

1240-F HOME DELIVERED MEALS

EFFECTIVE DATES: 02/14/96, 12/11/19

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

I. PURPOSE

This Policy applies to ALTCS E/PD; Fee-For-Service (FFS) Programs including: Tribal ALTCS; and all FFS providers, excluding Federal Emergency Services (FES). (For FES, see 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 HCBS Setting.

II. DEFINITIONS

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.

NUTRITIONIST A person who has a bachelor's or master's degree in Food and Nutrition.

REGISTERED DIETICIAN 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.

III. POLICY

All providers that prepare Home Delivered Meals shall 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 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:

1. Planned as hot meals, and allow for an occasional cold meal to provide variety and change.
2. Provide for a minimum of four consecutive weeks and rotated three times before changing menus for another four weeks.
3. Provide food choices to accommodate ethnic and cultural preferences when necessary.
4. Written in the dominant language or languages of the participant group.
5. Approved by the service provider's Registered Dietitian or Nutritionist prior to posting.
6. Adhere to as written with, substitutions approved by the Registered Dietitian or Nutritionist and documented on the menu.
7. 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.
8. 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 or the member's representative (e.g., not left on doorsteps, mailboxes or porches).
3. 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. The reason for receipt of multiple meals is documented in the member'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 his/her own name, due to a physical or cognitive disability, it shall be noted in the member's file and one of the following procedures shall be followed:
 - a. The member may sign with his/her mark "X," witnessed by a spouse, relative, or friend. The witness shall 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.

D. DOCUMENTATION REQUIREMENTS

1. Case records shall 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 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 and initiate appropriate corrective action within three weeks to written concerns/reports from the provider's consulting Registered Dietitian or Nutritionist