



delaware
first health.

WHOLE you

2024 | Q4 BULLETIN



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.

Member Services:
1-877-236-1341

[Visit the Events Page](#)

Welcome!

As we embrace the chill of the winter ahead, I'm excited to bring you a new edition of Whole You — a newsletter from Delaware First Health.

Greetings!

Renee Fortune here! As your Community Liaison for Delaware First Health, my job is to help you and all our members live healthier lives.

Sometimes it can be hard to focus on your health. It can be even harder when you're facing big problems like not having enough food, not being able to get to work or school, or not having a safe place to live. It's hard to think about anything when you're hungry and it's hard to get to a doctor's appointment without a ride. All of these challenges can make it even more difficult to stay healthy.

Delaware First Health is here to help! We work with community partners to provide resources that are easy for you to find and use. You can find most of these resources at delawarefirsthealth.findhelp.com. Find Help has over 23,000 resources, like food, rides, education, and housing, all over Delaware. It can help you find the support you need, quickly and easily.

We are here to make sure everyone in Delaware can live a healthier life! If you ever need help using this website or dealing with these barriers, contact **Member Services at 1-877-236-1341 (TTY: 711)**. We can get you in touch with someone who can help.



I hope you enjoy this year's final newsletter and that it helps you care for 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.

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).

DelawareFirstHealth.findhelp.com

Checking On Your Breast Health

Keeping your breasts healthy is important for your overall health.

When you take advantage of breast cancer screenings, you will receive a **\$15 reward**. Breast cancer may seem like it comes out of nowhere, but there are ways to catch it early. Breast cancer screenings help doctors find signs of disease before you feel sick. This makes cancer that much easier to treat.



Speaking with your doctor about your breast health is important. They can be a great resource for you as you get screening results. Get some peace of mind, and check your breasts today.

Here's how you can take care of your breasts:

1 KNOW WHAT'S NORMAL.

Pay attention to how your breasts usually look and feel. Tell your doctor if you notice any changes.

2 GET SCREENED.

Depending on your age and family history, it might be helpful to get a breast exam or mammogram, which is an X-ray that is used to check for breast cancer. If you are 50 to 74 years old, you should get one each year.

3 WATCH FOR SIGNS.

Look for lumps, swelling or changes in breast size or shape. Check for dimples or redness on your skin. Tell your doctor about anything unusual.

4 DO SELF-EXAMS.

Once a month, feel your breasts for any lumps or changes. You can do this in bed or in the shower. Examine anything that looks different in the mirror.

5 MAINTAIN A HEALTHY LIFESTYLE.





You can lower your chances of getting breast cancer by staying active. This includes eating a healthy diet, getting regular exercise, maintaining a healthy weight, and reducing alcohol intake. Ask your doctor any questions you have about your risk.

Protect Your Family with Vaccines

COVID-19, Flu, RSV, or a Cold?

Check your Child's Symptoms

How To Tell Them Apart

Illness	Sudden Loss of Taste or Smell	Headache	Loss of Appetite	Sore Throat	Sneezing
COVID-19 	✓	✓	✓	✓	
Flu 		✓	✓	✓	✓
Common Cold 				✓	✓
Respiratory Syncytial Virus (RSV) 					✓

Call your Pediatrician if your child has any of the following symptoms:

- Fast breathing, flaring nostrils, wheezing, and grunting
- Shortness of breath/difficulty breathing
- Chest caving in with each breath
- Very ill or drowsy
- Poor feeding
- Dehydration
- Vomiting for more than 24 hours
- Bloody diarrhea
- Fever:
 - Above 104°F in any child
 - Above 100.4°F if child is under 2 months old
 - Above 103°F for more than 24 hours

Is it COVID-19, the flu, or RSV?

There are many illnesses that can make you and your child(ren) sick, but vaccines are a great way to keep you both safe. Vaccines help your body build protection against different diseases, including COVID-19, the flu, and RSV. These illnesses often share similar symptoms, but they can be serious or even life-threatening, especially for young children, older adults, and those with weakened immune systems.

You can protect your family with a vaccine for COVID-19, the flu, and RSV. It's important to know the differences between these illnesses so you can get the right care when needed.

Did you know you can earn a \$15 reward for getting your flu vaccine! To find a vaccine provider near you, call **Member Services at 1-877-236-1341(TTY:711)**, visit **[findaprovider.DelawareFirstHealth.com](https://www.delawarefirsthealth.com)**, or scan the QR code below.



Take A Shot At Flu Immunity

It's flu season again.

For some, it shows up with mild symptoms. For others, the flu can lead to serious illness or even death. The best way to protect yourself and loved ones from influenza is to get a vaccine every year. Hundreds of millions of Americans have safely received it for decades. Here are some key reasons to get a flu shot:

1. IT CAN SAVE YOUR LIFE.

The flu shot helps stop sickness, trips to the doctor, and even going to the hospital.

2. IT IS A PREVENTATIVE TOOL FOR CHRONIC HEART CONDITIONS.

Flu vaccinations can help protect people with heart problems from having serious issues.

3. IT REDUCES THE SEVERITY OF ILLNESS.

While people can still get sick, after receiving a vaccine, the shot reduces flu symptoms.

4. THERE IS A NEEDLE FREE OPTION.

Many people dislike needles. Chat with your provider to see if you can take the nasal spray flu vaccine.

5. IT HELPS PROTECT PREGNANT WOMEN AND THEIR BABIES.

Getting vaccinated can protect a newborn baby for a few months before they are able to get the vaccine themselves.

6. YOU WON'T GET THE FLU FROM THE SHOT.

Many people are afraid they will get the flu from the shot, but it uses a dead form of the virus.

7. IT CHANGES EACH YEAR.

There are many strains of influenza. The CDC determines which ones are most likely to occur that year. A flu shot prepares our immune system to fight off certain strains more quickly.

8. PROTECTION DOESN'T LAST FOREVER.

Protection from a flu vaccine gets weaker over time. This is why yearly vaccination is important.

9. SIDE EFFECTS ARE USUALLY MILD.

Soreness or swelling may occur where the shot was given. Some people get mild side effects like a headache, stuffy nose or sore throat. These symptoms usually go away on their own.

10. IT'S AVAILABLE ALMOST ANYWHERE.

Flu vaccines are available at many doctor's offices and



clinics. You can also get a flu vaccine at most pharmacies while picking up prescriptions or other health items. Many workplaces, urgent care clinics, schools, and colleges offer flu vaccines as well, making it easy to stay protected!



Waiting Rooms Are Where Germs Spread Like Wildfire

Sniffles, coughs, and fevers are all around us this time of year.

An annual flu shot helps keep you and your family healthy. It's available at no cost and is the best way to fight the flu this season. If you do find yourself sick, you can get the care you need in no time. You have options, and you don't even need to leave your house. No more sitting in a waiting room to see your primary care provider. Talk to a nurse or a doctor right away.

NURSE ADVICE LINE

As a Delaware First Health member, you have access to a nurse every day of the year. The nurse advice line is a covered benefit at no cost to you. When you call, you will speak with an experienced nurse within minutes. The nurse will listen to your concerns and symptoms and help you decide what to do next. You might be able to wait to see your provider, or you might need to go somewhere to be looked at in person right away. Look for the nurse advice line phone number on your ID card.

TELEHEALTH

Another Delaware First Health benefit is telehealth. You can see a doctor from the comfort of your home using your computer, smartphone, or tablet. Just like an in-person visit, the provider will ask you questions about your medical history and discuss your symptoms. They will give you clear next steps. If you need medication, they can send the prescription to your pharmacy. The best part is how quickly you can speak with someone without an appointment! You get all the benefits of a provider without sitting in a waiting room. When you need care now, this option is quick, easy and available 24/7.

Learn more about your telehealth provider options and how to create an account by calling **Member Services at 1-877-236-1341 (TTY:711)** or visiting **DelawareFirstHealth.com**.



Strategies for coping and well-being.

1. SEEKING PROFESSIONAL HELP

MENTAL HEALTH SPECIALIST: A psychologist, psychiatrist, or counselor can help you understand your feelings and suggest ways to feel better.

THERAPY AND COUNSELING: Talking to someone can help you sort out your thoughts and develop ways to deal with stress and mental health problems.

2. DEVELOP HEALTHY COPING STRATEGIES

RELAXATION: Activities like meditation, deep breathing, and yoga can help calm your mind and reduce stress.

EXERCISE: Regular physical activity can boost your mood and help lower anxiety and depression.

SLEEP: Aim for 7-9 hours of sleep each night to help your body and mind feel rested and healthy.

DIET: A balanced diet can help you feel better and give you more energy.

3. BUILD A SUPPORT NETWORK

TALKING: Sharing how you feel with friends and family can help you feel supported.

SUPPORT GROUPS: Being around people who understand what you're going through can help you feel less alone.



4. SET REALISTIC GOALS

BREAKING THINGS UP: Setting smaller, manageable goals can help you avoid feeling overwhelmed.

PRIORITIZE AND ORGANIZE: Focus on the most important tasks and ask for help when needed.

5. AVOID THINGS THAT MAKE YOU STRESSED

TRIGGERS: Pay attention to people or situations that make you feel stressed and try to manage or avoid them.

BOUNDARIES: Don't be afraid to say no to extra responsibilities if you're feeling too stressed.

6. TAKE PART IN FUN ACTIVITIES

HOBBIES: Make time for things that make you happy and relaxed.

CREATIVITY: Drawing, painting, playing music, or writing can help you express your feelings and feel better.

7. STAY INFORMED

LEARN: Understanding your mental health can help you feel more in control and find the best ways to manage it.

KEEP LEARNING: Stay up-to-date on new ways to cope with stress and mental health issues.



Feeling Lonely this Holiday? Let's Change that!

Holidays can be lonely. Delaware First Health can help.

Sometimes life can be tough, this is why Delaware First Health now offers the **Pyx Health Platform** for free to our members as a special benefit. Pyx Health connects 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. We're giving you the tools to tackle loneliness and feel better, one step at a time.

If you or another Delaware First Health member you know may be feeling lonely, Pyx can help.



3 ways to connect with the Pyx Health platform.



Smartphone App



[iPhone](#)



[Android](#)



Web Page



[Web](#)



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





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 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. 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 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.

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 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)**



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.

