



delaware
first health

WHOLE you

2023 | Q3 BULLETIN



In this Issue:

Are you at risk for diabetes?

Page 1

Preventing diabetes

Page 2

When Was Your Last Mammogram?

Page 3

Stress Awareness

Page 4

Gaming and stress relief

Page 5

Color yourself healthy

Page 6

Over-the-Counter Pharmacy Benefit

Page 7

Flu Away

Page 8

Welcome!

By now you may be getting ready for the school year and fall activities. Welcome to another edition of Whole You, a newsletter from Delaware First Health.

In this issue, we're bringing you plenty of useful articles. You'll learn about diabetes and being ready for flu season. You'll also get some ideas for coping with stress. Plus, read about gaming and stress and treating bug bites.

Don't forget about your Medicaid redetermination. It's the eligibility process you must go through to keep your Medicaid coverage. You will get a notice from the state about the steps you need to take to renew your coverage. (You may not need to do anything at all.) You can also visit <https://assist.dhss.delaware.gov/> to see if you still qualify.

And be sure to look at the events calendar on our website so you can keep up on all things happening in your community. Did you miss our last issue? Take a look here to find the Q2 newsletter **WHOLE YOU Newsletters.**

We hope you enjoy our latest edition and that it helps you take care of the whole you.



When Was Your Last Mammogram?



Breast cancer in its earliest stage may not always be felt or cause symptoms. When found early, it is easiest to treat and significantly increases survival rates.

A mammogram is an x-ray of the breast and the best way to find and treat breast cancer before it spreads. That's why it's so important to have regular mammograms. It's the best way to find and treat breast cancer before it spreads.

Guidelines and screening schedules may vary, so talk to your doctor about the right schedule for you!

For help scheduling an appointment you can call our Member Services Team at 1-877-236-1341.

Women's Health Checklist

- 1 Annual Well Visit to PCP - all women**
- 2 Annual Visit to Obstetrics and Gynecology - all women**
- 3 Mammogram at least every 2 years - ages 50-74**
- 4 Colorectal Cancer Screening - ages 45-75**

Spotting Signs of Stress

We all get stressed sometimes for different reasons, but it's important to understand what causes it. Did you know that your body can give you signals when you're stressed? You might feel things like an upset stomach, headache, sweating, or feeling mixed up. It's important to pay attention to these signs so you can manage stress better and prevent it from affecting your overall health. Trying methods like taking deep breaths and meditating can help calm your mind before your body reacts physically. It's all about changing your mindset and taking care of yourself.

Know when You Need More Help

If you are having a tough time or your stress and anxiety symptoms will not go away, it might be a good idea to talk to a professional. Therapy and medication are the two main treatments for anxiety, and many people find that using both is helpful. Delaware First Health offers mental health services including crisis response and subacute mental health services.

Our telehealth services also have behavior and mental health options to help manage stress, anxiety, chronic pain & more.

For more information, help setting up an appointment, or finding providers please call our Member Services Team at 1-877-236-1341 or visit [DelawareFirstHealth.com/Telehealth](https://www.delawarefirsthealth.com/telehealth).

If you are in immediate distress or are thinking about hurting yourself, call or text the 988 Suicide & Crisis Lifeline at 988 or chat at 988lifeline.org.



Can you play stress away?

Have you ever sat down to play a video game to unwind? You're not alone. Especially since the pandemic. A 2021 study showed a 71% bump in playing time, and 58% of people said playing video games made them feel better. Some game makers are even creating games just to help people feel calm. For example, think of those games that feature cute animals or cartoons or pretty jewels. Experts say games that help us get into a "flow" state can help us relieve stress. Depending on how you like to play, even some of the harder games can help stress levels.

To relieve stress, look for games that let you do these three things:

1 Make in-game choices for yourself

2 Make you feel good by meeting goals

3 Help you play with others

Game over? Are video games good for our stress levels and health?

While video games seem to do more good than bad for us, experts warn that too much of anything isn't good. Games with fighting, shooting or very hard tasks won't help your stress levels. And some people use video games so they don't have to deal with other problems or bad feelings. That is not a good long-term solution.

For children, the rules are different. They need clear limits. The American Academy of Pediatrics says no more than 30



to 60 minutes per day of video games on school days and two hours or less when they're not in school. And make sure you see which games they're playing so they're not seeing inappropriate or violent content.

If you need more stress relief, check out our coloring page below — and if you need more help, you can get mental health services. Call Member Services at 1-877-236-1341 or visit our website at DelawareFirstHealth.com to find a provider who can help you.

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!



Over-the-Counter Pharmacy Benefit

Want to know more about this benefit and how to use it?

What is the Over-the-Counter (OTC) benefit?

The benefit lets you get OTC items by ordering by phone at 1-888-628-2770 (TTY: 711) Monday to Friday, from 9 AM to 8 PM local time or online at <https://www.cvs.com/benefits>. You order from a list of approved items, and it will be sent to your address.

How much is my OTC benefit?

You have \$30 per quarter.

How often can I use my OTC benefit?

Your OTC benefit can be utilized multiple times throughout the quarter. Quarterly benefit periods are distributed as follows:

- Quarter 1 (January, February and March)
- Quarter 2 (April, May and June)
- Quarter 3 (July, August and September)
- Quarter 4 (October, November and December)

Can I carry over unused benefit amount to the next benefit period?

Benefit amounts do not carry over.

Can I order more than my benefit amount?

You can't order more than your benefit amount online or by phone. Is there a limit on the number of items I can order? There is no limit on the number of items you may order. You can order up to nine of the same item, per quarter. There are some items that have special limits.

How long will it take to receive my order?

Most orders will arrive in less than 7 business days. It may take longer during peak volume periods as well as for orders that have hazardous items. If you have not received your order within 14 days, please call OTC Health Solutions at 1-888-628-2770 (TTY: 711).

Can I cancel my order once it has been placed?

Orders can only be cancelled within 30 minutes after being placed. To cancel an order, you can use our automated IVR system or talk to an agent.

How do I know if my order was placed?

Once the order has been placed, you will receive a confirmation number. Always make sure to receive and keep your confirmation number.

For more information:

Call Member Services at 1-877-236-1341 or visit our website. Access the "Pharmacy Over the Counter Brochure" at DelawareFirstHealth.com to learn more



It's that time of year.

Fall means seasonal flu is on its way, and with it can come millions of sick people and tens of thousands of deaths. Some of the people most at risk for the flu are those 65 and older, pregnant women and people with medical problems like asthma, diabetes, heart or lung disease, HIV, hepatitis, and cancer. Here are some steps you can take to protect yourself and your loved ones:

- Get your flu shot. Everyone 6 months of age and older should get a flu vaccine.
- If you cough or sneeze, always cover your mouth. Try to cough into your sleeve or use a tissue.
- Wash your hands often with soap and water or use hand sanitizer with alcohol in it.
- Try not to touch your eyes, nose or mouth.
- If you or someone else is sick, keep your distance.
- If you're sick, stay home from work, school or errands.
- Keep things around you clean too — especially places you touch a lot (like doorknobs and counters).

At work and at school:

- At your work and your child's school or childcare, ask about their plan for when there's a flu outbreak, and ask if they offer flu vaccines on-site.
- Make sure they keep up with cleaning things that get touched a lot (like doorknobs, keyboards and phones).
- Make sure they have a good supply of tissues, soap, paper towels, hand sanitizers and wipes.
- Ask how sick students and staff are kept away from others and about the absence policy for sick students, staff and workers.
- If you start to feel sick at work, go home as soon as you can.

