



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

In this packet you will find valuable materials for you, as well as materials to share with your clients.

- **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 might need in the future.

- **Program overview**

Outlines the many benefits of home-delivered meals and our programs, working with Mom's Meals and provides a sample menu.

- **Client handout**

Information for your clients explaining the benefits of home-delivered meals and Mom's Meals and a sample menu.

(Contact your Territory Manager or visit momsmeals.com/case-managers/start-a-client/ for additional copies.)

Since 1999, 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!

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

 866.716.3257  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 drivers of health and help your clients remain healthy and independent at home.

Our Difference



Refrigerated – Prepared in USDA- and FDA-inspected facilities, meals are packaged for convenient storage in the refrigerator for up to 14 days from delivery 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 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.

Are home-delivered meals right for your clients?

Do you have clients who recently:

- Skipped a meal or eaten a snack instead of eating a full meal?
- Eaten the same meal several times per week?
- Needed to pay bills instead of purchasing food?
- Been too tired to prepare food?
- Started eating less due to problems chewing, swallowing or other reasons?
- Unexpectedly lost or gained weight?
- Been in the hospital or the emergency room several times within the last six months?
- Had a need for meal or grocery assistance?
- Been diagnosed or has medical issues such as increased blood sugars/elevated A1c?
- Had a long-lasting wound that affects their daily living?

Better health begins with the meals we eat.

While many are receiving supplemental benefits related to food and in-home services, the U.S. faces a serious food insecurity problem.

44M

people face food insecurity in America

<https://www.feedingamerica.org/hunger-in-america>

Sample Menu

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

BREAKFAST

BREAKFAST SANDWICH
and Fruit Cup

CHEESE OMELET
with French Toast Sticks
and Turkey Sausage

LUNCH

BEEF STEW
and Corn Bread

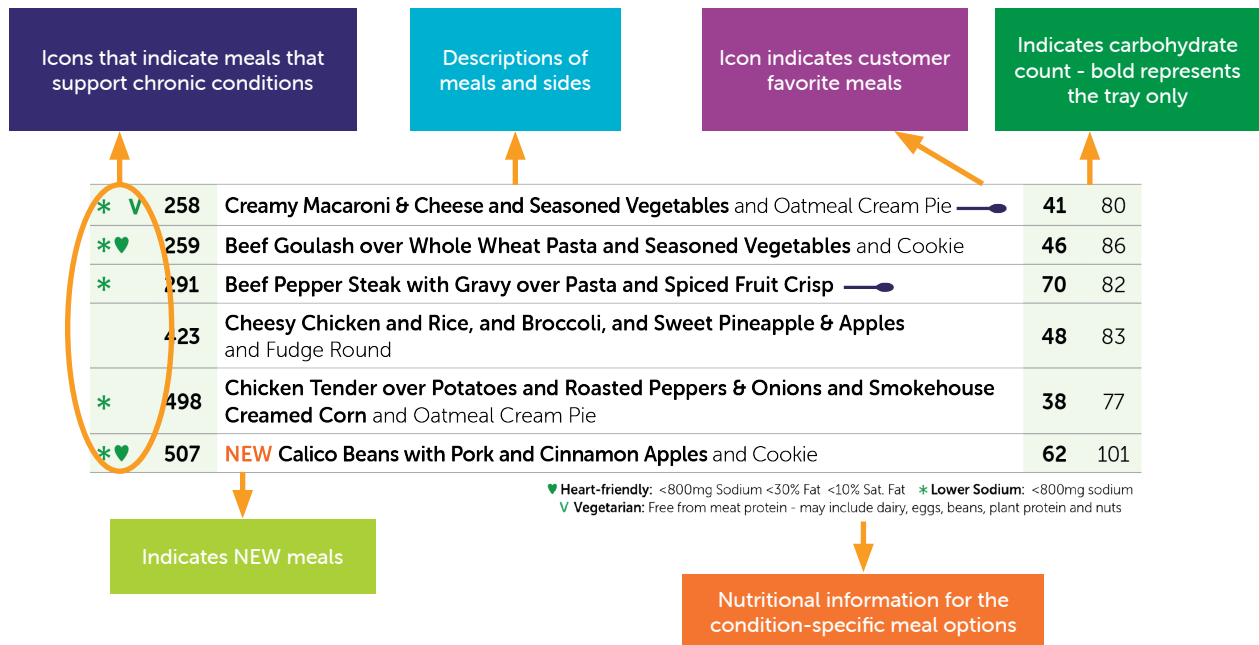
SWEET & SOUR CHICKEN
with White Rice and
Stir-Fry Vegetables

DINNER

CHEESE LASAGNA
and Spiced Fruit Crisp

HOMESTYLE MEATLOAF
with Potatoes and
Mixed Vegetables

Our menus include the following information to help in making the selections that best fit your clients' individual nutritional needs.



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.



Improving life through better nutrition at home

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.

Home-delivered meals could be right for you if you can answer "yes" to any of these questions.

Have you recently...

- Skipped a meal or eaten a snack instead of eating a full meal?
- Eaten the same meal several times per week?
- Needed to pay bills instead of purchasing food?
- Been too tired to prepare food?
- Started eating less due to problems chewing, swallowing or other reasons?
- Unexpectedly lost or gained weight?
- Been in the hospital or the emergency room several times within the last six months?
- Had a need for meal or grocery assistance?
- Been diagnosed or have medical issues such as increased blood sugars/elevated A1c?
- Had a long-lasting wound that affects your daily living?

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!

What makes Mom's Meals different from other home-delivered meals providers?



Refrigerated - Meals last in the fridge for up to 14 days from delivery. Heat, eat and enjoy in minutes.



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



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



Delivery to Any Address - No matter how remote.



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



We offer meals to support the needs of most major health conditions.



Diabetes Friendly



General Wellness



Gluten Free



Heart Friendly



Lower Sodium



Protein+



Pureed



Renal Friendly



Vegetarian

Sample Menu*

BREAKFAST

VEGETABLE EGG SCRAMBLE

and Peaches with Cherries

BISCUIT AND PORK SAUSAGE GRAVY

LUNCH

BEEF STEW

and Cornbread

PORK STIR FRY RICE

and Spiced Fruit Medley

DINNER

CHEESE LASAGNA

with Marinara Sauce and Fruit Crisp

BBQ CHICKEN WITH POTATO MEDLEY

and Seasoned Green Beans



Getting to choose which meals I receive from Mom's Meals has been wonderful!

- Mary

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