

1240-F - HOME DELIVERED MEALS

EFFECTIVE DATES: 02/14/96, 12/11/19, 06/27/24

APPROVAL DATES: 10/01/01, 03/01/06, 3/01/07, 10/01/07, 07/01/12, 10/17/19, 04/29/24

I. PURPOSE

This Policy applies to ALTCS E/PD and DES/DDD (DDD) Contractors; Fee-For-Service (FFS) Programs including: DES/DDD Tribal Health Program (DDD THP), Tribal ALTCS; and applicable FFS providers, excluding Federal Emergency Services (FES). (For FES, refer to AMPM Chapter 1100). This Policy establishes requirements for delivering meals to members living in their own home who are in jeopardy of not consuming adequate nutritious food to maintain good health.

This Policy does not apply to members living in an Alternative Home and Community Based Services (HCBS) Setting.

II. DEFINITIONS

For purposes of this Policy, the following terms are defined as:

**ALTERNATIVE HOME AND
COMMUNITY BASED SERVICE
SETTING**

A living arrangement where a member may reside and receive HCBS. The setting shall be approved by the director, and either

1. Licensed or certified by a regulatory agency of the State, or
2. Operated by the IHS, an Indian tribe or tribal organization, or an urban Indian organization, and has met all the applicable standards for State licensure, regardless of whether it has actually obtained the license. The possible types of settings include:

1. For an individual with an intellectual/developmental disability:
 - a. Community residential setting,
 - b. Group home,
 - c. State-operated group homes,
 - d. Group foster homes,
 - e. Adult Behavioral Health Therapeutic Homes (ABHTH), and
 - f. Behavioral health respite homes.
2. For an individual who is Elderly and Physically Disabled (E/PD):
 - a. Adult foster care homes,
 - b. Assisted living homes or assisted living centers, units only,
 - c. Adult Behavioral Health Therapeutic Homes (ABHTH), and
 - d. Behavioral health respite homes.

CONTACTLESS DELIVERY

When a package being delivered has reached its final destination and is left outside the doorstep of the member's home (or otherwise pre-designated location) without making any direct, in-person contact.

HOME AND COMMUNITY BASED SERVICES (HCBS)	Home and community-based services, as specified in ARS 36-2931 and ARS 36-2939.
HOME DELIVERED MEALS	A service that provides a nutritious meal containing at least one-third of the Federal recommended daily allowance for the member, delivered to the member's own home.
MODIFIED ATMOSPHERE PACKAGING	A packaging system that involves changing the gaseous atmosphere surrounding a food product inside a pack and employing packaging materials and formats with an appropriate level of gas barrier to maintain the changed atmosphere at an acceptable level for preservation of the food.
NUTRITIONIST	An individual who has a Bachelor's or Master's degree in Food and Nutrition from an Accreditation Council for Education in Nutrition and Dietetics (ACEND) accredited institution.

Additional definitions are located on the AHCCCS website at: [AHCCCS Contract and Policy Dictionary](#).

III. POLICY

All providers that prepare Home Delivered Meals shall have documentation that they are currently in compliance with local fire codes, sanitation regulations, and have a food handling/food preparation operating permit issued by the local regulatory authority.

In lieu of these aforementioned codes and regulations, providers may instead maintain a current Grant of Inspection issued by the U.S. Department of Agriculture.

Each individual preparing or delivering meals shall successfully complete training regarding food preparation and proper storage to ensure maximum nutrition and minimum spoilage. Training shall be documented in each individual's personnel file.

All food contributions to the provider shall be received from a source approved by Arizona Department of Health Services and meet required inspection standards. For example, venison may be received from the Arizona Department of Game and Fish after a meat inspection indicates it meets health standards.

A. SERVICE DELIVERY

One unit of service equals one meal. No more than one unit of service may be provided to a member for any given day. Members may not receive Home Delivered Meals within the same day that attendant care is provided, unless the case manager provides special justification, and it is approved by the Contractor or AHCCCS Tribal ALTCS Unit for Tribal ALTCS members.

B. MENU STANDARDS

Providers of Home Delivered Meals shall comply with the following menu standards. Menus shall:

1. Be rotated on a regular basis and considerations made to offer meal choice selection options for members.
2. Provide food choices to accommodate ethnic and cultural preferences.
3. Written in the dominant language or languages of the member's served.
4. Approved by the service provider's Registered Dietitian or Nutritionist prior to posting or disseminating.
5. Adhere to as written with, substitutions approved by the Registered Dietitian or Nutritionist and documented on the menu.
6. Be filed and available for audit inspection at the service provider's place of business for at least one year after the meals have been served.
7. Be prepared considering the availability of foods during seasons when they are most plentiful.

C. MEAL REQUIREMENTS

1. All meals shall be packaged and delivered in a safe and sanitary manner.
2. All meals shall be delivered to the member directly (e.g., not left on doorsteps, mailboxes or porches) or another individual (conservator, spouse, relative or friend) designated by the member. As an alternative, members may elect for meals to be provided by a provider that utilizes contactless delivery after being educated by their case manager about the advantages and disadvantages of each option including individualized considerations as they relate to the member's needs and preferences. The case manager shall document a summary of the discussion in the member's case management file and following service verification requirements outlined in AMPM Policy 1620-D to follow up with the member after the initiation of a new service to ensure the service is meeting the member's needs as intended.
3. In lieu of hot meals, frozen/dried foods for meals are acceptable, including foods delivered in modified atmosphere packaging, for use on days when no delivery is available, or, if the member has elected a provider that utilizes contactless delivery provided that:
 - a. The meal and meal preparation meet all the standards within this Policy,
 - b. It is verified and documented in the provider's case record that the member has the ability to properly store and prepare frozen or dried meals, and
 - c. The reason for receipt of multiple meals is documented in the member's provider's case record.

4. Upon receipt of a written order from the member's primary care provider or attending physician, meals shall be prepared and served for members who require a therapeutic diet, such as diabetic or sodium-restricted diets. All special diets shall be approved by a Registered Dietitian or Nutritionist.
5. The member's signature and delivery date of each meal shall be obtained and maintained in a central file. If a member is unable to sign their own name, due to a physical or cognitive disability, it shall be noted in the provider's case record and one of the following procedures shall be followed:
 - a. The member may sign with their marked "X," witnessed by a spouse, relative, or friend. The witness shall then write their name and relationship, or
 - b. Another individual (conservator, spouse, relative or friend) may sign for the member only if so designated within the provider's case record
6. If the member has chosen a provider that uses contactless delivery, the following procedures shall be followed to document service delivery.
 - a. The provider, no less than once per month, shall make direct contact with the member to confirm delivery dates and time windows, review member satisfaction and report any behavior/condition change of the member to the case manager. If meals are unable to be left on the member's doorstep, the provider shall have standards and timelines for redelivery that are reviewed during the monthly contact, and
 - b. Document delivery through one or more of the following methods:
 - i. Time-stamped photo of the delivery and its location, and/or
 - ii. Driver attestation, and/or
 - iii. Text message or phone call to the member or other designated individual (conservator, spouse, relative or friend) documented within the provider's case record.

D. DOCUMENTATION REQUIREMENTS

1. Hard copy case records shall be kept in the provider's offices in locked files to ensure confidentiality or filed electronically with only appropriate staff having access.
2. If services are not provided as authorized, reasons for non-provision are recorded in the provider's case record.
3. Printed educational materials regarding a variety of nutrition and health-related topics shall be provided by the Home Delivered Meals provider at least two times per quarter to members who receive these services.
4. The provider shall respond to and initiate appropriate corrective action within three weeks of written concerns/reports from the provider's consulting Registered Dietitian or Nutritionist.