

Medically Tailored Home Delivered Meals for UnitedHealthcare Community Plan of New Mexico members

Quick reference guide

Overview

The Medically Tailored Home Delivered Meals (MTM) for UnitedHealthcare Community Plan of New Mexico members is designed to support homebound members. This service includes up to 2 home-delivered, medically tailored meals per day.

MTMs are fully prepared meals that are designed by a registered dietitian nutritionist (RDN) to meet the unique nutritional requirements of members with various health conditions. MTMs should incorporate local agriculture, local food vendors and local food preparation services.

The members eligible for this service include Turquoise Care members in Care Coordination Level 2 who meet a nursing facility level of care and have an agency-based community benefit setting of care agency directed benefit (ADB) or agency-based no waiver (ANW) may be eligible based on their comprehensive needs assessment.

Requirements for vendors supplying the meals

You'll need to meet the following requirements to provide the FIM benefit to members:

- Enroll in New Mexico Medicaid as provider type 363 community benefit with specialty type 330
- Have knowledge of principles, methods and procedures of the covered nutrition interventions meant to support an individual in obtaining food security and meeting their nutritional needs
- Receive referrals from Turquoise Care managed care organizations (MCO)
- Delivery to the member's residence or other appropriate location, including last mile delivery, and track and report on service delivery (including unsuccessful deliveries)
- Comply during all stages of food service operation, with applicable federal, state and local regulations, codes and licensor requirements relating to fire, health, sanitation, safety, building and other provisions relating to the public health, safety and welfare of individuals receiving MTMs.
- Follow best practice guidelines and industry standards for food safety. This includes meals remaining at safe temperatures, hot or cold, during transit and delivery.
- Include a registered dietician or registered dietitian nutritionist or other comparable professional to develop the nutritional content of the MTMs

- Customize meals to a member's cultural, religious and personal preferences ensure that any employee or volunteer who delivers MTMs to a member's home has passed a background check, or you must use a delivery service such as U.S. mail
- Can't solicit payment or donations from any member or their families/representatives
- Survey/connect with members on regular intervals to ensure quality of food and address any concerns

Limitations for covered services

- MTMs are provided on a regularly scheduled basis, for 1 or more days per week, or as specified in the comprehensive care plan in a non-institutional, community-based setting, encompassing both health and social services needed to ensure the optimal functioning of the member. Services are also furnished consistently with the member's person-centered care plan.
- Meals provided as part of this service can't constitute a "full nutritional regimen" (3 meals per day)
- The receipt of MTM may reduce, but not replace, needed personal care hours allotted for meal preparation. For example, MCOs must allow time for defrosting and heating meals as needed to ensure that members are able to consume MTMs.
- MTMs are not provided to members who reside in a licensed assisted living facility
- MTMs may be provided to members who receive adult day health (ADH) services, if MTMs are not provided at the licensed ADH facility
- MTMs may not be provided if the member already receives full medically tailored nutritional support from another program



Questions?

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