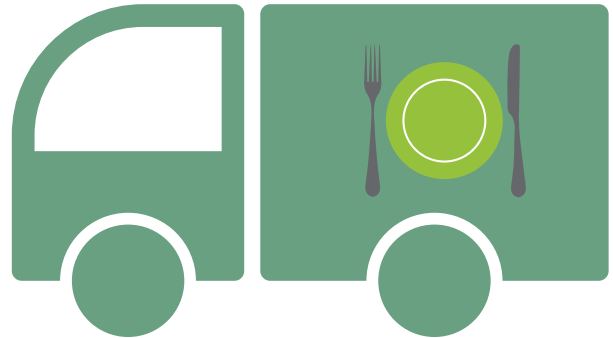


9

Questions

to Ask When Choosing a
Home-Delivered Meals Provider





Although health status has multiple contributing factors, **nutrition is one of the major determinants of successful aging**...Primarily, nutrition helps promote health and functionality.



-Academy of Nutrition and Dietetics

Malnutrition for older adults is a growing problem in the United States. Malnourished older adults have **higher medical costs** and **more complications**.

Providing nutrition care through **home-delivered meals** is an effective way to **improve health outcomes** and quality of life while **reducing health care costs**.

Not all home-delivered meal providers are created equal. We've included questions you can ask providers to make sure they meet the unique needs of your members.



Are the meals appropriate for people with diabetes and cardiovascular disease? Do they offer Medically-Tailored Meals?

All SunMeadow® meals are low in salt, sugar, fat, and cholesterol. Most older adults do not need to follow a strict diet. It is more important for them to have enough food and fluids.

We also offer **Medically-Tailored Meals** for those with chronic conditions.

LOW IN SODIUM

LOW FAT
PRODUCT

LOW SUGAR

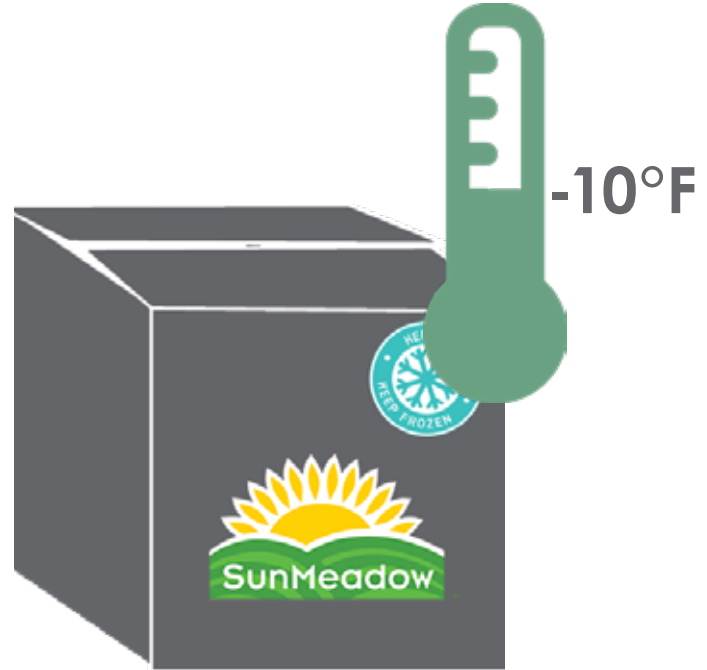
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Are the meals prepared, stored, and transported using the cold chain process?

The cold chain process ensures perishable **foods are maintained at safe temperatures** from the time of production until consumed. It allows manufacturers to transport perishable foods without using harmful preservatives and additives.

For more information on the cold chain process, [check out this infographic](#).

(Give the provider **bonus points** if the meals are prepared in a facility that is under **continual USDA inspection!**)



3

Do they provide shelf-stable meals to my members for emergency situations?



Emergencies happen. Thunderstorms can knock out power and ice storms keep delivery trucks off the roads. Having a **back-up plan** for when your members don't have easy access to food is a great idea!

Shelf-stable meals do not need refrigeration, so they are convenient meals for members keep in their pantry, so they stay nourished!

4

Can the meals be heated in either a microwave or an oven?



The flexibility to select “what you want to eat, when you want it” is a great advantage of frozen home-delivered meals. But not everyone has a microwave. Meals that can be **easily heated in either a microwave or an oven** is the best way to go! Meals served in CPET trays are the most common and are also BPA-free.

5

Does the provider have the ability to deliver meals directly to my members?

Our preferred method of delivery is by our specially-trained drivers. We deliver our meals in **freezer trucks** to ensure the safety of the meals.

In areas where we do not have our delivery trucks, we use **two-day delivery** service with a third-party courier. Meals will be packed in a **cooler with dry ice** to maintain safe temperatures.



6

Do their employees receive extensive training in dealing with older adults?

GA Foods' specially-trained **Field Service Representatives** (FSRs) undergo **extensive background checks** and screenings.

Our FRS and Care Center Representatives **receive ongoing training** on HIPAA compliance, cultural competency, and age sensitivity.



BONUS! Feedback shows member's are very satisfied with our team!



Does the provider assign someone to coordinate the needs of the older adults?

Sometimes, there are questions:

“Can I change my delivery day?”

“Do my meals contain pork?”

“Are there vegetarian options?”



Having a Customer Care Center for the member to **call with questions** or concerns is a big plus.

The Care Center can also **assist Case Managers** with enrollment, scheduling, and report forms.



Does the provider offer Nutrition Counseling?

Promoting good health and nutrition care for your members is about more than just meals.

We offer health plans the option to have **Registered Dietitians** provide phone counseling with members.

This service is based on the unique nutritional needs of each member.



9

Do they offer support for Case Managers?



In addition to phone and email support, we offer a website designed for **Case Managers**! We make it easy to:

- View and print menus and nutritional information
- Learn how to enroll a new member
- Download a Service Referral form
- Find resources to share with your members
- Earn free CEUs and much more!



HDM Provider Checklist

- Meals are appropriate for people with diabetes and cardiovascular disease.
- Cold chain process is used for preparation, storage and transportation of meals.
- Shelf-stable meals are available.
- Meals can be heated in oven or microwave.
- Provider has the ability to deliver meals directly to members.
- Employees receive ongoing training in dealing with older adults.
- Customer Care Center to assist case managers and members.
- Nutrition counseling and health education is provided.
- Case Manager support