

# Benefits Quick Reference Guide

Focus on being healthy! Use this booklet to help you understand your new health plan and benefits.



## LOOK INSIDE TO FIND:



How to set up your account.



Healthcare services.



Where to go for care.



How to earn reward dollars.



How to find and choose a doctor.



Value-added benefits.





# Welcome to Delaware First Health — your Medicaid insurance plan.

As your Medicaid insurance plan, Delaware First Health is here to help you get the care you need to stay healthy. In this guide, we will give you important information about your health plan. You will learn how to find a doctor, make appointments, understand your benefits, and learn about the many rewards and extras benefits we offer to our members. Our goal is to make your healthcare journey simple and easy.



## How to use this guide:

Use this guide to make sure you are getting the most out of your health plan. This guide is a “quick reference,” helping you answer questions, keep track of next steps, and find forms you might need.



## New Member Checklist

This checklist has important tasks for you to do in your **first 30 days** as a member. It will help you get started on your healthcare journey and make sure you get the most out of your health plan. You can also earn My Health Pays® rewards for completing these activities.



For more information, visit our website **DelawareFirstHealth.com**.

If you have any questions about the items on this checklist or need help, call Member Services at **1-877-236-1341** (TTY: **711**).

- 
- Set up your member portal.** You can get a **\$10 reward** for creating an account. For further steps on how to set up your account, go to page 6. If you need help, you can call Member Services.
  - Sign up for a new member orientation session.** You can sign up by visiting **DelawareFirstHealth.com/events**. These sessions happen every month, and you can join online or by phone.
  - Complete your Health Risk Assessment (HRA) and earn a \$20 reward.** You can fill out it out by:
    - Calling Member Services.
    - Logging into your online member portal account (under Health Screenings).
    - Filling out the HRA form you got in this packet and mail it in.
  - Pick a Primary Care Provider (PCP).** This is a doctor or nurse who provides, plans, and/or helps you access healthcare services. You can earn **\$15** for confirming your PCP.
  - After you pick your PCP, **schedule your first appointment**, and **earn \$25** for an adult well visit or **\$25** for a child well visit (for children ages 2-18).
  - Sign up for the next Member Advisory Council (MAC) meeting.** You can register for the meeting at **DelawareFirstHealth.com/events** or by calling Member Services. You can go to the meeting in person, online, or by phone. Members who attend will get a **\$50 gift card**.
  - Keep your Delaware First Health member ID card with you for all visits.** If you have not gotten your ID card in the mail, please call Member Services.
  - Be on the lookout for a welcome call from Delaware First Health Member Services. If you miss our call, you can call us back at **1-877-236-1341** (TTY: **711**). When you call, we will be able to update your contact information and make sure you can get important health details by phone and email.



# Get the most out of your health plan the rest of the year and every year after.

After you complete your 30-day checklist, there are a lot of things you can do to get the most out of your health plan and to stay healthy and informed. This checklist has important healthy activities for you and your family to do year-round. **You can earn My Health Pays® rewards for many of these activities.**

## Get rewarded for your health visits and vaccinations!

- Annual adult well visit (\$25)
- Annual child well visit (\$25)
- Annual 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
- Annual HbA1c for adults with diabetes ages 18-75 (\$20)
- Annual retinal exam for adults with diabetes (\$25)

### 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)



If you have any questions about the items on this check list or need help, you can call Member Services at **1-877-236-1341 (TTY: 711)**.





## Keep Up to Date.

Outside of completing healthy activities, there are other ways you can make sure you get all that Delaware First Health has to offer. Visit **DelawareFirstHealth.com**.

- Check out our events calendar to see what events are happening in your community.
- Read the quarterly *Whole You* member newsletters on our website.
- Find community resources like food pantries, shelters, or job resources by visiting our resource registry at **DelawareFirstHealth.findhelp.com**.
- Each year, you will need to complete your Medicaid renewal (also known as Redetermination) to keep your Medicaid coverage.
- Make sure you update your information with DHSS. You can do so by going to **assist.dhss.delaware.gov**. Or by calling the Customer Relations Unit at **1-866-843-7212**.





## Important Phone Numbers

**For emergencies, call 911.**

### **For support with Behavioral Health crisis, you can call:**

- National Suicide Prevention Lifeline: **988**
- DSAMH behavioral health crisis 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**

### **Call Member Services at 1-877-236-1341 (TTY: 711) for non-emergency member needs, such as:**

- Benefit questions.
- Help changing or selecting a Primary Care Provider (PCP).
- Vision services.
- Dental services.
- 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.



## Requesting Additional Information & Oral Translation

Delaware First Health can help if you need interpretation services for any of your healthcare services. You can also request to have this guide or any of our materials sent to you at no cost. If you need additional information, or services including oral interpretation, oral translation, auxiliary aids and services, written information in prevalent non-English languages, and written information in alternative formats, call us at **1-877-236-1341 (TTY: 711)**.



## Find Documents and Resources Online

Visit **DelawareFirstHealth.com** to see all your health plan benefits and to fill out important forms online. These benefits include medical, behavioral health, dental, vision, and more.

**These important documents are available on our website.  
Visit DelawareFirstHealth.com and search for:**



### PROVIDER DIRECTORY

You can find the Delaware First Health Plan Provider Directory online. For the most current list of doctors, use our Find a Provider tool to search online. This list is updated daily.



### MEMBER HANDBOOK

Your Delaware First Health Member Handbook can be found on our website under the Member section. It includes helpful information about your coverage and benefits.



### PREFERRED DRUG LIST (PDL)/FORMULARY

You can find PDL/Formulary information on our website. This is a list of medication covered by Delaware First Health.



### MEMBER NEWSLETTER

Delaware First Health provides a quarterly member newsletter on our website with details and tips to keep you healthy and informed.



### EVENTS

Find information about any of our upcoming events including community baby showers, member advisory councils, new member orientations, and more.

**To request a printed copy of any of the items listed above, please call Member Services at 1-877-236-1341 (TTY: 711). We will provide you with these materials at no cost.**

### If you do not have internet access, we can help

Member Services can send you any documents, help you with finding a doctor, help you set up accounts, or answer any other questions you have, all at no cost to you. Call Member Services at **1-877-236-1341** (TTY: **711**).

There are also some helpful forms at the end of this guide and in the packet this guide came in. If you need help, you can call Member Services, and they can fill out the forms for you over the phone. You can also fill out the forms by hand and mail them back using the postage-paid envelopes included in your packet.



# Set Up Your Online Member Account

Getting your healthcare information online is easy. You can also earn a **\$10 reward on your My Health Pays® rewards card**.

To get started, go to **Member.DelawareFirstHealth.com** and click “Create New Account” to make an account with EntryKeyID. If you already have an EntryKeyID login, you can use the same email and password for the Delaware First Health member portal. If you need help setting up your account, you can find more information in the online member handbook or you can call Member Services at **1-877-236-1341** (TTY: **711**).

English


delaware first health

## Log In

Email Address \*

CONTINUE

[Create New Account](#)

single password  reliable security  
EntryKeyID

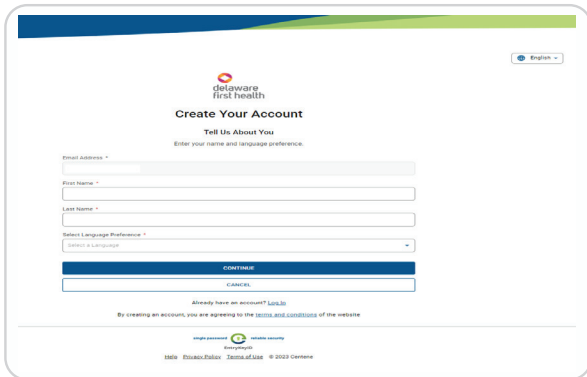
[Help](#) [Privacy Policy](#) [Terms of Use](#) © 2023 Centene



## FOLLOW THE STEPS BELOW TO CREATE YOUR ACCOUNT:

### To make an account, you will need:

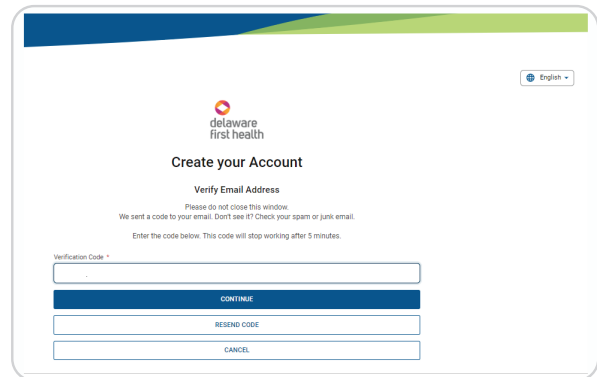
- An email address.
- Your first name, last name, and date of birth.



The screenshot shows the 'Create Your Account' form. It includes fields for Email Address, First Name, Last Name, and Select Language Preference. There are 'CONTINUE' and 'CANCEL' buttons at the bottom. A note at the bottom states: 'By creating an account, you are agreeing to the [Terms and Conditions](#) of the website.'

### STEP 1:

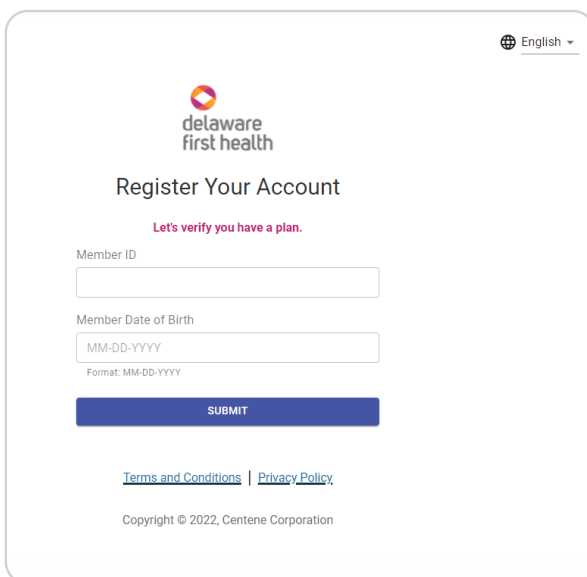
Follow the steps on screen to create your account and password. You will need to verify your email address with a Verification Code to continue.



The screenshot shows the 'Verify Email Address' form. It includes a 'Verification Code' field and 'CONTINUE', 'RESEND CODE', and 'CANCEL' buttons. A note at the top says: 'Please do not close this window. We sent a code to your email. Don't see it? Check your spam or junk email. Enter the code below. This code will stop working after 5 minutes.'

### STEP 2:

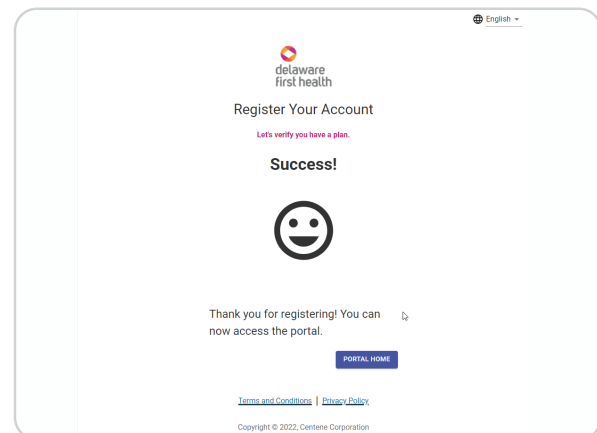
After you log in, you will have to enter your member ID and date of birth to link your new EntryKeyID.



The screenshot shows the 'Register Your Account' form. It includes fields for Member ID and Member Date of Birth (MM-DD-YYYY). There is a 'SUBMIT' button at the bottom. A note at the top says: 'Let's verify you have a plan.' Links for 'Terms and Conditions' and 'Privacy Policy' are provided at the bottom.

### STEP 3:

Once your account is set up on the Delaware First Health member portal, you will be able to see your ID card, health data, claims, risk assessments, and more. Your EntryKeyID can also be used to access your health data from third-party applications that support patient access.



The screenshot shows a 'Success!' message with a smiley face icon. It says: 'Thank you for registering! You can now access the portal.' There is a 'PORTAL HOME' button and links for 'Terms and Conditions' and 'Privacy Policy' at the bottom.

You can now access your account on the member portal by going to **Member.DelawareFirstHealth.com** and logging in.



# Start Earning *my*healthpays<sup>®</sup> Reward Dollars

**It's easy to earn *My Health Pays*<sup>®</sup> reward dollars.**

As a Delaware First Health member, we reward you for doing healthy activities. After you complete a healthy activity, we will add the reward dollars you have earned directly to your *My Health Pays*<sup>®</sup> Visa<sup>®</sup> prepaid card.

We will mail your *My Health Pays*<sup>®</sup> Visa<sup>®</sup> prepaid card to you after you complete your first healthy activity. You can keep earning *My Health Pays*<sup>®</sup> rewards by doing more healthy activities. Your rewards will be added to your card once we are notified.

## USE YOUR *my*healthpays<sup>®</sup> REWARDS TO HELP PAY FOR:

- Utilities
- Transportation
- Telecommunications (phone bills)
- Childcare services
- Education
- Rent
- Everyday items, when you shop at Walmart\*

You can earn rewards for doing things like completing certain forms, annual screenings, annual wellness visits, tests, and more. You can earn rewards from **\$10 up to \$50 per activity**.



**VISIT [DELAWAREFIRSTHEALTH.COM/VAB](https://delawarefirsthealth.com/vab) FOR MORE DETAILS AND A FULL LIST OF ALL THE *my*healthpays<sup>®</sup> REWARDS!**

*\*This card may not be used to buy alcohol, tobacco, or firearms products.*

*This card is issued by The Bancorp Bank, N.A., Member FDIC, pursuant to a license from Visa U.S.A. Inc. Card cannot be used everywhere Visa debit cards are accepted. See Cardholder Agreement for complete usage restrictions.*

*Funds expire 90 days after termination of insurance coverage or 365 days after date reward was earned, whichever comes first.*



## Earn rewards by completing your HRA

Delaware First Health wants to help you get and stay healthy. Our Health Risk Assessment (HRA) helps us stay updated about your current health needs. **You will also earn a \$20 My Health Pays® reward for finishing your HRA.**

We use this form to find out about any health changes you've had. That's why it's important to fill out this form every year. By having this information, we can meet your specific health needs through additional services or assistance.



### COMPLETE YOUR HEALTH RISK ASSESSMENT (HRA) FORM

This form is confidential. This means your information is kept private and secure. You can find the form in the packet that this guide came in. If you choose to mail it in, use the envelope for "Medical Management Notifications." Make sure to complete one form for every Delaware First Health member in your household. If you need more forms or want to fill out this form online, you can log in to your member portal by visiting **Member.DelawareFirstHealth.com**. You can also call Member Services to get more forms or to complete the form over the phone. Call **1-877-236-1341** (TTY: **711**) today.

**Scan the QR code with your phone to complete this form on the member portal.**







# Primary Care Provider (PCP)

**Your Primary Care Provider (PCP) is your main personal doctor.**

When you become a Delaware First Health member, you must choose a PCP within 30 calendar days. If you do not choose a PCP, we will pick one for you. If you confirm your PCP within 30 days of enrollment, you can earn a **\$15 My Health Pays®** reward. You can change your PCP at any time.

**Always contact your PCP when you feel sick or have any health questions, so you can get the best care.**

## HOW TO CHOOSE OR CHANGE YOUR PCP:

- 1** Use the secure member portal on our website at **Member.DelawareFirstHealth.com**.
- 2** Call Member Services at **1-877-236-1341** (TTY: **711**) for help. Ask to speak to a Member Advocate to understand more about this process and your benefits.

**We will send you a new Delaware First Health member ID card after you choose a new PCP.**

## FIND A PCP

**Visit DelawareFirstHealth.com provider directory online.**

**-or-**

**Call us at 1-877-236-1341 (TTY: 711).** We can help you find a PCP.

You can also call us if you would like to know more about a PCP. We can tell you what language the provider speaks, if they are in our network, where they are located, and their location accessibility accommodations.

**Scan the QR code with your phone to access the Provider Directory**



## HOW DO I KNOW WHO MY PCP IS?

You can find your PCP by checking your member ID card, logging into your member portal, or by calling Member Services at **1-877-236-1341** (TTY: **711**).

## YOUR ANNUAL WELLNESS EXAM

After you choose your PCP, call to set up your first visit.

A yearly checkup with your PCP is the best way for you to stay informed about your health. You can also earn *My Health Pays*<sup>®</sup> rewards for going to your yearly checkups. **Adults can earn \$25, and children ages 2-18 can earn \$25.** Talk with your doctor about any health changes you've noticed or concerns you may have.

Your PCP may recommend tests or other preventive care services to help monitor your health such as cervical cancer screenings, breast cancer screenings, or colorectal cancer screenings. Take this opportunity to ask any questions you may have.



**If you need help  
scheduling this  
visit, call us at  
1-877-236-1341  
(TTY: 711).**



# Learn About Your Coverage

## Delaware First Health offers a wide range of healthcare services.

We offer many benefits for our members. Some are listed below. For a full list of our benefits, please visit **DelawareFirstHealth.com** and go to “Benefits and Services.” Then, select “Benefits List.” Or find the list in our member handbook.

You can also scan the QR code to go directly to our Benefits List



### Medical Services

- Provider office visits.
- Medication.
- Labs.
- X-rays.
- Home health care.
- Hospital admissions.
- Medical supplies.



### Behavioral Health Services

- Inpatient/outpatient mental health services.
- Alcohol and substance abuse services.
- Rehabilitative mental health services.
- Applied behavioral analysis services.



### Vision Services for Members 21+ (Value-Added Benefit)

Eye care benefits are a value-added service Delaware First Health provides for our members ages 21 and older. This is not available under standard benefits.

- Annual eye exam with refraction.
- Medically necessary eye exams are covered.
- Up to \$160 for frames, lenses, and lens upgrades. or contacts (includes fitting) every year.
- No copays.

### Vision Services for Members Under 21 (Medicaid Benefit)

- Annual eye exam with refraction, unlimited medically necessary exams.
- Annual eyeglasses or medically necessary contacts.
- Replacement and repairs covered.
- Replacement eyewear, as needed, for any reason (eyeglasses or medically necessary contacts).
- No copays





### Pharmacy Coverage

Call **1-877-236-1341** (TTY: **711**) for more details about your pharmacy coverage.



### Maternity Care

For more details on coverage, see the Maternal and Child Health Benefits section in this guide.



### Dental Services

- Dental services are available to members ages 20 and younger. Includes services, such as:
  - Cleanings, fluoride, sealants, care for cavities, root canals, exams by an orthodontist, and more!
  - No copay
- Dental services are available to members ages 21 and older. Includes services, such as:
  - \$1,000 of coverage per year for dental services (cleanings, X-rays, cavity fillings, and more).
  - Copay of \$3, per visit.
- Removal of bony impacted wisdom teeth for all members.



### DSHP Plus Long-Term Services and Support (LTSS) Services and Benefits

- Adult day services.
- Attendant care services.
- Community-based residential alternatives that include assisted living facilities.
- Home-delivered meals.
- Minor home modifications.
- Nursing facility services.
- Nutritional supports.
- And more!



### We also offer these benefits:

- Extra assistance for complex health conditions through our Case & Disease Management programs.
- Transportation (rides) to appointments provided by the State. Call **1-866-412-3778**.
- Please call 72-hours in advance to schedule a ride.
- Coordination of care with programs and services in your community.
- Member Advocate team that will help you understand your benefits, make and get to appointments, and help with the grievance (complaint) and appeals process.
- 24/7 Nurse Advice Line for immediate advice about any health-related problems.

**To access these services, call 1-877-236-1341 (TTY: 711).**



# Maternal and Child Health Benefits

## Stay Informed about Your Child’s Health

Babies and young children need to see their doctor regularly, too. It is important for your child to have an annual health check even when they are not sick. The chart below shows when babies, young children, and teens should see a PCP. You can also earn rewards for taking your child to their health checks.

### HEALTH CHECK SCHEDULE



#### Birth

- 3 to 5 days
- 1 month
- 2 months
- 3 months
- 4 months
- 6 months
- 9 months



#### Early Childhood

- 12 months
- 15 months
- 18 months
- 24 months
- 30 months
- 3 years
- 4 years
- 5 years



#### Middle Childhood & Adolescence

- Every year until your child is age 21

**Your child’s health check includes an exam and vaccines to help prevent diseases. Talk with your child’s doctor about any health issues or concerns.**

## Maternal and Child Health Rewards

Did you know you can earn rewards for completing healthy activities while pregnant, after giving birth, during your baby’s first 30 months of life, and even through your baby’s childhood and teenage years?

When you do healthy activities, like going to your doctor visits, the reward amount will be added to your *My Health Pays*® rewards card. You can use the rewards card to pay for utilities, cell phone bills, childcare services, and shop at Walmart for everyday items. For a full list of activities and reward amounts, visit

**[DelawareFirstHealth.com/VAB](http://DelawareFirstHealth.com/VAB).**



## Maternity Benefits

Your standard Medicaid benefits cover care before (prenatal), during (labor and delivery), and after delivery (postpartum).

You can also receive:

- Doula services – benefit includes:
  - Three (3) prenatal visits while pregnant.
  - Support during labor and delivery.
  - Three (3) visits after birth.
- Home visits.
- Breast pump coverage.
- On-demand telehealth appointments.
- Breastfeeding support services.
- Postpartum nutrition supports: This benefit includes meals, diapers, and wipes after delivering your baby.\*

\* Call Member Services today for more information about any of these benefits: **1-877-236-1341** (TTY: **711**).





# Take Care of Yourself and Your Baby

## *Start Smart for Your Baby*

Our Start Smart for Your Baby® program provides customized support and care for pregnant members and new parents. This program helps you focus on your health during and after your pregnancy, as well as your baby's health.

### **START SMART FOR YOUR BABY® OFFERS THESE BENEFITS AT NO COST TO YOU:**

- Information about pregnancy and newborn care.
- Community help with housing, food, clothing, and cribs.
- Breastfeeding support and resources.
- Medical staff to work with you and your doctor if you experience any issues during your pregnancy.
- Text and email health tips for you and your newborn.

## Notification of Pregnancy

If you are pregnant, please complete the Notification of Pregnancy (NOP) form. You can **earn \$20** on your *My Health Pays*® rewards card for completing this form. Fill it out online through the member portal at **Member.DelawareFirstHealth.com** or fill out the form included with this guide and return it using the postage-paid envelope. If you choose to mail it in, use the envelope for “**Medical Management Notifications.**”

Scan the QR code to fill out your NOP.





# Using Your Benefits and Coverage

## Qualifying and Signing Up For Case Management

Case management is available to DSHP Plus LTSS members. Case managers are healthcare professionals who serve as advocates, supporting, guiding, and coordinating care for you, your family, and your caregivers. Case managers coordinate all your physical health and behavioral health needs with long term services and supports.

If you think you may qualify for Case Management services or you're interested in learning more, call Member Services at **1-877-236-1341** (TTY: **711**).

## Service and Care Coordination

Care coordination is available to all **DSHP and DSHP Plus members**. A care coordinator is the person who helps you manage and create your care plan. They are also the person for any questions or concerns you might have about your benefits. This is part of your covered benefits, provided to you at no cost.

## Prior Authorization

Some services must be approved by Delaware First Health before they can be provided. This is called prior authorization. Check to see if a prior authorization is needed by visiting **DelawareFirstHealth.com**. You can find the list under "Benefits and Services" and by clicking on "Prior Authorization/Referral." You can also get this information by calling Member Services at **1-877-236-1341** (TTY: **711**).

## Medically Necessary Healthcare Services

You must get medically necessary healthcare services through participating providers. There are some exceptions, such as emergency care. You can call us if you have questions about any services. Call Member Services at **1-877-236-1341** (TTY: **711**).



## Value-Added Benefits for DSHP and DSHP Plus

As a Delaware First Health member, you can get extra benefits in addition to your standard Medicaid coverage. These are called value-added benefits (VABs).

We are always working to add extra benefits and update our current ones. If you have questions or need more information about current or new benefits, visit [DelawareFirstHealth.com/VAB](https://www.DelawareFirstHealth.com/VAB) or call Member Services at **1-877-236-1341** (TTY: **711**).

Value-Added Benefit	OVERVIEW
Pharmacy OTC	<b>\$120 each year</b> (per household) for over-the-counter (OTC) products. Includes items like diapers, laundry detergent, baby supplies, period products, and much more.
Community-Based Wellness Programs	Community-based programs to support wellness goals: <ul style="list-style-type: none"> <li>• Children (under 18): Boys and Girls club or other programs.</li> <li>• Adults 18+ with BMI 25+: WeightWatchers®.</li> <li>• Adults 60+: Senior center membership and additional programs and services.</li> </ul>
GED Tutoring & Testing	Members ages 16 and older who are not enrolled in school can <b>get up to \$200</b> in select GED testing and tutoring services.
My Health Pays® Rewards	Earn rewards for completing eligible healthy activities. These include your annual well visit, flu vaccine, and specific preventative screenings. Members can earn <b>rewards from \$10 up to \$50 per activity</b> . Visit our website for a full list of all rewards.
Cell Phone	Help getting a cell phone at no cost to you. For members working with a case manager or care coordinator.
Vision Benefit	Adults (ages 21 and older) get routine eye exams and <b>\$160 every year for eye exams and eyewear</b> .
Tutoring	<b>Up to six hours</b> of tutoring per year for members in grades K-12 who are at risk of falling behind on one or more core subject areas.
Housing	<b>Up to \$2500 in housing resources</b> is available to eligible members who are homeless or need help moving from a facility* or foster care to independent living. Cannot exceed \$2500/lifetime. (*This is in addition to the State's LTSS transition benefit.)

(Continued on next page)

Value-Added Benefit	OVERVIEW
Asthma Management	At home non-clinical asthma support. This can include mold removal, carpet cleaning, hypoallergenic bedding, low VOC cleaning products, or air purifiers.
Social Isolation Support App	Mobile app and support phone calls for members, ages 18 and older, looking for extra help finding resources, improving mood/anxiety, or who just want someone to talk with.
Post-Discharge Home Delivered Meals	<b>Meals brought to your home,</b> for at-risk members after leaving the hospital.
Behavioral Health Support App	Access to mobile app that helps manage stress, anxiety, chronic pain, and more. For members ages 13 and older.
Whole Health Transportation	Transportation (rides) to value-added services (WeightWatchers®, GED Testing, etc.) and additional qualifying services and events, such as rides to the pharmacy and home delivery of prescriptions, where available.
Practice Dental Visit	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.
Diabetes Prevention Program	Lifestyle change program that includes healthy eating and physical activity.



# Know Where to Go for Care

## Get the Right Care at the Right Place

Make sure you know where to get medical care when you need it. If you get sick or hurt, you have many options for the care you need.



### PRIMARY CARE PROVIDER (PCP)

Your PCP is a doctor or nurse who provides, plans, and/or helps you access healthcare services. Call the office to schedule a visit if you don't need immediate medical care. To choose a PCP, you can log in to your member portal account or call Member Services at **1-877-236-1341** (TTY: **711**).

#### *See your PCP if you need:*

- Help with colds, flus and fevers.
- Care for ongoing health issues like asthma or diabetes.
- An annual wellness exam.
- Vaccinations.
- General advice about your overall health.



### TELEHEALTH (VIRTUAL DOCTOR VISIT)

Telehealth is a virtual visit with an in-network doctor via video chat. After you set up your account, you can schedule your visit within the app. Then, you and a doctor will meet to discuss your health issue or questions.

With telehealth you have 24-hour access to in-network providers for non-emergency health issues.

**For more information, check the telehealth flyer that came with this guide.**

**You can also visit [DelawareFirstHealth.com/telehealth](https://www.delawarefirsthealth.com/telehealth) to learn more.**





## 24/7 NURSE ADVICE LINE

Our 24/7 Nurse Advice Line is a free health information phone line. Medical professionals are available to answer questions about your health. They can also help decide if you should see your PCP and help with setting up your appointment.

**Call our 24/7 Nurse Advice Line at 1-877-236-1341 (TTY: 711) if you need:**

- Help knowing if you should see your PCP.
- Help caring for a sick child.
- Answers to questions about your health.



## URGENT CARE CENTER

Urgent care centers help diagnose and treat illnesses or injuries that aren't life threatening but can't wait until the next day. If your PCP's office is closed, an urgent care center can give you fast, hands-on care. Urgent care centers can also offer shorter wait times than an emergency room (ER).

**Go to an in-network urgent care center for:**

- Sprains.
- Ear infections.
- High fevers.
- Flu symptoms with vomiting.





## EMERGENCY ROOM (ER)

Anything that could endanger your life (or your unborn child's life if you're pregnant) without immediate medical attention is considered an emergency. Emergency services treat accidental injuries or the onset of what appears to be a medical condition.

**Note: Emergency services do not require prior authorization.**

**In case of an emergency, call 911 or go to the closest ER. After treatment, call your PCP within 24 hours or as soon as possible.**

***Go to the ER if you have:***

- Broken bones.
- Bleeding that won't stop.
- Labor pains or other bleeding (if you're pregnant).
- Severe chest pains or heart attack symptoms.
- Shock symptoms (sweat, thirst, dizziness, pale skin, etc.).
- Convulsions or seizures.
- Trouble breathing.
- The sudden inability to see, move, or speak.

***Avoid the ER and reach out to your PCP or make a telehealth visit if you have:***

- Flus, colds, sore throats or earaches.
- Sprains or strains.
- Cuts or scrapes that don't require stitches.
- More medicine or prescription refills.
- Diaper rash.



## 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.











**DelawareFirstHealth.com**

**1-877-236-1341**

**TTY: 711 (Hearing Impaired)**

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