



delaware
first health.

WHOLE you

2024 | Q2 BULLETIN



Calendar of Events

Keep up to date with all Delaware First Health Events.

You can find all of our events and [register on our website](#) or by calling Member Services.

Upcoming Events:

- Community Baby Showers
- Member Advisory Councils
- New Member Orientations
- Resource Fairs
- And More!

For help with a ride, call Member Services.

Member Services Team:
1-877-236-1341.

[Visit the Events Page](#)

Welcome!

As we enter the spring season, I'm excited to bring you a new edition of Whole You — a newsletter from Delaware First Health.

I am Renee Fortune, and I hope your year is going well so far. This spring, we'll focus on pushing toward some of the goals you set. We'll give you some tips to help you with your allergies this season. Then we'll introduce you to some fun fruit and veggie pairings to strengthen your immune system. We'll also focus on the benefits of spending time outside and in water, and the importance of your mental health.

I also want to pass along an important reminder about Medicaid redetermination. It's the eligibility process you must go through to keep your Medicaid coverage. You may get a notice from the state about the steps you need to take to renew your coverage. Or, you may not need to do anything at all. You can also visit the [Delaware Division of Medicaid and Medical Services website](#) to see what steps you need to take to confirm your eligibility. If you are no longer eligible for Medicaid, check out [WellCare.com/Delaware](#) for Medicare or [AmbetterHealthofDelaware.com](#) for Marketplace.

Be sure to look at our events calendar so you can see all things happening in your area. Did you miss our last issue? Take a look here: **[WHOLE YOU Newsletters.](#)**



I hope you enjoy the newsletter and that it helps you take care of the whole you.



If you find it hard to deal with your health needs or get around the healthcare system, or if you need help finding community resources, the Care Management Department can help.

Care Management staff are nurses and social workers who can help you with many healthcare and health-related needs. They can talk to you over the phone or meet with you in person to help you get the medical, long-term care, behavioral health, and substance use care you need. They will create a care plan with you and work with your care team to help you reach your goals.

You can reach the Care Management team by calling **1-877-236-1341 (TTY:711)**.

They are available **Monday through Friday, 8 a.m. – 5 p.m.** You can also reach Care Management staff after hours by calling the Nurse Advice Line at **1-877-236-1341**. You can choose to receive services from a Care Manager and can stop receiving services at any time.

Care Management staff can help you:

- Learn about your condition and medicines.
- Get services and durable medical equipment.
- Find programs in your community, such as nutrition and weight loss programs.
- Access community resources like food banks or other programs.
- Meet your healthcare related goals.
- Get support after being in the hospital.

The Importance of Regular STI Screening

Taking Care of Your Health

When it comes to staying healthy, there are many things to think about. One important part is getting checked for sexually transmitted infections (STIs). STIs are infections that can spread from person to person through intimate contact. That's why it's important to know about them and to get screened.

You can get screened for STIs by going to a doctor or a clinic. Even if you don't have any symptoms, it's still important to get checked. Sometimes, STIs can be present without showing any signs, but they can still cause harm to your body and can even be passed to others.



Here are some reasons why getting screened for STIs is important:

1 Protecting Your Health

Some STIs, like chlamydia and gonorrhea, can cause serious health problems if left untreated. They can lead to infertility, which means you might have trouble having children in the future. Getting screened allows you to catch these infections early and get the treatment you need to stay healthy.

2 Preventing Spread

If you have an STI and don't know it, you could unknowingly pass it to someone else. By getting screened regularly, you can help prevent the spread of infections to your partners.

3 Peace of Mind

Knowing your STI status can give you peace of mind. If you get screened and find out you're negative for STIs, you can feel confident about your sexual health. And if you do test positive, remember that many STIs are treatable with medication.

4 Normalizing Health Checks

Talking about STI screening and getting tested helps break down the stigma surrounding sexual health. It's just like going to the doctor for a check-up or getting vaccinated to prevent illness. It's a normal part of taking care of yourself.

Getting tested regularly is one of the most important things you can do for your health.

Visit the [Centers for Disease Control and Prevention website](#) for more detailed screening recommendations.



Maternal Care Benefits

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

They include:

Doula Services:

- three (3) prenatal visits while pregnant
- support during labor and delivery
- three (3) visits after birth

Maternal Care Coordination:

- Pregnancy and after-delivery education.
- Help making appointments and talking to your doctor/healthcare provider.
- Referrals to community resources and supports.

Plus ...

- Home Visiting
- 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 our Member Services team today for more information about this benefit **1-877-236-1341 (TTY:711)**.

Notification of Pregnancy - Earn *myhealthpays*® Reward Dollars

If you are pregnant, please complete the Notification of Pregnancy (NOP) form. Fill it out online through the member portal at DelawareFirstHealth.com. Earn My Health Pays Rewards® for filling out the form. During your pregnancy and postpartum period earn rewards for completing prenatal and postpartum doctor visits. Call our Member Services team for more details**

**Restrictions may apply



Member Advocates are here to help

If you are a Delaware First Health member and would like to speak with someone about your benefits, you can always talk to a Member Advocate.

They can help you with different services like:

- Planning medical appointments or getting translation services.
- Getting transportation to and from their medical appointments.
- Learning about community resources.
- Going through the Appeals and Grievance process.

You can visit our Member Advocates **every first Tuesday at Rt 9 Library on 3022 New Castle Ave New Castle, DE 19720**, from **10 am-2 pm**. They are also available **every second Thursday at the Milford Library on 11 S E Front Street, Milford DE, 19963** from **11 am – 12:30 pm**. You can contact a Member Advocate by calling Delaware First Health at **1-877-236-1341 (TTY: 711)**.

If you are a new member or just want to learn more about your benefits, you can register and attend a virtual New Member Orientation Session, hosted by our Member Advocates. These sessions let you ask questions and learn more about all of the benefits you get as a Delaware First Health member. We have these sessions every month from 6 pm – 7 pm and you can [register on our website](#).

We also have a Member Advisory Council meeting every quarter. We meet online and in-person. Members who attend the Member Advisory Council meetings in person or online will receive a gift card. If you choose to join us in person, we will have food available. During these meetings you can tell us your concerns and experiences as a DFH member, and share ideas for how we can make Delaware First Health better for all our members.



Feeling stressed? You're not alone.

Mental health is just as important as physical health — for adults and for kids.

One in five kids in the U.S. experience a mental health issue, such as anxiety, ADHD and depression, and mental health problems can run in families. Take some time to attend to your mental health — your kids' too.

MENTAL HEALTH TIPS FOR YOU:

- 1. Treat yourself kindly.**
Take time to do things you enjoy.
- 2. Take care of your body.**
Good nutrition and exercise can help mental health.
- 3. Stay connected.**
Make plans with others, and be open to new friendships doing things you enjoy.
- 4. Go after goals.**
Set small, simple goals, and enjoy the feeling of achieving them.
- 5. Try something new.**
Even something simple like a new walking route is good for the brain.
- 6. Volunteer.**
Research shows people who volunteer feel a boost in their mental health.



MENTAL HEALTH TIPS TO HELP YOUR KIDS:

- 1. Pay attention.**
Notice what they say and how they act. Provide a safe space, and teach them how to talk about how they're feeling.
- 2. Show the way.**
Find age-appropriate ways to let your kids see how you deal with mistakes, setbacks or disappointment. It will help them do the same and make it easier for them to admit mistakes and bounce back.
- 3. Build independence.**
As long as it's safe, let children figure things out and build a sense of independence. Resist the urge to swoop in when things go wrong.
- 4. Boredom is OK.**
You don't have to schedule every free moment with playdates or activities. Boredom can lead to creativity.
- 5. Provide structure.**
Set regular mealtimes and bedtimes, limits on electronics, and rules for play and how to treat others. Always show kids you care about them. Create boundaries, and be flexible when you need to.

Only about 21% of children with a mental health problem get treatment. Some warning signs your child might need help include:

- Being unusually anxious about simple things like meeting new people.
- Having a mood change that lasts more than two weeks.
- Having trouble concentrating or sitting still.
- If you notice any of these signs, start with a call to your child's doctor.



Teladoc Health®

Get Care From Anywhere

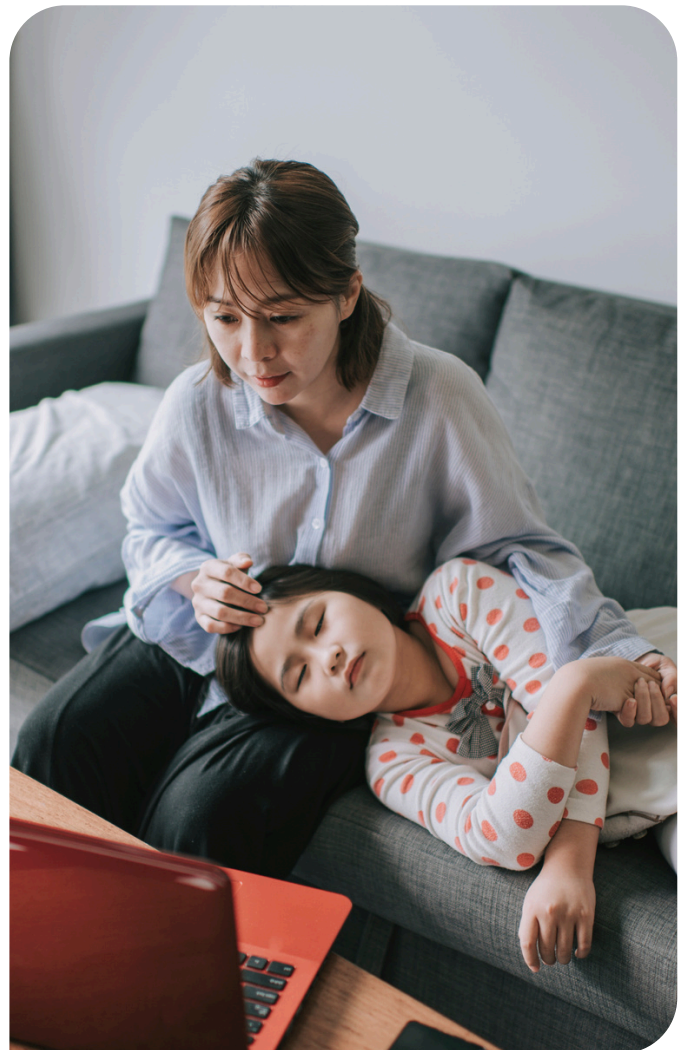
Get virtual care by phone, video, or in app for general medical and mental health concerns.

Delaware First Health wants to make visiting the doctor easier. We want to support each of our members' whole person health and wellbeing. That's why we offer members a digital telehealth service called Teladoc Health. With Teladoc Health we bring your doctor to you.

Using the app or website you can reach a general medical healthcare provider **24/7 (24-hours a day, 7 days a week)** by phone or video for non-emergency health issues. You can ask for an appointment within minutes, or schedule a callback time through the phone, web, or mobile app. You can also get mental health care and dermatology care.

Your Teladoc Health Mental Health benefit gives you access to a library of personalized content to manage anything from stress and anxiety to substance use and grief. Explore at your own pace—anytime, anywhere.

- Get helpful tools that work – Manage mental health conditions, grief, LGBTQ+ challenges and more.
- Feel more relaxed – Discover helpful calming techniques and build resilience to lower your stress.
- Improve your relationships – Build healthier connections and keep loved ones close.
- Enjoy better sleep – Learn how to quiet your mind and get your sleep back on track.



In addition, you will get information about illnesses, signs of depression, anxiety, stress, chronic pain, and sleep challenges. You will also be able to learn about any medical diagnoses and self-care solutions through programs offered on the app.

The app is available to all Delaware First Health members at no additional cost. Visit DelawareFirstHealth.com/telehealth to learn more.

Allergy season is back.

When you have allergies, spring can be a mixed bag. Mild weather is nice, but pollen and allergens that make you sneeze and your eyes water...not so much. Try these tips to get a little relief and make it through allergy season more comfortably!

1 ASK YOUR DOCTOR ABOUT A TEST.

Allergy testing has come a long way in the past decade. Find out what specific triggers your body responds to.

2 STAY IN TO WIN.

Allergens thrive in windy, dry weather. Use this as an excuse to stay inside more this season. Get cozy with a book or TV show!

3 WHAT'S THE INDEX?

Most TV stations broadcast allergy forecasts during weather segments. There are also websites and apps that can alert you to conditions in your area.

4 BREATHE EASIER INSIDE.

Crank up the AC instead of using window ventilation.

5 FILTER OUT THE BAD.

Change air filters regularly for the best quality air flow. Keep your carpets and floors clean and dust-free.



6 CLEANLINESS IS POWER.

Take a bath or shower before going to bed to keep your sheets allergen-free.

7 DIET MAKES A DIFFERENCE.

Keep an eye on your food intake. Certain foods like sugars, wheat and dairy can make your allergies worse. Take note of symptoms like nausea, headache, dizziness or an itchy throat after eating. Drink plenty of water to flush and hydrate your system.

Now you have got the tools that will help you beat your allergies this season!

Color yourself healthy

Need a break from your busy day?

Take a few minutes to channel your inner artist. Color this image. We can't wait to see what you do. Share with us on Facebook at [#DFHColoringBreak](#).

