



delaware
first health.

WHOLE you

2024 | Q3 BULLETIN



Calendar of Events

Keep up-to-date with all Delaware First Health Events.

You can find a list of all our events and [register either on our website](#) or by calling Member Services (number listed below).

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:

1-877-236-1341

[Visit the Events Page](#)

Welcome!

As we step into summer, I'm excited to bring you a new edition of Whole You — a newsletter from Delaware First Health.



Hi, I am Renee Fortune, the Community Liaison for Delaware First Health. As Community Liaison, it is my job to connect you with people and community resources so you can get the support you need. When you have access to the support and resources you need, you can take better care of yourself and your loved ones. This newsletter is one of the ways we help you stay healthy.

In this issue of the “Whole You Newsletter”, be sure to grab your sunglasses because we’ll talk about how you can take care of your eyes. We will also share information on how to get the most out of your yearly doctor’s visit, along with tips for nursing moms. It is also back-to-school time! We will share ways to help you and your child get ready for the new school year. Something you can do all year around is make sure you’re taking your medication as prescribed. We have tips on how to manage medications and stay healthy.

Check out our upcoming events to see what important events are happening in your area. I hope to see you at one of our upcoming events soon!

Did you miss our last newsletter? You can find it here: [WHOLE YOU Newsletter](#)

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

<https://www.delawarefirsthealth.com/members/medicaid/events.html>



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.

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**

If you are experiencing a medical emergency, please call 911.

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

<https://delawarefirsthealth.findhelp.com/>

A Sight For Not-So-Sore Eyes

It's time to keep your eyes peeled for vision health tips.

Check out some of the ways you can protect your eyesight.

1 GET AN EYE EXAM

Visit your local eye doctor and test your eyesight. You may think your vision is better than it actually is. It's quick and painless. The earlier you discover an eye disease, the easier it is to treat.

2 CHECK YOUR FAMILY'S HEALTH HISTORY

Talk with your family to see if there's a history of eye diseases or conditions. Diabetes and high blood pressure can also increase risks for eye diseases. Tell your doctor about any concerns.

3 DON'T IGNORE DIET AND EXERCISE

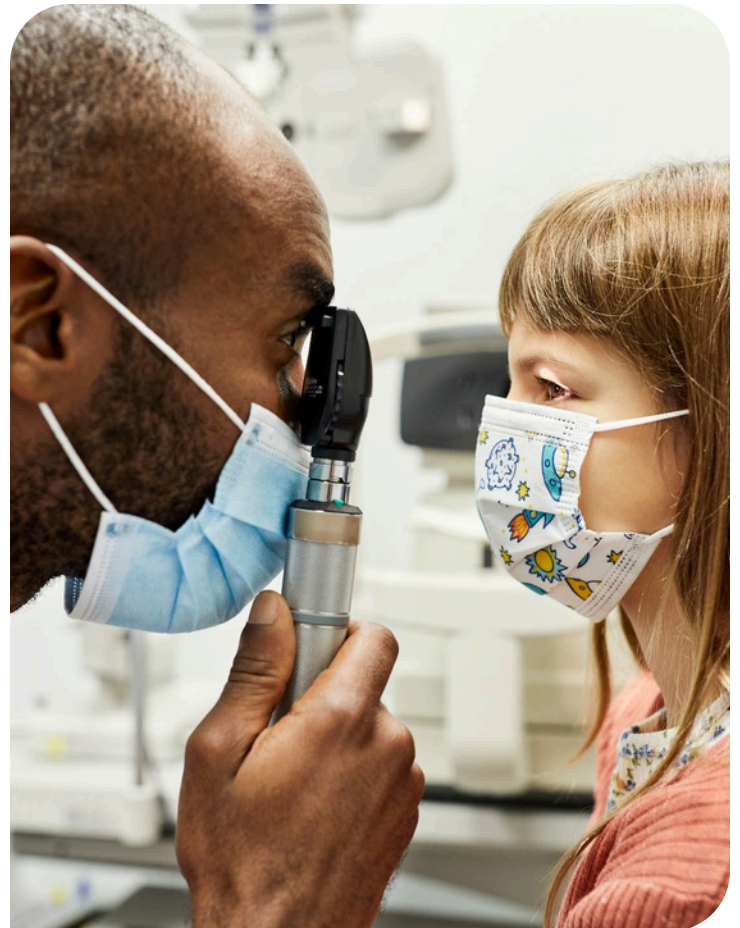
Overall health plays a big role in vision health. People who are overweight and have unhealthy eating habits are at higher risk for vision problems. Eat dark leafy greens and fish to keep your eyes healthy.

4 PROTECTION PAYS OFF

Protecting your eyes from the sun with sunglasses is so important — even on cloudy days. Safety goggles protect your eyes during certain activities like sports or woodworking.

5 LET YOUR EYES REST

Your eyes get tired too, especially when you look at computer screens all day. Go on walks, look out the window or close your eyes when you need a break from computers.



6 CLEAN CONTACTS

If you wear contact lenses, make sure your hands are clean when you touch them. Also remember to take them out before you go to sleep.

7 SOME HABITS ARE HARD TO KICK

Smoking isn't just bad for your lungs. It also increases your risk of diseases and can harm the optic nerve. This includes vaping.

Keep these tips in mind to protect your vision long term!



Your Annual Wellness Visit is Important

Did you know that you can earn a \$15 reward for completing an annual adult wellness visit and \$20 for annual child wellness visit?

This visit is important for a few reasons:

First, it helps you stay healthy. During the visit, your doctor checks your height, weight, and blood pressure. They also ask you questions about how you are feeling. This helps them find any problems early, like if you are starting to have trouble with your eyes or if you need to cut down on sugar. Catching problems early means they can be treated before they become serious.

Second, the visit is a good time to get any vaccines you might need. Vaccines protect you from getting sick with diseases like the flu. Staying up to date with your vaccines helps keep you and the people around you healthy. You can even earn another \$15 reward for getting flu vaccine.

Lastly, it helps build a good relationship with your doctor. When you see your doctor regularly, you get to know each other better. This makes it easier to talk to them if you have any health concerns in the future.

An annual wellness visit is an important part of staying healthy, even if you are not sick. It helps catch problems early, makes sure you get necessary vaccines, and helps you build a good relationship with your doctor. Make sure to have your annual wellness visit every year!



Don't have a Primary Care Doctor? Contact Member Services at 1-877-236-1341 (TTY: 711) for help.



Breastfeeding Helps You and Your Baby



Breastfeeding has health benefits for you and your baby. Babies who are breastfed have lower chances of having health issues like asthma, obesity, type 1 diabetes, and sudden infant death syndrome (SIDS). Breastfed babies also have fewer upset stomachs, allergies, and ear infections. Breastfeeding your baby is great for you too. It can lower the risk of diabetes, high blood pressure, and some cancers like breast and ovarian cancer. It also helps you bond with your baby and helps you recover after giving birth.

Breast milk gives your baby the best fuel, antibodies, and other important nutrients that support your baby's growth and immune system. Remember it's important to eat well. The foods you eat play a vital role in breastfeeding your baby and producing the best milk. Foods rich in nutrition, vitamins, and minerals will help you produce enough healthy milk for your baby. It's important to eat enough food and drink enough healthy liquids to make sure you are healthy for you and your baby.

As a Delaware First Health member, you get the new Postpartum Nutrition Benefit which will provide you with lots of healthy foods for twelve weeks after having your baby. It will provide you with meals and produce that are ready to eat, as well as diapers and wipes for your baby after the first few months of giving birth. If you are breastfeeding, this benefit will help you get the right nutrition after childbirth.

To learn more about this benefit, call Member Services at 1-877-236-1341 or speak with your Maternal Care Coordinator.



Help Your Child Manage Back-to-School Stress

As summer ends and school begins, lots of children go through times when they are happy or afraid. Going back to school can be stressful for both children and parents. With the right tools, you can help your child deal with their stress and find ways to handle your own stress to help start the school year in a happy place.

Know the Signs of Stress

Children may not say what they are feeling. Look for signs like changes in their sleep pattern, mood swings, being needy, and headaches or stomachaches. If you see these signs, talk to your child.

Open Lines of Communication

Encourage your child to talk about how they feel. Ask them open questions like, “What makes you happy about this school year?” or “Are you worried about anything?” Listening to what bothers them helps them feel heard and safe.

Set a Routine

A regular routine helps them feel security and balanced. Change their bedtimes and wake up times a few weeks before school begins. This will help them feel better when school starts. Make sure their schedule allows time for homework, after school activities, and rest.

Encourage Healthy Habits

A healthy body goes with a healthy mind. Make sure your child gets enough sleep, eats healthy food, and exercises. Make sure they take breaks and get rest; this is very important when they are stressed.

Foster Social Connections

Having good friends is great for mental health. Help your child make friends by talking with classmates in school, joining a club, or being part of group activities. Creating a strong social group can make them feel supported and less lonely.

Set Realistic Expectations

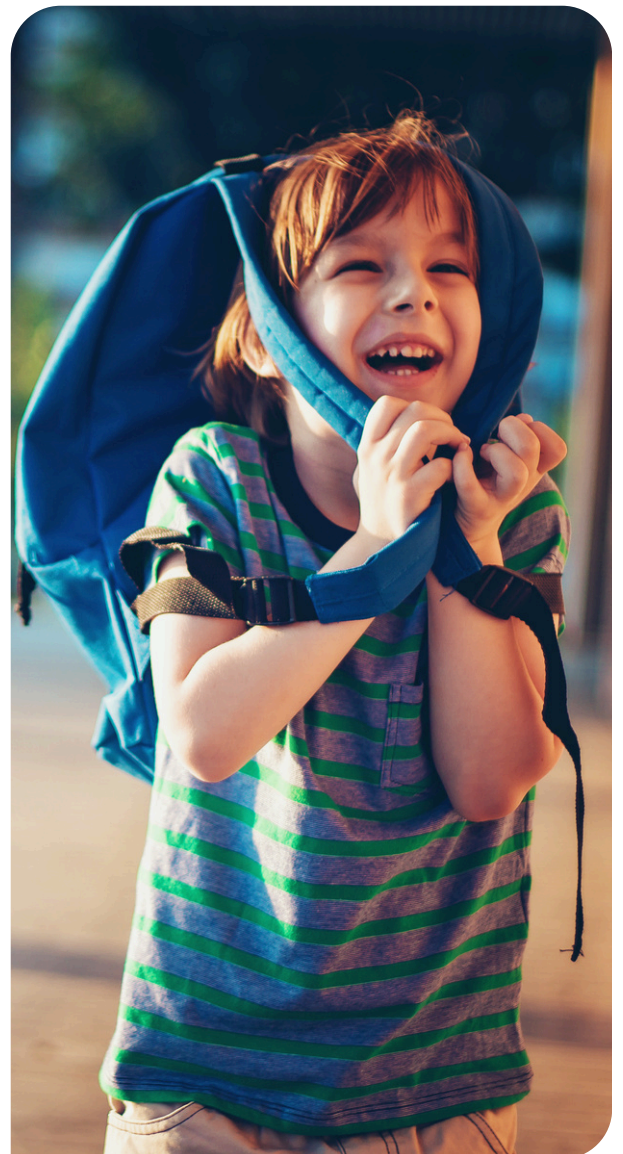
Help your child set goals that they can reach. Celebrate their attempts and wins, no matter how small. This builds trust, and strength, and makes them better at dealing with challenges.

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Be a Role Model

Children learn by watching their parents. Show healthy ways to deal with stress, such as walking, meditating, or saying how you feel. Show your child they can deal with stress, and they are not alone.



Managing Your Own Stress



As a parent, it is important to deal with your stress, and to give your child a relaxed home. Here are a few tips to help you when your child goes back-to-school:

Stay Organized

Keep track of all important dates, school supplies, and know what is going on in school by writing it down. Being organized can help you feel less stressed.

Practice Self-Care

Make time for the things that help you relax, like reading, exercising, or spending time with friends.

Set Boundaries

It is ok to say no to things that can add stress. Focus on what is important for you and your family.

Communicate Openly

Share what is important to you and how you feel with your partner, friends, or circle. Sometimes just saying how you feel can help you feel better.

Seek Help When Needed

If you find your stress levels are hard to deal with, get help from a counselor. A counselor or therapist can help give you tips and support.

As a parent you deserve to live stress free just as your children do. Please take time to relax. Have some fun with your family and friends, and by yourself. Quiet time is always a good thing.



Support Services Can Make Daily Living Easier

Long-Term Services and Supports is a group of services for members with disabilities or members who have long-lasting health issues and may need help with daily activities. You get these services at home, in the community, at any assisted living home, or in a nursing home.

Delaware First Health has many services for LTSS members who need help. These are benefits and services for you if you need Home and Community-Based Services (HCBS) or institutional care like nursing homes or assisted living facilities.

Health and Community Based Services (HCBS) Include:

- Help with daily needs, like taking a bath, dressing, and eating.
- House cleaning, washing clothes, and cooking food.
- Help for caregivers who need a break and daycare for adults.
- Services to help members learn self-care for daily living, adapt, and mix with others outside of your home or a nursing home.
- Services if you are a member who has issues socially, with your behavior, and/or a brain injury.
- Access to a device that allows you to call the police or fire department in an emergency.
- Food benefit to help you gain or maintain a healthy weight if you are a member living with a HIV/AIDS and you are losing weight fast.
- Minor changes to your home that can help you get around better and make your living space safer.
- Two healthy meals every day if you need food.
- You can receive help with moving costs, up to \$2,500 each time you move from a facility. You can spend the funds on phone connection fees, food, furniture, bedding, and more.



The Importance of Taking Your Medicine

It's a good habit to take medicine as prescribed.



Are you someone who sometimes forgets to take your medicine? Do not worry, you are not alone! Did you know that taking your medicine the right way, at the right time, is important for staying healthy? Let's learn more about it.

Taking Your Medication as the Doctor Ordered

Taking your medicine like the doctor ordered is important. It means taking the right amount of medicine on time, every time. When you follow the doctor's orders, it helps your body stay strong and fight off sickness.

Why is it Important?

Taking your medicine the right way helps your body stay healthy and strong. It can help you feel better faster if you're sick, and it can prevent you from getting sicker. When you don't take your medicine like the doctor ordered it can cause you to get sicker.

What Happens if You Don't Take Your Medicine?

If you forget to take your medicine or decide simply not to take it, it can cause problems. You might not get better as fast, and you could even get sicker. Plus, if you stop taking your medicine too soon, the sickness might come back, and you don't want that!

Tips for Remembering to Take Your Medicine

Forgetting to take your medicine happens to everyone sometimes, but there are tricks to help you remember. You can use a pillbox to prepare your medicine for each day of the week, set an alarm on your phone, or ask a family member to remind you. Find what works best for you!

Talking to Your Doctor or Pharmacist

If you're having trouble remembering to take your medicine or if it's making you feel funny, don't be afraid to talk to your doctor or pharmacist. They're there to help you! They might have ideas to make it easier for you to take your medicine or can give you a different kind that might work better.

Remember, taking your medicine is an important part of staying healthy! So next time you think about skipping or you're tempted to skip a dose, think about how much better you'll feel when you stick to the plan. Keep up the good work!

Value-Added Benefits

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 visits to the dentist for members ages 21 and older with intellectual and developmental disabilities (I/DD). This helps members know what happens during dentist visits and feel more comfortable.
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. Visit our website for more details.
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 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	COMING SOON! Members at risk for diabetes get a program focused on healthy eating and physical activity. Visit our website for more updates.

As a Delaware First Health member, you can 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 2024 on the left.

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)