



Health Care Consumerism – Online Course General Frequently Asked Questions (FAQs)

Table of Contents

- [Course Purpose and Target Audience](#) **Pages 1-3**
- [Course Description](#) **Pages 3-4**
- [Accessing and Completing the Course](#)..... **Pages 4-6**
- [Contact Information](#) **Page 6**

Course Purpose and Target Audience

(1) Why was the course created and why am I being *strongly encouraged* to complete it?

One of the biggest challenges the State faces as an employer is the increasing cost of health care for our employees. Expenditures in the State Group Health Insurance Program (GHIP) have risen almost 50 percent since the start of the decade. This trend is not sustainable. Skyrocketing costs mean potentially millions of dollars that the State would be unable to invest in areas important to all Delawareans such as improving our schools, protecting our environment, making our neighborhoods safer and maintaining our quality of life across our state.

In an effort to identify health care cost savings and efficiencies, Delaware’s General Assembly enacted legislation in 2015 that formed the State Employee’s Health Plan Task Force. On December 15, 2015, the Task Force issued their final report with several key recommendations, including: (1) Help covered members understand the costs of health care to themselves as well as to the GHIP; (2) Promote smart consumerism and implement tools to drive members to the most cost-effective care; and (3) Increase employee’s understanding and use of wellness, disease management and preventive services and tools.

The State is taking action to implement these recommendations. The Office of Management and Budget (OMB), Statewide Benefits Office (SBO) has launched an online course called *“Being A Wise Health Care Consumer: What’s In It For Me?”* The purpose of this course is to help employees learn ways to save money and improve/maintain the health and well-being of themselves and their family, by

understanding the cost drivers and building on what it means to be a wise health care consumer by walking them through the Consumerism Resource Link (de.gov/healthconsumer).

All benefit-eligible state, school district, charter school, higher education and participating group employees are ***strongly encouraged*** to complete the “*Being A Wise Health Care Consumer*” online course **by December 26, 2016**.

It will take all of us doing our part as wise health care consumers to control costs. The health care choices we make ultimately affects our costs now and in the future. Of course, saving money is important, but we also must consider other benefits of putting our health and wellness first - Happiness, longevity, family time, feeling better, having more energy and maintaining your independence as you get older - just to name a few. These affect you positively both at home and at work.

(2) What’s in it for me for completing the course?

Comprehensive health coverage is important to ensure your health and well-being. Providing the highest level of coverage means addressing the rising costs of employee health benefits, which is why in recent years the State has introduced innovative management and cost savings programs as a strategy to continue the commitment of providing comprehensive and affordable health coverage.

Completing the course will help employees learn ways to save money and improve/maintain the health and well-being of themselves and their family.

(3) Who is *strongly encouraged* to complete the course?

All benefit-eligible state, school district, charter school, higher education and participating group employees are *strongly encouraged* to complete the “*Being A Wise Health Care Consumer*” online course by December 26, 2016.

Starting on September 28, 2016, the Statewide Benefits Office (SBO) is automatically assigning/enrolling benefit-eligible state, school district and charter school employees with active accounts (and email addresses) in Schoology and the Delaware Learning Center (DLC) to complete the course. These employees will receive targeted reminder emails until they complete the course. See Question #1 for details on why the course was created and why you are being strongly encouraged to complete it.

(4) I’m a school teacher. Does this course qualify for any clock hours toward my continuing license?

This course has been approved by the Delaware Department of Education (DOE) as an activity that may be used to satisfy the ninety (90) clock hour requirement for a continuing license. Completing this course qualifies as **one clock hour**. If you have questions about clock hours, please contact your employer.

(5) Why did I receive a targeted email assigning and enrolling me in the course?

All benefit-eligible state, school district, charter school, higher education and participating group employees are *strongly encouraged* to complete the “*Being A Wise Health Care Consumer*” online course by December 26, 2016.

Starting on September 28, 2016, the Statewide Benefits Office (SBO) is automatically assigning/enrolling benefit-eligible state, school district and charter school employees with active accounts (and email addresses) in Schoology and the Delaware Learning Center (DLC) to complete the course. These employees will receive targeted reminder emails until they complete the course. DLC participants will receive emails from LearningCenter@state.de.us.

Schoology participants will actually receive an enrollment email on September 26, ahead of the launch date. The enrollment email will come from noreply@truenorthlogic.com. Subsequent reminder emails will be sent from SBO_Communications to Schoology participants who have not completed the course.

See Question #1 for details on why the course was created and why you are being strongly encouraged to complete it. The health care choices we make ultimately affect our costs now and in the future. Together, we have the power to make good choices that can help control costs.

(6) I’m benefit-eligible, but I’m not enrolled in health benefits through the State of Delaware. Why did I receive an email assigning and enrolling me in the course?

All benefit-eligible state, school district, charter school, higher education and participating group employees are *strongly encouraged* to complete the “*Being A Wise Health Care Consumer*” online course by December 26, 2016. We are all consumers of health care and the course provides a wealth of information and resources that everyone can find useful.

(7) Do I have to complete the course?

All benefit-eligible state, school district, charter school, higher education and participating group employees are *strongly encouraged* to complete the “*Being A Wise Health Care Consumer*” online course by December 26, 2016. See Question #1 for why the course was created and why you are being strongly encouraged to complete it. See Question #2 for information on what’s in it for you to complete the course.

Course Description

(8) How long does it take to complete the course?

The course takes approximately one hour to complete.

(9) What does the course cover?

The course includes seven interactive modules:

1. Course Introduction
2. Save Today, Save Tomorrow
3. Know Your Plan, Know Your Costs
4. Prevention Saves
5. Be Well, Feel Well
6. Disease Management
7. Course Conclusion

The interactive modules in this course must be completed in order and the course will bookmark where you left off, if you need to leave for any reason. When you return to the course, you will be asked if you want to resume where you left off. Select “yes” and you will be able to navigate through any of the content you have already reviewed or just pick up where you left off. In order to advance through the course, you will be required to click on certain objects to hear and see all of the information on the screen. Once you have clicked on all of the objects and reviewed all of the information on the screen, the next button will become available. Once the next button becomes available, select it to move on to the next slide. For most of the modules, there will be a short quiz after each module to review the key points you learned. At the end of the course, you will be directed to complete a short evaluation survey which is required in order for you to get credit for completing the course.

(10) Do I have to complete the course modules in order?

The interactive modules in this course must be completed in order and the course will bookmark where you left off, if you need to leave for any reason.

[Accessing and Completing the Course](#)

(11) When will the course be available to access and complete?

The “*Being A Wise HealthCare Consumer*” course will be available to access and complete beginning September 28, 2016.

(12) What is the course completion due date?

All benefit-eligible state, school district, charter school, higher education and participating group employees are *strongly encouraged* to complete the “*Being A Wise Health Care Consumer*” online course by December 26, 2016.

(13) Is the course only offered online?

Yes, the course is only offered online.

(14) How do I access the course?

Beginning on September 28, 2016, employees can access the course by following these instructions:

1. Visit the Consumerism Resource Link at de.gov/healthconsumer.
2. Under the “Announcements” section, select “Complete the Online Course “Being A Wise Health Care Consumer...”
3. Choose the appropriate method under “Access the Course.”
 - A. Schoology; (See Questions #16 and 17)
 - B. Delaware Learning Center (DLC) (See Question #18; or
 - C. Separate Website Access Link (See Question #19)

(15) I don’t have computer access at work, how do I complete the course?

If you need assistance, please see your Human Resources/Benefits Office.

(16) Who MUST use Schoology to access and complete the course?

School district, charter school and Department of Education (DOE) employees **MUST use Schoology to access and complete the course**, with the exception of those without Professional Development Management System (PDMS) access (i.e., Cafeteria, custodial and bus driver employees). The course is delivered through Schoology which can be accessed through Information Management System (IMS) or Professional Development Management System (PDMS). Employees without access to PDMS should follow the instructions as noted in Question #14 and choose method C – Separate Website Access Link.

(17) I’m a school or DOE employee who has access to both the Delaware Learning Center (DLC) and Schoology, through which system MUST I complete the course?

School district, charter school and Department of Education (DOE) employees **MUST** complete the course in Schoology, with the exception of those without Professional Development Management System (PDMS) access (i.e., Cafeteria, custodial and bus driver employees). The course is delivered through Schoology which can be accessed through Information Management System (IMS) or Professional Development Management System (PDMS). Employees without access to PDMS should follow the instructions as noted in Question #14 and choose method C – Separate Website Access Link.

(18) Who MUST use the Delaware Learning Center (DLC) to access and complete the course?

State agency, DSHA, DSWA and Delaware Transit Corporation employees should complete the course in DLC. Department of Education (DOE) employees **MUST** access and complete the course in Schoology.

(19) Who MUST access and complete the course using the Separate Website Access Link (See Question #14-3C)?

The following groups MUST use this link, not DLC or Schoology, to access and complete the course: Elected Officials in the Legislative Branch; National Guard employees; Higher Education employees (i.e., Delaware Tech, University of Delaware and Delaware State University); Participating Group employees (i.e., Cities, Towns and Fire Companies); and School cafeteria, custodial and bus driver employees.

(20) Do I have to complete the evaluation survey at the end of the course?

At the end of the course, you will be directed to complete a short evaluation survey which is **required** in order for you to get credit for completing the course.

(21) I completed all of the course modules, but it is not showing as completed in the system and I am still getting targeted reminder emails to take it. What do I need to do?

After completing all of the course modules, at the end of the course you will be directed to complete a short evaluation survey which is **required** in order for you to get credit for completing the course. Please check to make sure you completed the **evaluation survey**.

Schoology participants – Please make sure you complete all modules, quizzes, evaluation survey and course completion assurance, as they are required to get credit for completing the course.

(22) I completed all of the course modules and the evaluation survey, but I am still getting targeted reminder emails. What should I do?

Contact the Statewide Benefits Office (SBO) at sbo.communications@state.de.us. Please put “Consumer Course” in the subject line of your email.

Contact Information

(23) Who do I contact with questions about Schoology, IMS and/or PDMS?

Please review the PDMS/Schoology [frequently asked questions](#). Still have questions about Schoology, IMS or PDMS after reading the frequently asked questions? Contact John McClenny, Training Manager for Delaware Center for Educational Technology, via email at john.mcclenny@doe.k12.de.us.

(24) Where can I go for questions about the Delaware Learning Center (DLC)?

Please review the DLC [frequently asked questions](#).

(25) I'm have difficulty logging into the Delaware Learning Center (DLC), who do I contact?

Please review the DLC [frequently asked questions](#). Still have questions after reading the FAQs? Email the Statewide Benefits Office (SBO) at sbo.communications@state.de.us. Please put "Consumer Course" in the subject line of your email.

(26) I have questions about the course in general, who do I contact?

Please email the Statewide Benefits Office (SBO) at sbo.communications@state.de.us. Please put "Consumer Course" in the subject line of your email.