

HIGHMARK HEALTH OPTIONS

A Newsletter for
Highmark Health Options Members



DELAWARE HEALTH AND SOCIAL SERVICES
Division of Medicaid & Medical Assistance

Who needs a Flu Shot? You!

Fall starts the beginning of the flu shot season. Getting the shot will make you less likely to get the flu. It's important that everyone ages six months or older get a shot. With concerns of the upcoming flu season coinciding with the COVID-19 pandemic, it is especially important this year to get your flu shot.

What are other things you can do to help keep you from getting the flu and prevent spreading the flu? Cover your mouth when coughing or sneezing, wash your hands often with soap and water and avoid going out if you are sick.

Highmark Health Options makes it easy for you to get your flu shot this fall. Visit any retail pharmacy location (i.e. CVS, Walgreens) to get your shot at no charge!

To stay healthy for this upcoming flu season, choose the flu shot, not the flu! For more information on avoiding the flu (and COVID-19), visit [HighmarkHealthOptions.com](https://www.highmarkhealthoptions.com) and look for "Flu / COVID-19 Toolkit."

Call Care Coordination at **1-844-325-6251** for assistance in finding a flu shot location near you.



The Importance of Vaccines During the COVID-19 Pandemic

Vaccines are an important part of overall wellness and disease prevention, especially during the COVID-19 pandemic. While there is currently no vaccine against Coronavirus, there are some vaccines that can help prevent worse symptoms if a person is exposed to the Coronavirus. When your immune system is already weak from one infection, it is easier for other viruses to enter your system. Because the Coronavirus affects the lungs and can cause pneumonia by itself, and the flu can lead to other infections too, the pneumonia and flu vaccines are two important vaccines that can help you during cold and flu season. Most people should have a yearly flu shot and certain people should get the pneumonia shot. Talk to your doctor about getting these vaccines to help protect you from getting sick from viruses this year.



When Should I Get Vaccinated?

You should get a flu vaccine before flu viruses begins spreading in your community, since it takes about two weeks after vaccination for antibodies to develop in the body and provide protection against flu. Make plans to get vaccinated early in fall, before flu season begins. CDC recommends that people get a flu vaccine by the end of October. However, getting vaccinated early (for example, in July or August) is likely to be associated with reduced protection against flu infection later in the flu season, particularly among older adults.¹

¹<https://www.cdc.gov/flu/prevent/vaccinations.htm>

Take your GED Test at No Cost to You!

Did you know that someone with a high school diploma or GED can earn up to \$9,000 more a year? Getting your GED can also lead to more job choices and a chance to enter college. Highmark Health Options would like to help you get your GED at no cost to you!

To find out more about this benefit, please call us at 302-421-8849. You can also email HHOGEDProgram@highmark.com. Let us help you get closer to your goals today!

Why Vaccines are Important for You

In the U.S., vaccines have greatly reduced or eliminated many infectious diseases that once killed or harmed infants, children, and adults. However, the viruses and bacteria that cause these diseases still exist and you can still get these diseases if you aren't vaccinated.

You May Be at Risk for Serious Disease

Every year, thousands of adults in the U.S. become seriously ill and are hospitalized because of diseases that vaccines can help prevent. Many adults even die from these diseases. By getting vaccinated, you can help protect yourself and others.

Even if you received the vaccines you needed as a child, the protection from some vaccines can wear off. You may also be at risk for other diseases due to your job, lifestyle, travel, or health conditions.

What vaccines can I get at my local pharmacy?

The following vaccines are covered by Highmark Health Options at your local pharmacy:

Vaccine	Age Limit
Varicella Vaccine	N/A
Shingles Vaccine	Min age of 50 years old
Pneumonia Vaccine	N/A
Flu Vaccine	N/A

Talk to your pharmacist about how vaccines can lower your chances of getting certain diseases and lower your chance of spreading disease.

Vaccines Are Very Safe

- Vaccines are tested and monitored. Vaccines go through years of testing before the Food and Drug Administration (FDA) licenses them for use. Both the CDC and FDA continue to track the safety of all licensed vaccines.
- Vaccine side effects are usually mild and go away in a few days. The most common side effects include soreness, redness, or swelling where the shot was given. Severe side effects are very rare.
- Vaccines are one of the safest ways to protect your health. Talk with your doctor or pharmacist about the vaccines you should safely receive based on your health or other conditions.



Breaking the Cycle of Domestic Abuse

Domestic violence is a pattern of threatening or controlling behavior imposed on a person by an intimate partner without regard for his/her rights, feelings, body or health. A person is abused if he/she has had intentional, often repeated, physical, sexual, verbal, financial-withholding or emotional harm done to him/her by a person with whom he/she is in, or has been in, an intimate relationship.

The first step in breaking a violent pattern in a relationship is to tell a close friend or family member. Let them know you are abused so you can contact them in case you need to leave a dangerous situation.

For more information on how to get help for yourself, a friend, or a family member, call the 24-hour, toll-free National Domestic Violence Hotline at **800-799-SAFE** (7233) or **800-787-3224** (TDD). You can also find help online at www.thehotline.org.

Long Term Services and Supports (LTSS)

Service Planning: Partnering with Your Case Manager and Your Healthcare Team

Members who receive LTSS benefits work with a case manager. Your case manager helps you choose the services you need to help you live in the community. Just like your primary care physician, case managers are an important part of your healthcare team. It's important for your case manager and your primary care physician to talk frequently, so they can share information about your healthcare needs.

As an LTSS member, your case manager will visit you in your home to complete a plan of care that may include standard Medicaid benefits, such as Private Duty Nursing. If you need Private Duty Nursing, your case manager will help coordinate your care with a nursing agency of your choice and also coordinate with your primary care physician who will order Private Duty Nursing. Your case manager will provide you with a list of participating providers, so that you can choose the provider that best suits your needs. There are many services available through your LTSS benefit, and your case manager will help you put together the service plan that's best for you.

If you have any questions, please reach out to your case manager to discuss. Your case manager will help you choose the services that are right for you. Your case manager regularly meets with you face to face and they are always just a phone call away if you need assistance.

LTSS Members

Some members have long-term care needs, including some who may qualify for Highmark Health Options Diamond State Health Plan Plus Long-Term Services and Supports (DSHP Plus LTSS). To find out if you qualify for long-term care benefits, please call the DMMA Central Intake Unit phone number **1-866-940-8963**.

You Spoke. We Listened!

Each year our members receive a satisfaction survey called CAHPS (Consumer Assessment of Healthcare Providers and Systems). The answers to these questions give us information on how you feel about your health services. It tells us what we are doing well as your health plan provider and what we need to do better.

Good news - in 2020 you told us:

- You were able to get the care you needed
- You were able to get care quickly
- Your doctors communicated well with you
- Customer service was helpful and respectful

You also told us some areas that need more work. Here are things we want to accomplish in 2020:

- Make it easier to get a flu shot
- Get better about sharing information between departments

We will continue to track our progress in making our health plan better for all of our members. Remember, if you receive a survey from Highmark Health Options in 2021, be sure to complete it! Your voice matters and we want to hear what you have to say! Your answers help us serve you better.



Breast Cancer Awareness Month is Right around the Corner!

October is Breast Cancer Awareness Month. This is a good time to remind women to get a mammogram starting no later than age 50 or earlier if recommended by a doctor.

Regardless of age, during your yearly gynecological exam, your healthcare provider should do a clinical breast exam to check for lumps or changes in breast tissue.

You should perform a breast self-exam every month to check for changes in breast tissue, so you can report those changes to your doctor.

Did you know?

Highmark Health Options makes it easy for you to get the care you need. Members may self-refer for a mammogram. We do not require a script for an annual mammogram screening. However, some radiology facilities may request a script. Ask if a script is required when you call to schedule your visit. Please take your member ID card with you on the day of your visit.

Speak to your doctor about any concerns you may have. For more resources and news, call the Delaware Breast Cancer Coalition at **1-866-312-3222** or go to www.debreastcancer.org.

If you need help scheduling a mammogram, let us help you. Call a Care Coordinator at **1-844-325-6251**.

CORONAVIRUS: Resources and Information

Access helpful links directly on our website homepage:

- [Important Information](#)
- [FAQS](#)
- [Maternity FAQS](#)
- [CDC Coronavirus](#)
- [State of DE Information](#)
- [COVID Testing Locations](#)

Highmark Health Options is closely following updates regarding the coronavirus. We are also in close contact with various State and Federal health agencies, including the Centers for Disease Control and Prevention (CDC).



Amwell Telehealth

You can visit with a doctor from the comfort of home, reducing possible exposure to the virus for yourself and others. Video visits using Amwell are covered under your HHO plan. Go to HighmarkHealthOptions.Amwell.com and enter the service key **Delaware** to see the practices available to you as an HHO member.

Help Prevent Fraud, Waste and Abuse

Highmark Health Options needs your help in preventing Fraud, Waste, or Abuse (FWA) of health services. Here are just a few examples of FWA:

- Did someone use your health insurance card without you knowing?
- Did you receive treatment or services you did not need?
- Did you receive a bill for a medical service, supplies or equipment that you never got?

If you suspect FWA, we want to hear from you! Highmark Health Options' Special Investigations Unit looks at all calls or emails sent to us. Please give us as much information as you can about the issue. You do not have to give your name.

You can reach us through:

- Our hotline number at 1-844-325-6256
- Email at SIU@HighmarkHealthOptions.com

Oral Health = Total Health

Did you know that maintaining your oral health can help with your overall health? Poor oral health can lead to problems with diabetes, heart disease, strokes, and cancer.

Use a soft bristle brush, or an electric toothbrush if you prefer, and replace it every 3-6 months. Harder bristle toothbrushes can irritate gums and erode tooth enamel.

Spend two minutes at least twice a day brushing your teeth. Brush your tongue and the roof of your mouth. To brush upper back teeth, hold the brush at a 45-degree angle in and up toward your teeth and gums. To brush lower back teeth, hold the brush at a 45-degree angle in and down and continue to brush the same as you would your upper teeth. Brush in small circles getting both the teeth and gums only a couple teeth at a time. Go around the whole upper mouth and then do the same on the inside. For the front inside, take your toothbrush and brush outward from base to tip of the toothbrush. Keep your toothbrush flat when brushing your molars. Don't forget to floss after you brush!

Spending this short period of time on oral care can make a big difference in your overall health.



Statement of Members' Rights and Responsibilities

The organization's member rights and responsibilities statement specifies that members have:

1. A right to receive information about the organization, its services, its practitioners and providers and member rights and responsibilities.
2. A right to be treated with respect and recognition of their dignity and their right to privacy.
3. A right to participate with practitioners in making decisions about their health care.
4. A right to a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost or benefit coverage.
5. A right to voice complaints or appeals about the organization or the care it provides.
6. A right to make recommendations regarding the organization's member rights and responsibilities policy.
7. A responsibility to supply information (to the extent possible) that the organization and its practitioners and providers need in order to provide care.
8. A responsibility to follow plans and instructions for care that they have agreed to with their practitioners.
9. A responsibility to understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.



Living with COPD

If you have COPD, here are some tips to help you live a healthier life:

- Don't smoke and avoid secondhand smoke.
- Protect your health - wash your hands often or use hand sanitizer.
- Avoid crowds during cold and flu season.
- Ask family and friends to visit only when they are healthy.
- Maintain good oral health.
- Get the flu and pneumonia vaccines.
- Exercise your lungs! Pursed lip breathing keeps your airways open longer and allows for more air to flow in and out of your lungs, so you can be more physically active. Simply breathe in through your nose and breathe out twice as long through your mouth with pursed lips. Practice this ten times, several times each day and stop if you feel light headed or dizzy.
- Walk every day. Take short walks and progress from there. Use pursed lip breathing to keep oxygen flowing.

Remember, your health is in your hands and we're here to help.



Diabetes Corner

Do You Know Your Numbers?

The best way to protect yourself from problems associated with diabetes is to control your blood sugar. Checking your A1c number often is important to know if your blood sugar is controlled. Your doctor will let you know what your A1c goal is based on your health, but it typically should be under 7 or 8. If your A1c is high, speak with your doctor about ways to bring your number down to stay healthy. Call our Care Coordinators at **1-844-325-6251** for help with your diabetes care.



Healthy Living: For a NEW YOU!

Looking to lose weight, increase physical activity, boost your energy and reduce your risk of chronic conditions including type 2 diabetes? Highmark Health Options has partnered with the YMCA of Delaware to offer our new Diabetes Prevention Program – check it out!

The Diabetes Prevention Program is a year-long, structured lifestyle and health behavior change program consisting of 25 one-hour group sessions. The program is available at NO COST to Highmark Health Options members (age 18 and older) who meet program eligibility criteria.

In a relaxed, small group classroom setting, a trained Lifestyle Coach helps participants learn skills and strategies to eat healthier, increase physical activity, lose weight, overcome stress, stay motivated and more.

Have questions about eligibility, the program and/or how to enroll?

You can call your Highmark Health Options Care Management Department at **844-325-6251**, contact the YMCA of Delaware Healthy Living Department at 302-572-9622, or visit the YMCA of Delaware website: <https://www.ymcade.org/preventdiabetes>.

Be a Quitter!

Delaware has a FREE program to help you quit smoking. This program has helped many others and it can help you too! The QuitLine Program gives you support and a Quit Coach that knows how to give you the help you need. Are you ready to pick your Quit Date? Call Delaware's QuitLine at **1-866-409-1858** or visit www.quitnow.net/delaware.



Care Management Staff - Available 24/7

Along with the 24-Hour Nurse Line – our Care Management staff is here for you after hours as well!

If you need to speak with a member of the Care Management team, we are available to address any issues you may have!

Call the Highmark Health Options
Care Management program toll-free,
anytime, 24/7.
1-844-325-6251

Quality of Care

We want you to be happy with the health care you are receiving. If you have concerns about your care or services, you may have a Quality of Care concern. Examples include concerns about your safety or access to services. Please call one of our Member Advocates at **1-855-430-9852** or Member Services at **1-844-325-6251** if you have a concern about your care.

Lifestyle Management/Wellness Programs

Welcome to our Highmark Health Options Lifestyle Management/Wellness Programs.

These programs are offered at no cost to our members with chronic illnesses like asthma, COPD, diabetes and heart disease. They are also offered to our pregnant moms and/or members who may benefit from our Healthy Weight Management Program.

We will work with you and your healthcare team to help you understand and manage your condition. No one understands your body better than you do so our goal is to empower you to feel the best you can.

PROGRAMS INCLUDE:



Healthy Weight Management Program

NEW

- Learn simple ways to take care of your health that will help you live longer
- Understand how to control and manage your weight with better choices such as diet and activity
- Identify the tools you need to give you the best health and nutritional options
- Learn how making smart choices may prevent other health problems, such as high blood pressure or diabetes
- Learn if you are able to participate in our Diabetes Prevention Program (18 and older), which includes our partnership with the [YMCA of Delaware](#)



Asthma Program

- Learn the difference between a long-term asthma controller medicine and a rescue inhaler
- Identify asthma triggers
- Understand how an *Asthma Action Plan* can help you make good choices
- Understand the long-lasting effects of uncontrolled asthma



Chronic Obstructive Pulmonary Disease (COPD) Program

- Learn why diet and exercise are important to help you breathe easier
- Identify which inhalers to use and how to use them correctly
- Understand the warning signs of a flare-up so it can be caught and controlled early
- Understand how to use oxygen safely



Maternity Program

- Learn how to be a healthy mom and have a healthy baby
- Understand the importance of a healthy diet and prenatal vitamins
- Learn what symptoms indicate that you should call your doctor immediately
- Understand the importance of seeing your doctor after your baby is born
- [Learn what you can do to earn incentives](#)



Cardiac Program

- Learn how small changes in diet and activity can go a long way
- Find out how to prevent a cardiac (heart) condition from getting worse
- Understand the importance of your medications and how to take them
- Understand how uncontrolled blood pressure may lead to heart disease



Diabetes Program

- Learn how to prevent diabetic complications by keeping blood sugar under control
- Identify and complete the necessary tests you need to be "in control"
- Understand what is normal, what is not and when to call the doctor
- Understand how uncontrolled diabetes may lead to heart disease

More Lifestyle Management/Wellness Program information is available by reviewing the [Member Handbook](#).

Questions? Call Highmark Health Options Lifestyle Management at **1-844-325-6251/TTY: 711**

Visit our website at [HighmarkHealthOptions.com](https://www.HighmarkHealthOptions.com)

Get help to quit smoking by calling the Delaware Quitline at **1-866-409-1858** (18 and older).

Translation services are available at no cost to you.

Newsletter in Other Formats

We are committed to providing outstanding services to our applicants and members. If you need printed materials from the website, including this newsletter, call Member Services at **1-844-325-6251**. If you require these materials in an alternate format, including large print, Braille or in another language, please call us at **1-844-325-6251** to request these free services. TTY/TDD users call **711** or **1-800-232-5460**.

Our 24-Hour Nurse Line is Here for You

At any time, if you have a medical question and don't know what to do, a nurse is available to help you 24/7! This free benefit can be very helpful to you.

The nurse line is answered by specially trained registered nurses who can help answer all your medical concerns.

Just call and ask a registered nurse any question you have for yourself or a family member. You may be pregnant and have a concern, worried about a child's fever, need medication dosing information, or you may be looking for answers on managing a condition such as diabetes. Call the Nurse Line with any of these questions.

Need another idea of when to use the Nurse Line? How about when trying to figure out what to do when you need health care? A nurse can tell you if you should call your primary care provider to make an appointment, go to an urgent care center or go to the emergency room. The Nurse Line also has 'books on tape' so you can call to listen to information about different health topics!



Call the Nurse Line toll-free at **1-844-325-6251** (TTY 711 or **1-800-232-5460**) anytime, 24/7.

This number can also be found on the back of your Highmark Health Options ID card. Assistance for languages other than English are available.



For Help in Your Language - Discrimination is Against the Law

Highmark Health Options complies with applicable Federal civil rights laws and regulations and does not discriminate on the basis of race, color, national origin, age, disability, health status, sex, sexual orientation or gender identity. Highmark Health Options does not exclude people or treat them differently because of race, color, national origin, age, disability, health status, sex, sexual orientation or gender identity. Highmark Health Options provides:

- Free aids and services to people with disabilities to communicate effectively with us and free language services to people whose primary language is not English, such as:
 - Qualified interpreters and sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats) as well as information written in other languages

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call the number on the back of your ID card (TTY: 711).

ATENCIÓN: Si usted habla español, se encuentran disponibles servicios de asistencia con el idioma sin costo alguno para usted. Llame al número que figura al dorso de su tarjeta de identificación (TTY: 711).

注意: 如果您讲中文, 可以免费为您提供语言协助服务。拨打您的 ID 卡背面的号码 (听障人士专用号码: 711)。

Si w pale kreyòl ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele nimewo ki sou do kat idantifikasyon w lan (TTY: 711).

ध्यान आपशो: જો તમે ગુજરાતી બોલતા હોવ તો, તમારા માટે ભાષા સહાયતા સેવાઓ મફતમાં ઉપલબ્ધ છે. તમારા આઈડી કાર્ડની પાછળ આપેલા નંબર પર ફોન કરો (TTY: 711).

ATTENTION : Si vous parlez français, des services d'assistance linguistique vous sont offerts gratuitement. Veuillez appeler le numéro qui se trouve au verso de votre carte d'identification (TTY : 711).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 카드 뒷면의 번호로 전화하십시오(TTY: 711).

ATTENZIONE: Se parla italiano, per Lei sono disponibili servizi di assistenza linguistica gratuiti. Chiami il numero presente sul retro della Sua carta di identificazione (TTY: 711).

LƯU Ý: Nếu quý vị nói Tiếng Việt, luôn có các dịch vụ hỗ trợ ngôn ngữ được cung cấp miễn phí cho quý vị. Vui lòng gọi số điện thoại trên mặt sau của thẻ nhận dạng của quý vị (TTY: 711).

News You Can Use

Have you read your Member Handbook? It's a great source of news. [Click here](#) to read more information about:

- Appointment and Availability Standards
- Complex Case Management
- Hospital Discharge Planning
- Medical Necessity Determination
- Member Rights and Responsibilities
- Notice of Privacy Practices
- Referrals

To view the LTSS Member Handbook, [click here](#).

Search Highmark Health Options Community Support

Our resource tool can help you find free or low-cost local services including wellness programs, food, housing, legal aid, and much more.

Access the Highmark Health Options Community Support directly on the member portal and check out the helpful resources around you.

Visit: <https://hmhealthoptions.auntbertha.com/>



Community Support



ACHTUNG: Wenn Sie Deutsch sprechen, steht Ihnen kostenlose Unterstützung in Ihrer Sprache zur Verfügung. Wählen Sie hierfür bitte die Nummer auf der Rückseite Ihrer Ausweiskarte (TTY: 711).

PAUNAWA: Kung nagsasalita ka ng Tagalog, may maaari kang kuning mga libreng serbisyo ng tulong sa wika. Tawagan ang numero sa likod ng iyong card (TTY: 711).

कृपया ध्यान दें: यदि आप हिन्दी बोलते हैं, तो भाषा सहायता सेवाएं आपके लिए निशुल्क उपलब्ध हैं। अपने पहचान कार्ड के पीछे दिए गए नंबर पर कॉल करें (TTY: 711)।

توجه دیں: اگر آپ اردو بولتے/بولتی ہیں تو، آپ کے لیے زبان کی اعانت کی خدمات مفت دستیاب ہیں۔ اپنے آئی ڈی کارڈ کے پیچھے درج نمبروں پر ہمیں کال کریں (ٹی ٹی وائی: 711)۔

تنبيه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متاحة لك بالمجان. اتصل على الرقم المدون على ظهر بطاقة هويتك (الهاتف النصي: 711).

గమనిక: మీరు తెలుగు మాట్లాడే వారైతే, భాషా సహాయక సేవలు, ఖర్చు లేకుండా, మీరు లభిస్తున్నాయి. మీ ఐడి కార్డుకు (TTY: 711) వెనుక వైపు ఉన్న నెంబర్ కి ఫోన్ చేయండి.

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If you believe that Highmark Health Options has failed to provide these services or discriminated in another way you can file a grievance with: Civil Rights Coordinator, P.O. Box 106004, Pittsburgh, PA 15230, Phone: 1-844-325-6251, TTY: 711, Fax: 412-255-4503. You can file a grievance in person, by mail, or fax. If you need help filing a grievance, the Civil Rights Coordinator is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services 200 Independence Avenue, SW
Room 509F, HHH Building Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Highmark Health Options is an independent licensee of the Blue Cross and Blue Shield Association.

Join the Highmark Health Options Member Advisory Council.
It's your health plan. Let your voice be heard!
Call the Member Advocate phone number at 1-855-430-9852.



Highmark Health Options Phone Numbers

Member Services (M-F 8 a.m.-8 p.m.)	1-844-325-6251
Behavioral Health (M-F 8 a.m.-5 p.m.)	1-844-325-6251
Fraud and Abuse Hotline	1-844-325-6256
Care Management (M-F 8 a.m.-5 p.m.)	1-844-325-6251
Pharmacy	1-844-325-6251
Nurse Line (24/7)	1-844-325-6251
Operator for Deaf Members TTY Line	711 or 1-800-232-5460

Non-Highmark Health Options Numbers

Behavioral Health Crisis Services

Northern Delaware (serving New Castle County and greater Smyrna in Northern Kent County) 1-800-652-2929

Southern Delaware (serving Sussex County and Kent County south of greater Smyrna) 1-800-345-6785

LogistiCare Transportation Services – Non-Emergency Transportation 1-866-412-3778

Where's My Ride? Hotline 1-866-896-7211
Health Benefit Manager – Enrollment 1-800-996-9969

Outside Resources

Delaware Tobacco Quitline (Stop Smoking) 1-866-409-1858

State of Delaware Division of Social Services
– Customer Relations 1-800-372-2022

National Domestic Violence Hotline 1-800-799-7233



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