



Dear Case Manager/Care Coordinator,

At Mom's Meals®, it is our goal to make starting and maintaining service with us as simple and efficient as possible. For this reason, we have assembled this packet as a helpful tool when offering Mom's Meals as a home delivered meal solution to your clients.

In the left pocket you will find valuable materials for you.

- **Contact information card**

Provides valuable Mom's Meals phone numbers.

Keep this piece handy, you will need it in the future.

- **Case manager program overview**

Outlines the key differences of our program, working with Mom's Meals and provides a sample menu.

In the right pocket you will find valuable materials to share with your clients.

- **Client program handouts**

Information to provide your clients explaining the benefits of Mom's Meals along with a sample menu. Contact your Territory Manager or visit our website for additional copies.

For over 20 years, Mom's Meals has been a home-delivered meal provider for Medicaid (LTSS/HCBS Waivers), Medicare Advantage, Dual Eligible, OAA and other government-funded programs. For those who do not qualify or have access to a meal program, we offer a self-pay option. Over the years, we have remained a client favorite by being unique and making better health accessible to all!

Sincerely,

Barb Anderson

The "Mom" of Mom's Meals

Mom's Meals® | 3210 SE Corporate Woods Dr. | Ankeny, Iowa 50021

 866.716.3257  [momsmeals.com](https://www.momsmeals.com)

IMPORTANT CONTACT INFORMATION



INTAKE - Processes all authorizations/referrals for new clients, renewal authorizations for existing clients and client cancellations.

- **Phone:** 866.716.3257, Option 1
- **Email:** intake@momsmeals.com
- **Fax:** 515.266.6120

BILLING - Responsible for communication with each billing entity to ensure all paperwork is complete and invoices are processed in a timely manner.

- **Phone:** 866.716.3257, Option 2
- **Email:** billing@momsmeals.com

AGENCY SUPPORT AND PROGRAM DEVELOPMENT

Case Manager Relations - We have a team of territory managers available to answer questions regarding program development, attend in-services in your area, as well as provide you with current menus and any additional information you may need.

- **Phone:** 844.280.2133
- **Email:** cmsupport@momsmeals.com



Refrigerated



Medically Tailored



Choice of Every Meal, Every Delivery*

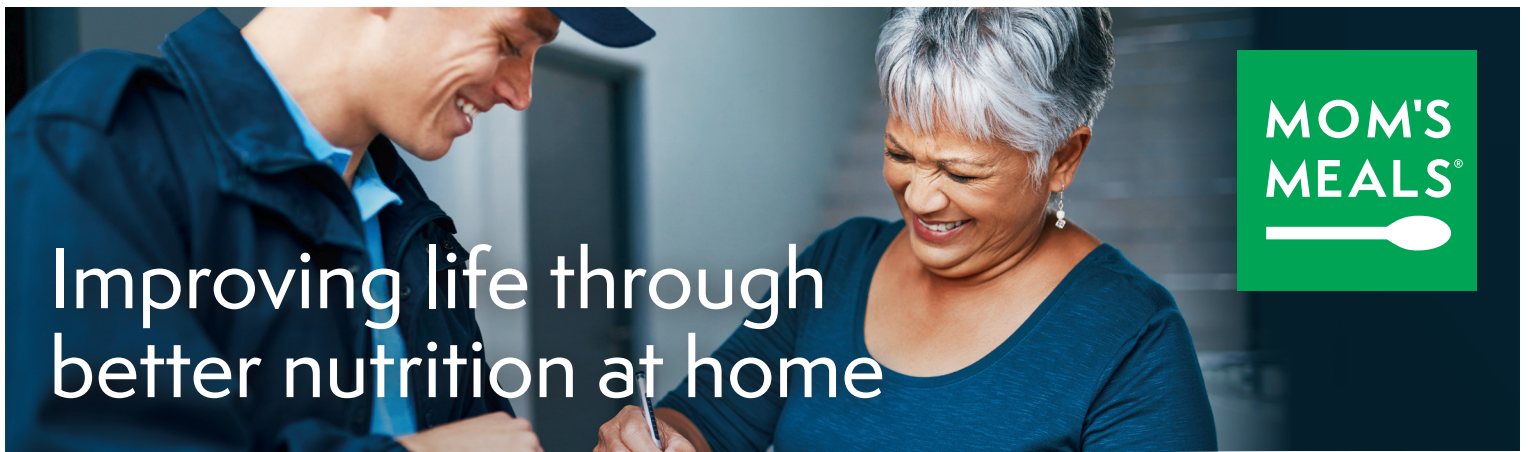


Delivery to Any Address



Compassionate Customer Service

*Initial deliveries will have a variety of meals based on dietary preferences.



Improving life through better nutrition at home

At Mom's Meals®, our nutritious meal programs are designed to meaningfully address social determinants of health and help your clients remain healthy and independent at home.

Our Difference



Refrigerated - Prepared in USDA-inspected kitchens, meals are packaged for convenient storage in the refrigerator for up to 14 days and are ready to heat, eat and enjoy in minutes.



Medically Tailored – Crafted by chefs and registered dietitians, our meals taste great and nutritionally support most common chronic conditions.



Choice of Every Meal, Every Delivery – Clients select their own meals from an array of options based on taste preferences and cultural needs.*



Delivery to Any Address - Our Mom's Meals' local drivers and third-party carriers team up so we can deliver to any address, no matter how remote.



Compassionate Customer Service – Live, bilingual help for clients and case managers; trained to recognize and report potential health and safety issues.

To Start a Client

Schedule an in-service or request additional information, contact us at **866.716.3257**. Send meal authorizations to **intake@momsmeals.com**.

*Initial deliveries will have a variety of meals based on dietary preferences.

Sample Menu

BREAKFAST

Breakfast Sandwich
with Fruit Cup

Cinnamon Apple Oatmeal
and Scrambled Eggs



LUNCH

Beef Stew
and Corn Bread

Pork Stir Fry Rice
and Spiced Fruit Medley



DINNER

Cheese Lasagna
and Spiced Fruit Crisp

Homestyle Meatloaf
with Potatoes and Seasoned Corn



I am always pleased with how quickly Mom's Meals can get my members started with meals.

– *Satisfied Case Manager*

Improving life through better nutrition at home

Sample Menu

Vegetable Egg Scramble and Peaches with Cherries

Biscuit and Pork Sausage Gravy

Pork Stir Fry Rice and Spiced Fruit Medley

Corn Chowder and Peaches with Cherries

Homestyle Meatloaf with Potatoes and Corn

Chicken & Waffle and Peach Crisp

At Mom's Meals®, our programs are tailored to your personal needs. We make sure you get the nutrition you need to help you maintain your health and independence at home.

Our Difference



Refrigerated - Meals are packaged for storage in the fridge for up to 14 days. Heat, eat and enjoy in minutes.



Choice of Every Meal, Every Delivery - Select your meals from an array of options based on your preferences and needs.*



Medically Tailored - Designed by chefs and dietitians. Meals taste great and support the nutritional needs of most common chronic conditions.



Delivery to Any Address - Meals are delivered to any address, no matter how remote.



Compassionate Customer Service - We understand your needs and treat you like you are part of our family.

Get Started

1

Contact your case manager



2

Select the meals you want to eat*



3

Meals are delivered to your home



4

Simply heat, eat and enjoy!

*Initial deliveries will have a variety of meals based on dietary preferences.