



Dear Case Manager and 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, the case manager.

- **Contact information/How to set up a new client**

Provides details for setting up a new client and getting them started on our service or program.

Keep this piece handy as it has valuable phone numbers you will need in the future.

- **Case manager program overview**

Outlines the many benefits 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 information handouts**

Information to provide your clients explaining the benefits of Mom's Meals along with a sample menu. Contact your Territory Manager or visit <http://www.momsmeals.com/case-managers/brochures/> 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, Chronic Care Management, OAA and other government-funded programs, and 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



NEW CLIENT SETUP

To start an individual on meals, provide the following information on a Mom's Meals® authorization form* (<http://www.momsmeals.com/case-managers/start-a-client/>) or your agency referral form*.

- Client address, phone number, date of birth
- Agency and case manager information
- Beginning and end dates of service
- Number of meals client is approved for per week
- Menu information or any special requests
- Other critical billing or delivery information

Once client is approved, they will receive a call from a Mom's Meals team member welcoming them to the program.

Send the referral/authorization form and service plan with the details of the home delivered meal service to:

intake@momsmeals.com / Fax: 515.266.6120

Additional Information

- Client's initial delivery will include a variety of our most popular meals from their approved menu.
- Clients approved for 4-7 meals per week, will receive a cooler every other week. Those approved for 8 or more meals a week, will receive a cooler every week.
- Clients should call **(866) 204-6111** for future orders. If we do not hear from a client, we will attempt to reach them with an outbound phone call.

*Incomplete forms will likely cause delays in set-up and delivery of initial cooler.



Making better health accessible to all

At Mom's Meals we are helping you support better outcomes with nutritious meal programs designed to meaningfully address social determinants of health.

By providing choice along with purposefully tailored menus, we help ensure your clients get the nutrition they need in order to remain healthy and independent.

Mom's Meals takes care of your clients like they are family. By giving them a voice in their care, more meals will be consumed leading to greater satisfaction and more sustainable outcomes.

// I am always pleased with how quickly Mom's Meals can get my members started with meals. Other providers often take 4 to 6 weeks before they start. //

- Satisfied Case Manager

Our Difference

Proven Outcomes

Meal programs for specific chronic conditions can lead to higher scores on industry quality measures

Tailored Experience

Meals meet individual members' needs for specific health conditions, recovery and independence

Relentlessly Reliable

Support for your members along with a broad delivery footprint to any U.S. address—no matter how remote

Better health begins with the meals we eat.

While receiving supplemental benefits related to food and in-home services, studies show the majority of LTC clients still face some level of food insecurity.

70% OF CLIENTS ARE AT RISK OF FOOD INSECURITY



How many clients are you currently supporting with Mom's Meals?

Sample Menu

We provide your clients the choice of what they want to eat and the nutrition they need.

BREAKFAST

FRUIT BREAKFAST PIZZA
and Turkey Sausage

COLBY CHEESE OMELET
with French Toast Sticks
and Turkey Sausage

LUNCH

BEEF STEW
and Corn Bread

SWEET & SOUR CHICKEN
over White Rice and
Stir-Fry Vegetables

DINNER

CHEESE LASAGNA
and Spiced Fruit Crisp

HOMESTYLE MEATLOAF
with Mashed Potatoes and
Mixed Vegetables



Get Started

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.

*<https://www.ers.usda.gov/topics/food-nutrition-assistance/food-security-in-the-us/key-statistics-graphics.aspx>; <http://abbott.mediaroom.com/2017-08-10-The-Cost-of-Malnutrition-Study-Shows-Nutrition-Program-Could-Save-Hospitals-up-to-3-800-per-Patient>; http://www.nutritioncare.org/guidelines_and_clinical_resources/toolkits/malnutrition_toolkit/definitions/



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

MOM'S
MEALS®



Better Health Begins with the Meals We Eat

Tailored options to help you maintain your
health and independence.

Sample Menu

At Mom's Meals®, we're with you meal by meal, bite by bite. We provide you the choice of what you want to eat and the nutrition you need.

BREAKFAST

FRUIT BREAKFAST PIZZA
and Turkey Sausage

COLBY CHEESE OMELET
with French Toast Sticks and
Turkey Sausage

LUNCH

BEEF STEW
with Corn Bread

SWEET & SOUR CHICKEN
over White Rice with
Stir-Fry Vegetables

DINNER

CHEESE LASAGNA
with Spiced Fruit Crisp

BBQ CHICKEN
with Potato Medley and
Seasoned Green Beans

The Mom's Meals Difference



THE POWER OF CHOICE

You choose the meals you like best. Menus are designed by chefs and dietitians to help manage common health conditions.

RELIABILITY

High quality, refrigerated meals delivered directly to your home with care.

FAMILY-BASED MISSION

We are driven to understand your needs and take care of you as if you are part of our own family.

How it Works

- 1 Contact your case manager
- 2 Once approved, select the meals you want to eat
- 3 Meals are delivered to your home
- 4 Simply heat, eat and enjoy!

Get Started



Contact your case manager today to learn more about how to get started.