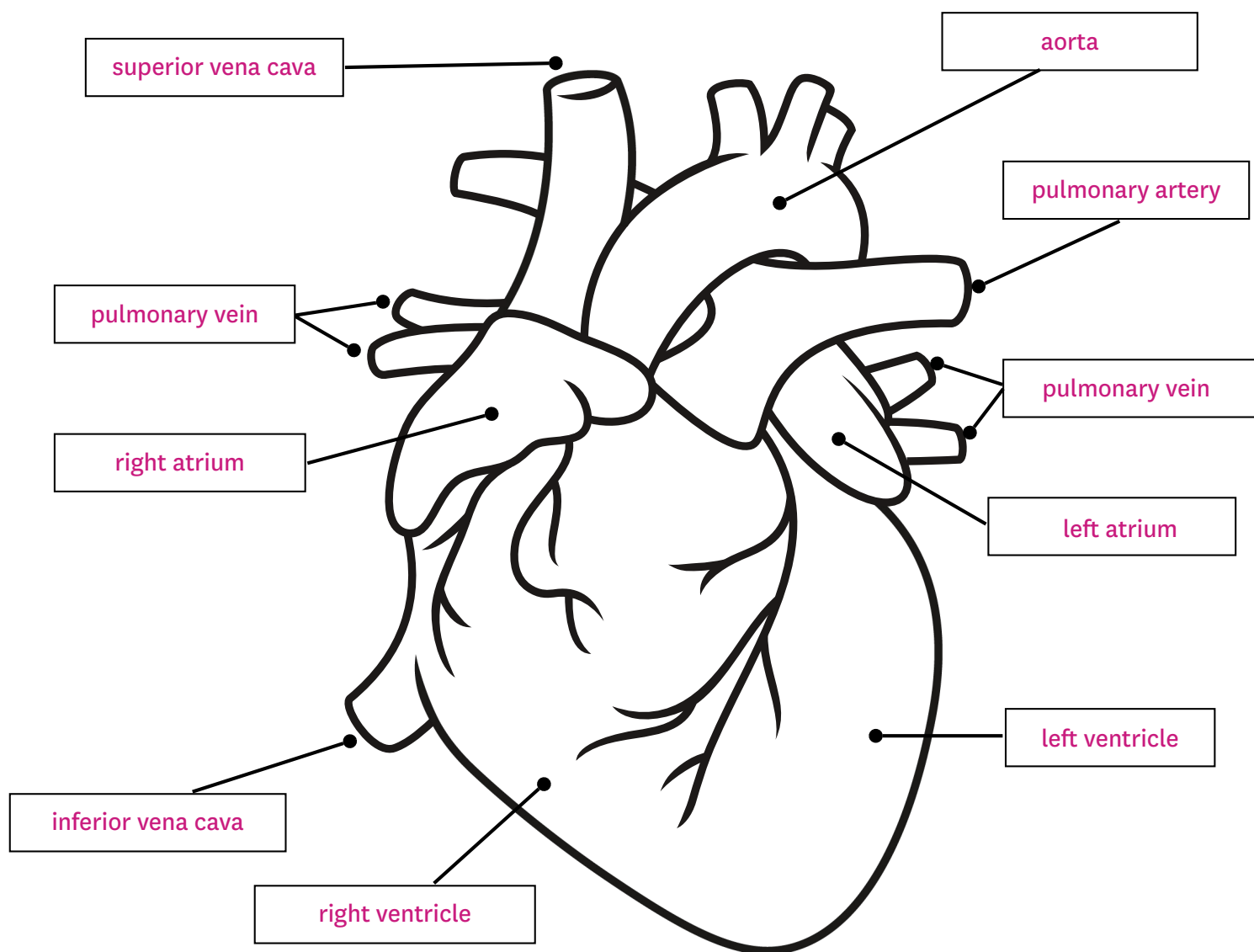
OR

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

Answer Key

The Human Heart



PARTS OF THE HEART

| | | | |
|----------------|-----------------|--------------------|-------|
| left atrium | left ventricle | inferior vena cava | aorta |
| pulmonary vein | pulmonary vein | superior vena cava | |
| right atrium | right ventricle | pulmonary artery | |