1240-F  HOME DELIVERED MEALS

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Initial

Effective Date: 02/14/1996

Description

AHCCCS covers home delivered meals provided to ALTCS members who are Elderly and/or have Physical Disabilities (E/PD) and reside in their own home, but are in jeopardy of not consuming adequate nutritious food to maintain good health. Members with developmental disabilities are not eligible for this service.

Amount, Duration and Scope

One unit of service equals one meal. No more than one unit of service may be provided to an E/PD member for any given day. E/PD members residing in a HCB alternative residential setting are not eligible for this service. 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 Managed Care Contractor or the AHCCCS Administration for FFS members. There are no other restrictions regarding other HCB services that may be provided in conjunction with home delivered meal services.

All providers that prepare home delivered meals must have documentation that they are currently in compliance with local fire and sanitation codes and regulations and have a food handling/food preparation operating permit issued by the local regulatory authority.

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

All food contributions to the provider must 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.

Providers of home delivered meals must comply with the following standards:

Menus must be:
1. Planned for a minimum of four consecutive weeks and rotated three times before changing menus for another four weeks

2. 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

3. Written in the dominant language or languages of the participant group. The menu must reflect food choices to accommodate ethnic and cultural preferences when necessary.

4. Approved by the service provider’s registered dietitian or nutritionist prior to posting

5. Adhered to as written. Substitutions must be approved by a registered dietitian or nutritionist and must be documented on the menu.

6. Planned as hot meals. Occasionally a cold meal may be planned to provide variety and change, and to accommodate the seasons of the year, and

7. Prepared considering the availability of foods during seasons when they are most plentiful.

Meal requirements:

1. Each meal must contain at least one-third of the current Recommended Daily Allowance (Dietary Reference Intakes – DRIs) of nutrients as established by the Food and Nutrition Board of the National Academy of Science-National Research Council. In addition, meals must adhere to current dietary recommendations of sugar, salt and fat intake.

2. All meals must be packaged and delivered in a safe and sanitary manner.

3. All meals must be delivered to the member directly or the member’s representative, e.g., not left on doorsteps, mailboxes or porches.

4. Frozen/dried foods for meals are acceptable for use on days when no delivery is available, provided that:

   a. The meal and meal preparation meet all the standards within this Policy

   b. It is verified and documented in the case record that the member has the ability to properly store and prepare frozen or dried meals, and
c. If a member is to receive more than one frozen meal per delivery, the reason for receipt of multiple meals must be documented in the member’s case record.

5. Upon receipt of a written order from the member’s primary care provider or attending physician, meals must be prepared and served for members who require a therapeutic diet, such as diabetic or sodium-restricted diets. All special diets must be approved by a registered dietitian or nutritionist.

6. The member’s signature and delivery date of each meal must be obtained and maintained in a central file. If a member is physically or mentally unable to sign his/her own name, it must be noted in the member’s file and one of the following procedures must be followed:

   a. The member may sign with his/her mark “X,” witnessed by a spouse, relative, or friend. The witness must then write his/her name and relationship, or

   b. Another person (conservator, spouse, relative or friend) may sign for the member only if so designated within the member file.

Additional Requirements:

1. Case records must be maintained in locked files to ensure confidentiality and kept in the provider’s offices

2. If services are not provided as authorized, reasons for non-provision are recorded

3. Printed educational materials regarding a variety of nutrition and health-related topics must be provided by the home delivered meals provider at least two times per quarter to members who receive these services, and

4. The provider must respond within three weeks to written concerns/reports from the provider’s consulting registered dietitian or nutritionist and must initiate corrective action.

   a. A registered dietitian is defined as a person who meets all the requirements for membership in the American Dietetic Association, has successfully completed the examination for registration and maintains the continuing education requirements.

   b. A nutritionist is defined as a person who has a bachelor’s or master’s degree in Food and Nutrition.