



**CenCalHEALTH**<sup>®</sup>  
Local. Quality. Healthcare.



# CaAIM CS & ECM Provider Engagement Session

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September 6, 2023



# Roundtable Agenda

- **Community Supports: Medically Tailored Meals Program Updates**
- **Community Supports: Monthly Report Reminder**
- **CalAIM Nutrition Intervention**
- **Open Chat Q&A**
- **Events On The Horizon**



# Community Supports Medically Tailored Meals Program Updates

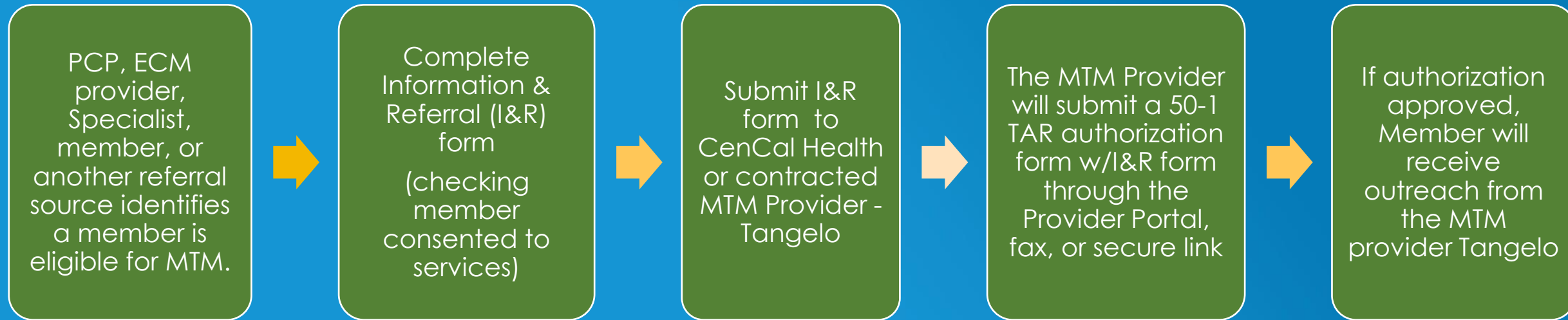
Nicole Bennett, MPH  
Community Supports Program Manager

# Medically Tailored Meals Program Updates

Beginning **October 1, 2023**, CenCal Health will implement **new eligibility criteria and operational processes** for the Medically Tailored Meals Community Supports Program.

- **Expand** the **eligibility criteria** to align with the **Community Supports DHCS Policy Guide** expanding access to even more of our membership.
- **All** Community Provider and Members **can refer**
- Now you can send referrals **directly to Tangelo** or directly to CenCal Health's Community Supports Unit, and we will re-direct the referral to a contracted Medically Tailored Meals Provider.

# Medically Tailored Meals: Provider Workflow



# Medically Tailored Meals: Eligibility Expansion

We are delighted to announce that we will be expanding the eligibility criteria for the Medically Tailored Meals Program to align with the Community Supports DHCS Policy Guide.

Members must meet **one** of the following eligibility criteria(s):

- Members with **chronic conditions**, such as but not limited to diabetes, cardiovascular disorders, congestive heart failure, stroke, chronic lung disorders, human immunodeficiency virus (HIV), cancer, gestational diabetes, **or other high risk perinatal conditions**, and **chronic or disabling mental/behavioral health disorders**.
- Members being **discharged from the hospital** or a **skilled nursing facility** or **at high risk of hospitalization or nursing facility placement**; or
- Members with **extensive care coordination** needs.

# Medically Tailored Meals: Updated Resources

## Community Supports- Medically Tailored Meals Information & Referral form



### This referral form is required for authorization

Community Supports (CS) are services that are flexible, wrap-around supports designed to fill medical and socially determined health gaps. The services are provided as a substitute or to avoid utilization of other services such as hospital or skilled nursing facility admissions, discharge delays, or emergency department use.

Medically Tailored Meals (MTM) is a therapeutic nutrition intervention aimed at improving health outcomes and reducing hospital readmission.

**What is Included?** Eligible CenCal Health Members who are enrolled in the program will receive:

- Home delivery of medically tailored meals for up to 12 weeks and up to 14 meals per week, tailored to address medical conditions;

**Who is Eligible?** Criteria for Eligibility:

- Members must be enrolled in CenCal Health
- Members must meet one of the following criteria:
  1. Individuals with chronic conditions, such as but not limited to diabetes, cardiovascular disorders, congestive heart failure, stroke, chronic lung disorders, human immunodeficiency virus (HIV), cancer, gestational diabetes, or other high risk perinatal conditions, and chronic or disabling mental/behavioral health disorders.
  2. Individuals being discharged from the hospital or a skilled nursing facility or at high risk of hospitalization or nursing facility placement; or
  3. Individuals with extensive care coordination needs.

**Exclusion Criteria:**

- Meals that are eligible for or reimbursed by alternate programs are not eligible.
- Meals are not covered to respond solely to food insecurities.

Please visit **CenCal Health's Provider webpage** to find the updated MTM resources.

- **Information & Referral form** has been updated to include new **eligibility criteria** and **enlarged the member consent** requirement
- **Quick Reference Guide (QRG)** has been updated on the website. Please reach out to the Provider Services team if you would like to **receive updated MTM QRGs**



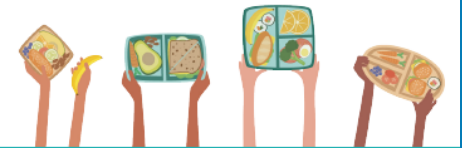
## Medically Tailored Meals Quick Reference Guide

### What are Medically Tailored Meals?

The program provides short-term (up to 12 weeks) meal delivery service for members in need of dietary support. Medically Tailored Meals are tailored to individual dietary needs, currently including low sodium and American Diabetic Association (to support those with diabetes mellitus) meals.

**The goal is to improve or maintain the health and overall function of an individual as they recover from an acute health condition or illness.**

Members will receive two (2) meals per day for a total of fourteen (14) meals per week. The meals are typically delivered in a cold storage container once a week.



### Who is eligible?

Members must meet one of the following criteria:

- Individuals with chronic conditions, such as but not limited to diabetes, cardiovascular disorders, congestive heart failure, stroke, chronic lung disorders, human immunodeficiency virus (HIV), cancer, gestational diabetes, or other high risk perinatal conditions, and chronic or disabling mental/behavioral health disorders.
- Individuals being discharged from the hospital or a skilled nursing facility or at high risk of hospitalization or nursing facility placement; or
- Individuals with extensive care coordination needs.

### Section 1: Member Agreement

- Member agrees to participate in the Medically Tailored Meal program and will complete a telephonic intake with meal provider prior to providing any Community Supports service.
- Member consented to received a referral to the Medically Tailored Meals program.

# CenCal Health Monthly Reporting Reminder

- Please review the **Authorization Status File Report**. All Contracted Community Support Providers received on **September 1<sup>st</sup>**.
- Return the **Community Supports Provider Return Authorization File** to CenCal Health on the last week of the month- **starting September 25- 29<sup>th</sup> 2023**.

File Name and Description	Required?	Responsibility	Frequency
CenCal Health Authorization Status File	Yes	CenCal Health to CS Provider	<u>Monthly</u> 1 <sup>st</sup> business day of the month
Community Supports Provider Return Authorization File	Yes	CS Provider to CenCal Health	<u>Monthly</u> Last business week of the month

If you have any questions after this discussion, please email the Community Supports team at [CommunitySupports@cencalhealth.org](mailto:CommunitySupports@cencalhealth.org) or by calling **(805) 562-1698**.



# CalAIM Nutrition Intervention

Erik Neilson  
VP of Health Plans



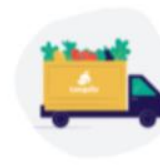
State-by-State

# Coverage: California

Our fulfillment network



**12**  
CA Warehouses



**150+**  
Weekly Routes



**600+**  
CA Farms & Producers

## Local Food Connection



**1 < Acre +**

We welcome even the smallest to grow along with the largest.



**85%+**

Local/Regional & Underserved Producers

 CA Farms

 Warehouses

# Chef-Curated, Condition-Tailored Food Options

Sourced local-first and delivered to community members doorsteps








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Stabl

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Prepared &  
Medically  
Tailored Meals

**Prepared, Medically-Tailored Meals, Meal Kits & Grocery Options**

-  Maternal
-  Cancer
-  COPD
-  Diabetes
-  Stroke
-  Heart Disease
-  Hypertension

**FoodRx**  
Prescribed for  
Chronic Conditions

**Medically-tailored for  
18 chronic conditions**



**Allison Sosna, MPH**  
Tangelo Dir. Community  
Nutrition & Procurement

**Justin Antorio**  
Tangelo Executive Chef &  
Culinary Director

**Eric Paul Meredith**  
Tangelo Resident Dietitian-  
Chef, MEd, MS, RDN, CHES



Academy of Nutrition  
and Dietetics



**Crafted & approved by  
Tangelo's Registered  
Dietitians & Chefs**

Condition-Tailored

# Prepared Meal Example: Mushroom Risotto

Tailored for Heart Disease, Hepatitis, COPD and more conditions



## Mushroom Risotto



### Ingredients

Water, Cremini Mushrooms, Arborio Rice, Yellow Onion, Lemon Juice, Extra-Virgin Olive Oil, Kosher Salt, Garlic, Tomato Paste, Fresh Rosemary, Lemon Zest, and Nutritional Yeast

**Heating Instructions:** Remove cover. Microwave for 1-3 minutes. Remove lid & stir contents. Microwave for 1-2 minutes more or until 165°. Plate food, let stand & enjoy!

**Storage Instructions:** Refrigerate & use within 7 days or freeze and use within 3 months.

## Nutrition Facts

1 serving per container

**Serving Size** 10.5 oz (298g)

Amount per serving

**Calories** **310**

% Daily Value\*

**Total Fat** 4.5g 7%

Saturated Fat .5g 3%

Trans Fat 0g

**Cholesterol** 0mg 0%

**Sodium** 620mg 26%

**Total Carbohydrate** 60g 20%

Dietary Fiber 2g 9%

Total Sugars 4g

Includes 0g Added Sugars 0%

**Protein** 9g

Vit. D 0mcg 0% Calcium 40mg 4%

Iron 1mg 6% Potas. 520mg 15%

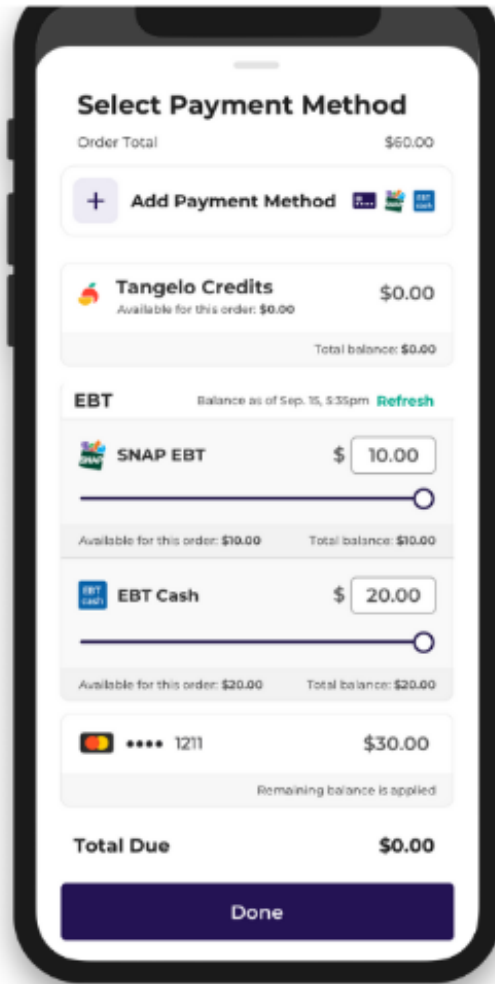
\* The % Daily Value (DV) tells you how much a nutrient in a serving of food contributes to a daily diet. 2,000 calories a day is used for general nutrition advice.

Manufactured for: Tangelo in Warrenton, VA 20187

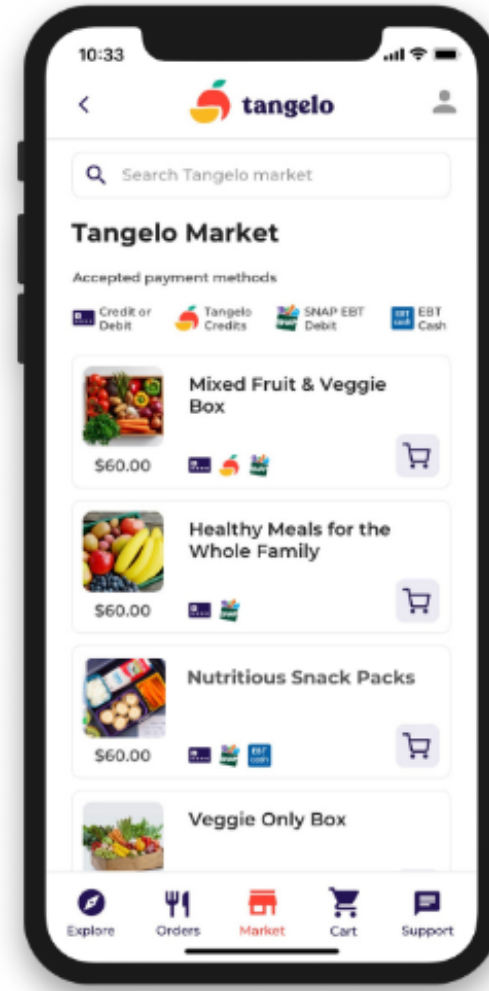
# Affordability, Healthy Food Access & Nutrition Education

Tangelo makes healthy choices easier choices by providing members a singular platform for affordable, convenient nutritious food access and nutrition education

Members can shop with their debit/credit card or SNAP benefits directly in Tangelo's curated healthy food marketplace for FREE home delivered groceries and prepared meals



Affordability



Access



Education

# Nutrition Education - Tangelo & Branded Partner Content

## Engaging nutrition education

Educational resources and information improves awareness on how to eat and live healthy. Utilize Tangelo to **engage with your members and communicate information.**



Healthy recipes



Cooking videos



SNAP Ed



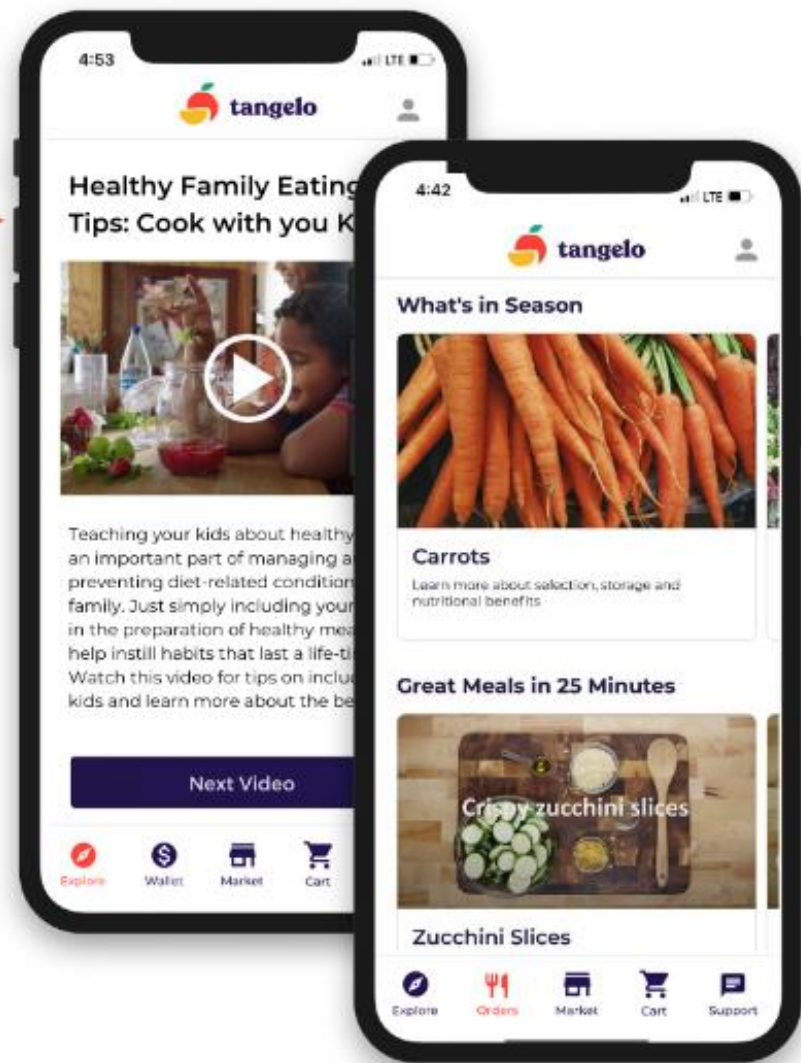
Virtual group cooking classes



Health promotion



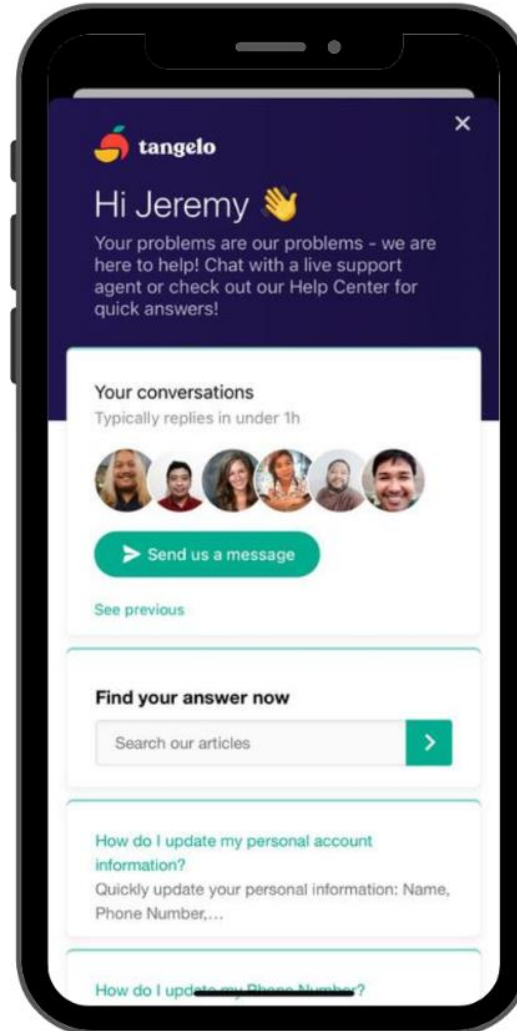
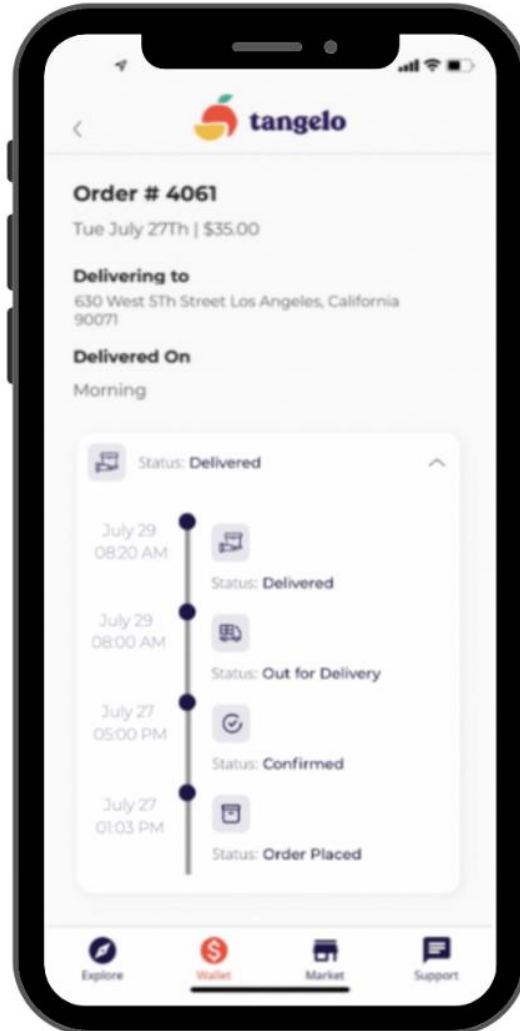
Disease prevention



# Order Tracking & Multilingual Support

## Order Tracking

Track **orders** at every step all the way to delivery



## Support

In app **24/7/365 support** and Live Chat support in over **25 languages**, or live telephonic support via 1-800 number

Available: Monday - Friday  
**9am - 9pm** eastern time.

# Thank you.

[Click here to see the real life Impact](#)

Presented by **Nate Bernstein** | EVP Business Development |  
nate@jointangelo.com





# Q&A Open Chat



# Community Supports Provider Drop-in Sessions

**Date:** September 14<sup>th</sup>, 2023

**Time:** 12:00 pm

## For Contracted Community Support Providers

- Informal, short sessions
- Answer program questions
- Learn from each other, allowing dedicated time for the Community Support Providers to network with like provider types
- Discuss barriers

*These are non-clinical meetings. Member information (PHI) is not to be shared.*



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