

Hello-

Tufts Health Plan SCO is now directly contracted with a new Home Delivery Meal provider called *Mom's Meals*.

Mom's Meals is a little different from your standard Meals on Wheels program. They offer more options and meals can be tailored to members with specific dietary needs. Orders are placed over the phone with a customer service representative and are delivered refrigerator ready to the member's home. Unlike traditional MOW providers, delivery is bi-weekly, not daily.

Attached you will find a power point presentation explaining their product and what makes them special. You will also find the referral form to send via email to initiate the service and indicate the number of meals approved.

Reminder that we should follow the same process we use for Meals on Wheels, which is normally 1 meal a day (usually lunch). If a member requires additional meals, please discuss the case with your SCO Clinical Consultant.

Referrals Process:

1. Create an OPE in Case Trakker using Mom's Meals as the servicing provider (not the ASAP as you normally would). This will generate an authorization number.
2. Complete Referral form attached and include the OPE authorization number.
3. Email referral form to Mom's Meal
4. Drag and Drop the form into Letters and Attachments, naming the document. Example (last_first_dob_MomsMeals_date)

- o If possible, please include as much information on the referral form. This will help initiate the service faster.
 - o Food likes, dislikes, dietary restrictions and allergies
 - o Best contact number and times
 - o If member is hard to reach or has difficulty speaking/hearing
 - o Language
- o Once referral is received it is processed within 24 to 48hrs and order is generated. A representative from Mom's Meals will contact the member to introduce program and take order.
 - o Call will be from an out of state number (educate member on this)
 - o Member will receive a welcome cooler including
 - § Menu
 - § Meals (samples if member has not been reached yet)
 - § Order Process
 - § Contact Information
 - o Delivery is bi-weekly and member will receive 14 meals

Provider ID	Notification Email Address	Fax
585345	Intake@MomsMeals.com	515-266-6120