



# Community Supports Webinar Series: Medically Tailored Meals (MTM) and Home Supports

October 18, 2023



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# Agenda

- Welcome and Introductions
- Learning Objectives
- Medically Tailored Meals (MTM) and Food Overview
- Provider Spotlight:
  - 24 Hour Home Care
  - Roots Food
- Scenario
- Questions

# Welcome and Housekeeping



**This webinar is being recorded**



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**Participants are automatically MUTED. Please communicate via the chat**

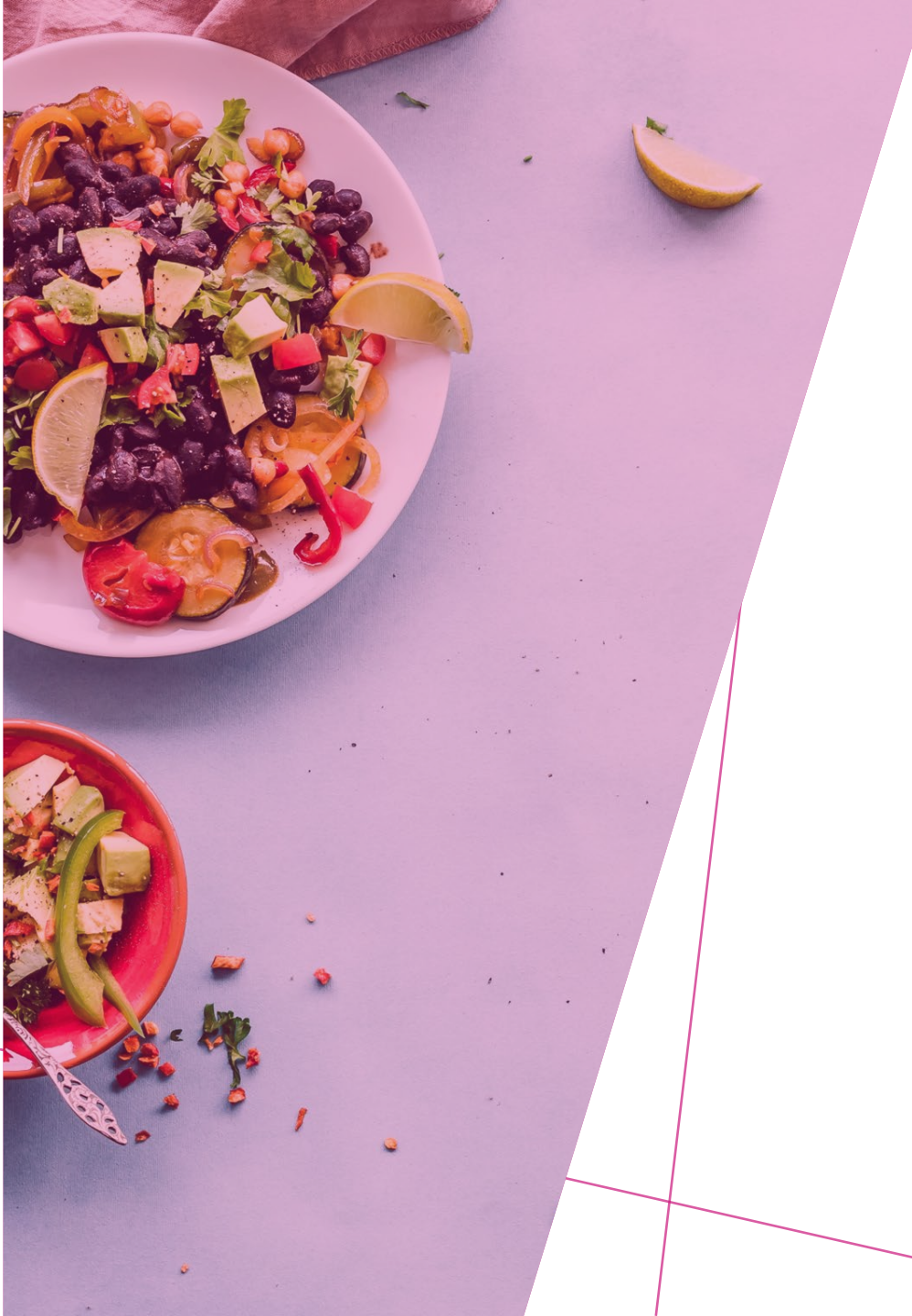


**If we are unable to address your questions in today's webinar, we will address your questions in an upcoming forum**

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# Welcome and Introductions

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**Nancy Wongvipat Kalev, MPH**  
**Senior Director, Systems of Care**

# Today's Presenters



**Heidi Arthur, LMSW**  
**Health Management Associates**



**Flint Michels, RN, MBA, MHSA**  
**Health Management Associates**



# Our Provider Speakers



**Gavin Ward**  
**Director of Strategic Partnerships**  
**24 Hour Home Care**



**James Kelley, MD, MBA**  
**Chief Medical Officer**  
**Roots Food Group**



**Jaclynn Clay, RDN, CNSC**  
**Community Support Dietitian**  
**Roots Food Group**

 Please say hello in the chat with your role and organization!

# Learning Objectives

- Describe key aspects of the MTM/Food Community Supports and Home Supports
- Explain key purpose and value of MTM/Food CS and how referrals are made
- Explain how other Community Supports relate to MTM/Food Community Supports

**What challenges have you, as a provider, experienced with using this Community Support?**



# Defining Medically Tailored Meals (MTM)

## As defined under DHCS CalAIM:

### Meals that are:

- Delivered to the home immediately following discharge from a hospital or nursing home when Members are most vulnerable to readmission.
- Provided to the Member at home that meet the unique dietary needs of those with chronic diseases.
- Tailored to the medical needs of the Member by a Registered Dietitian (RD) or other certified nutrition professional, reflecting appropriate dietary therapies based on evidence-based nutritional practice guidelines to address medical diagnoses, symptoms, allergies, medication management, and/or side effects to ensure the best possible nutrition-related health outcomes.

### As well as:

- Medically-supportive food and nutrition services, including medically tailored groceries, healthy food vouchers, and food pharmacies.
- Behavioral, cooking, and/or nutrition education is included when paired with direct food assistance as enumerated above.

**NOTE:** Managed care plans have the discretion to define criteria for the level of services determined to be both medically appropriate and cost-effective for Members (e.g., Medically Tailored meals, groceries, food vouchers, etc.).

# Eligibility and Restrictions

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.

## ***Restrictions/Limitations:***

Up to two (2) meals per day and/or medically-supportive food and nutrition services for up to 12 weeks, or longer if medically necessary.

Meals that are eligible for or reimbursed by alternate programs are not eligible.

Meals are not covered to respond solely to food insecurities.

**Note:** Under Health Net, this service is covered for a duration for up to 90 days. Extensions are allowed after the initial 90 days in 90-day increments based on medical necessity and needs tailored to the member.

# MTM Key Elements

Medically Tailored Meals are provided to the member in his/her home, providing the convenience to those that may have issues with transportation

Nutritional assessments and care plans are created on a case-by-case basis depending on the members individual health needs

Services can be extended beyond the 12-week timeline based on medical necessity

MTM services are provided to improve member health outcomes and nutritional health status, more information can be found on the Medically Tailored Meals Authorization Guide: <https://providerlibrary.healthnetcalifornia.com/medical/calaim.html>

# Referrals and Authorizations



## HealthNet:

MTM services are provided to improve member health outcomes and nutritional health status, more information can be found on the Medically Tailored Meals Authorization Guide: <https://providerlibrary.healthnetcalifornia.com/medi-cal/calaim.html>

# Other Connected Supports

**PCHS** – Personal Care and Homemaker Services - provided for individuals who need assistance with Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs).

**Respite Services for Caregivers** - provided to caregivers of Members who require intermittent temporary supervision. The services are provided on a short-term basis because of the absence or need for relief of those persons who normally care for and/or supervise them and are non-medical in nature. This service is distinct from medical respite/recuperative care and is rest for the caregiver only.

# Provider Spotlight

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**Gavin Ward**

[gavin@24hrcares.com](mailto:gavin@24hrcares.com)

*24 Hour Home Care*



# 24 Hour Home Care Overview



Founded in **2008**



**Synergistic care model** for Medi-Cal members and individuals with intellectual and developmental disabilities (“I/DD”)



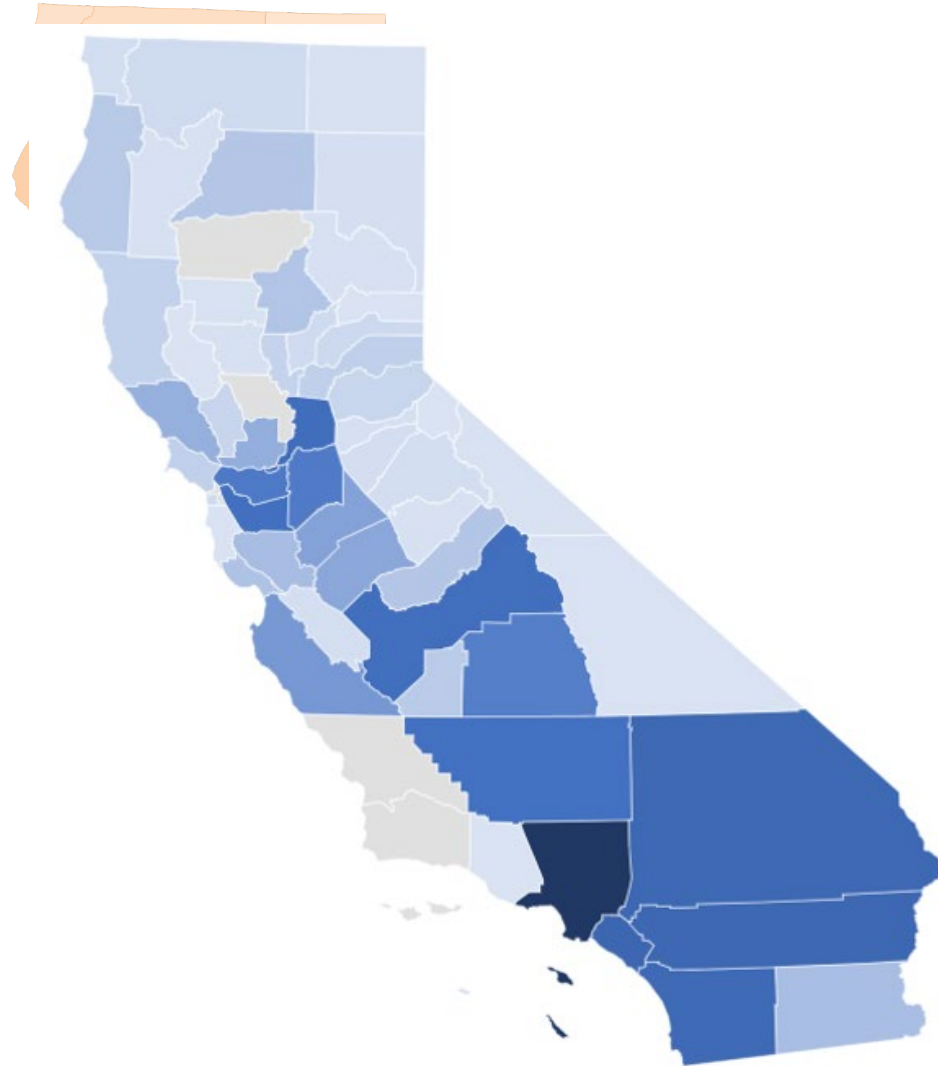
Leading and **largest non-medical home care** company in the **Southwest USA**



In 2022, the company provided over **5.3MM** Hours of care

## Operating with Coverage in All CA Counties

Lives Covered  0 3,242,000



**70%**  
of Hours Staffed  
Are Medi-Cal



**52**  
Counties



**21**  
MCOs  
In-Network

# Meet Oscar

- Oscar is a 72-year-old man who resides with his 75-year-old wife in Los Angeles.
- He was recently discharged from a rehab center following hip surgery.
- While he was in the hospital, he was diagnosed with diabetes and advised that he must immediately change his diet or risk re-admission.
- His mobility is poor, and he is afraid to eat, because he doesn't really understand what a diabetic diet involves.
- His wife has always cooked his meals, but she stopped shopping and cooking several months ago, and Oscar says she "isn't quite herself" recently.
- The couple speak Spanish with one another but report that they prefer services in English



# Personal Care and Homemaker



## GOAL

- To provide supports to manage healthy conditions at home instead of a higher-cost facility-based setting



## SERVICES AND SUPPORTS

- Personal Care
- Meal Preparation
- Medication Reminders
- Supervision/Socialization
- Light Housekeeping



## SERVICE LIMITATIONS

- Not a replacement to IHSS
- Cannot exceed 24/7 (including IHSS hours)
- Must be cost effective



# Respite



## GOAL

- To provide a break to the primary caretaker on an intermittent or temporary basis.



## SERVICES AND SUPPORTS

- Non-medical assistance on as needed basis to supplement care
- Provide seamless care when primary caretaker unable to be there



## SERVICE LIMITATIONS

- Up to 336 hours annually
- Exceptions to annual cap as approved by MCO
- May not exceed 24/7 combined with other services





## SOLUTION

### Remember Oscar?

Respite, and future referral for personal care/homemaker

SEX: Male | AGE: 72

HOME SITUATION: Married, spouse primary caregiver



## SITUATION

- Recent hip surgery
- New diagnosis of diabetes
- Spanish-speaking home, but prefers English speaking caregiver
- Wife primary caregiver, experiencing signs of burnout

## SERVICES

- Since wife is becoming limited in her abilities, but still capable, recommending:
- Respite care: provide ongoing, intermittent respite to give wife breaks, allowing her to recharge and refuel, prevent burnout
- Referral to MTM to help with diabetic appropriate nutrition
- Future state: potential referral to IHSS, and to personal care/homemaker services for care prior to IHSS going live (typically takes 3-6 months for IHSS)

## INTERVENTION

- Health Net MCO authorizes respite care to give wife intermittent breaks
- Family asks if neighbor, a nursing student, already trusted by Oscar could be respite provider. 24 onboards/trains neighbor as respite provider, giving wife the breaks needed to recharge, socialize with friends occasionally, etc.
- 24 submits referral to MTM for diabetic appropriate meals that wife and respite provider can easily prepare

## OUTCOME

- Wife remains long term caregiver with appropriate energy and joy to continue. 2 years later, wife unable to continue, so referral is made to 24 while pending IHSS

# Provider Spotlight

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James Kelley, MD, MBA & Jaclynn Clay, RDN, CNSC

[James@RootsFoodGroup.com](mailto:James@RootsFoodGroup.com) / [Jaclynn@RfoodX.com](mailto:Jaclynn@RfoodX.com)

*Roots Food Group – Medically Tailored Meals*

Roots Food Group

# A Mission-Driven Organization

## Our Mission

Creating healthy outcomes through Food is Medicine and reducing the overall cost of healthcare through food, technology and data.

## Our Company:



## Our Meal Program:



Rfoodx offers ready-to-heat Medically Tailored Meals developed by chefs and registered dietitians to help manage chronic conditions. Our assortment of entrée recipes and breakfast products are healthy, diverse in cultural offerings, and taste great. Rfoodx meals are:

- Compliant with nutritional guardrails of the top chronic diseases
- Made with all-natural, real food, always free of artificial ingredients, and additives
- We combine healthy food and nutritional counseling to achieve better health outcomes:
  - Dietary Assessment and Nutrition Counseling
  - 12 weeks of meals (two meals per day, or 168 meals total) for a variety of chronic conditions, including:

Heart Disease	Kidney Disease	Perinatal Conditions
Diabetes	Low Vision	Gestational Diabetes
Hypertension	Blindness	Mental/Behavioral Disorders
High Cholesterol	Congestive Heart Failure	Chronic Lung Disease
Stroke		





# Giving Back

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We are mission-driven. Philanthropy is at our core:

For every 10 Rfoodx meals provided, Roots Food Group **donates one meal** through our nonprofit channels:



Roots Food Foundation brings change to underserved communities through partnerships that distribute MTM to the food insecure and provide interactive, nutritional education programs to youth.

Feeding the Blind (FTB) is a 501(c)(3) nonprofit that provides MTM to individuals who have low vision and blindness. It aims to break accessibility barriers in the multi-step process of acquiring healthy food.

# Each meal is designed for multiple chronic conditions



**PER DAY** RDA Data Representative of 1600cal limit for females and 2000cal limit for males

Nutrient	Source	Diabetes	Heart Disease	Hypertension	Kidney Disease	Hypercholesterolemia
Calories	NAP	1600(F) / 2000(M)	1600(F) / 2000(M)	1600(F) / 2000(M)	1600(F) / 2000(M)	1600(F) / 2000(M)
Total Fat	AHA	<53g/66g	<53g/66g	<53g/66g	<53g/66g	<53g/66g
Saturated Fat	AHA/NHANES	<18g/22g	<18g/22g	<18g/22g	<18g/22g	<11g/13g
Protein	ADA	1.5g/kg of weight	0.8g/kg of weight	0.8g/kg of weight	0.8g/kg of weight	0.8g/kg of weight
Carbohydrates	NCBI	180-260g(F) / 225-325g(M)	180-260g(F) / 225-325g(M)	180-260g(F) / 225-325g(M)	180-260g(F) / 225-325g(M)	180-260g(F) / 225-325g(M)
Sodium	NCBI/NHANES	<2300mg	<2300mg	<1000mg	<2300mg	<2300mg
Cholesterol	DGA/AHA	<200mg	<200mg	<200mg	<200mg	<200mg
Fiber	ADA/AHA	20-35g	20-35g	20-35g	20-35g	20-35g
Potassium	NKF/AHA	4500mg	4500mg	4500mg	<2000mg	4500mg
Phosphorus	NCBI/NKF	800mg	800mg	800mg	800mg	800mg
Added Sugars	AHA/NHANES	25g	25-36g	25-36g	25-36g	25-36g

**PER MEAL** Per Meal Data Representative of 1600cal limit for females and 2000cal limit for males (based on a T1D RfoodX meal diet)

Nutrient	Source	Diabetes	Heart Disease	Hypertension	Kidney Disease	Hypercholesterolemia
Calories	NAP	530(F) / 660(M)	530(F) / 660(M)	530(F) / 660(M)	530(F) / 660(M)	530(F) / 660(M)
Total Fat	AHA	<17g/22g	<17g/22g	<17g/22g	<17g/22g	<17g/22g
Saturated Fat	AHA/NHANES	<6g/7g	<6g/7g	<6g/7g	<6g/7g	<3.5g/4g
Protein	ADA	0.5g/kg of weight	0.26g/kg of weight	0.26g/kg of weight	0.26g/kg of weight	0.26g/kg of weight
Carbohydrates	NCBI	60-80g(F) / 75-108g(M)	60-80g(F) / 75-108g(M)	60-80g(F) / 75-108g(M)	60-80g(F) / 75-108g(M)	60-80g(F) / 75-108g(M)
Sodium	NCBI/NHANES	<760mg	<760mg	<330mg	<760mg	<760mg
Cholesterol	DGA/AHA	<60mg	<60mg	<60mg	<60mg	<60mg
Fiber	ADA/AHA	6-11g	6-11g	6-11g	6-11g	6-11g
Potassium	NKF/AHA	1500mg	1500mg	1500mg	<660mg	1500mg
Phosphorus	NCBI/NKF	206mg	206mg	206mg	206mg	206mg
Added Sugars	AHA/NHANES	8g	8-12g	8-12g	8-12g	8-12g

Carbohydrates provide 4 calories per gram, protein provides 4 calories per gram, and sat fat and fat provides 9 calories per gram.

# Meet Gabriella

- Gabriella is a 58-year-old woman who recently moved to Maricopa county to take care of her aging mother
- She has type II Diabetes on insulin, but has poor access to pharmacies due to her remote location, and can't always get her meds
- She also has Stage II kidney failure (recently diagnosed), and suffers from low back pain from "raising 3 boys"
- She was recently hospitalized for DKA (and her kidney disease was diagnosed during the stay)
- She is the cook, and has struggled recently to keep up due to mobility issues, can't stand for long periods of time, and uses processed foods as a shortcut
- She was only able to meet with the inpatient dietitian for 10 minutes, and is concerned about her diet, because she doesn't really understand what a diabetic diet involves
- She speaks English and Spanish, prefers services in Spanish



# CASE STUDY: SECURING MTM SERVICES FOR GABRIELLA



## ELIGIBILITY

Gabriella has **diabetes** & **CKD**, on HealthNet Medi-Cal



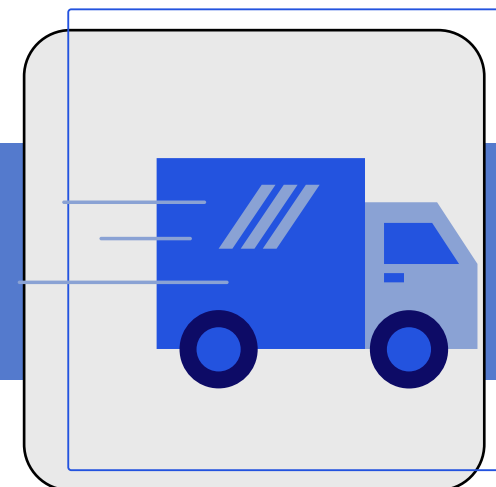
## YOU SUBMIT REFERRAL

Using our Referral Form, or our Provider Portal, or through FindHelp (Health Net members)



## WE REQUEST AUTHORIZATION

We complete Nutrition Assessment & submit authorization request to Gabriella's Plan



## WE PROVIDE SERVICES

Gabriella can now receive meals & nutrition counseling & education!



# GABRIELLA'S SERVICES FROM RFOODX

## Gold-Standard Intervention

- **Two meals** per day, **Diabetes-Friendly** diet, 12-week minimum, possible **extension**
  - Designed by Culinary Chefs & Registered Dietitian Nutritionists (RDN) grounded in evidence-based guidelines.
- **Nutrition Counseling**
  - Dietitian schedules Gabriella for counseling to learn about dietary tips, lifestyle, and behavior changes.
  - Long-term education

## Home Delivery

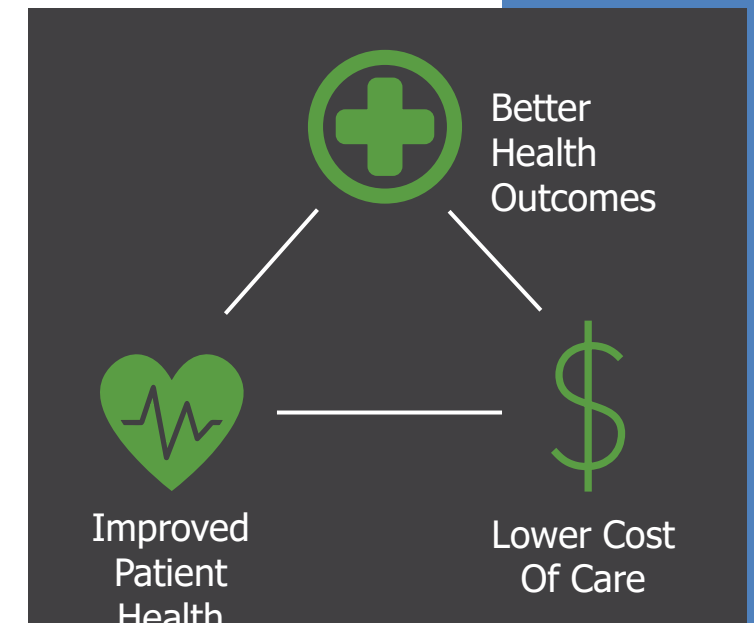
- Meals are packaged in Colton, CA and shipped anywhere in California within 24 hours
- Meals come with 3 days of dry ice, and do not require you to be home to receive them
- Shipping address can be changed every 2 weeks if needed

## Care Coordination

- Communication & coordination with Gabriella's care team
- Referrals to other resources (Her mom is Medi/Medi, we referred her for meals as well)
- Health Information Exchange

## POSITIVE RESULTS FOR GABRIELLA

- Reduced stress around mealtimes for Gabriella
- Hasn't been able to take care of herself because of all the barriers, now she doesn't have to worry because we're helping her
- Better outcomes for management of her diabetes and kidney disease
- Better quality of life through lifestyle and nutrition education
- She likes the food!





## SUMMARY OF BENEFITS

- We are a support for you & your patients
  - We conduct nutrition assessment & counseling, approvals, shipping, etc.
- We meet patients where they are (email, text, calls, fax)
- Our portal allows you to follow your patients through the process, renew meals
- We deliver directly anywhere in the state, no need for patients to be home
- Our meals are healthy, address multiple chronic conditions, are diverse in cultural offerings, and taste great
- Our team of Community Support Specialists educate and support clinics, hospitals, case managers and other referring parties and patients
- Our dietitians are located in the communities they serve



"My mother's weight has finally stabilized. For years she struggled with keeping weight on, I no longer have to worry that she won't be eating a meal" - *Patient's Daughter*

I enjoyed seeing smiles on their faces today as they expressed gratitude for the meals. You do good work. Thank you.  
- *Dialysis RDN*

"Mr V's labs improved so much this month. Fluid balance, phosphorus, protein. He likes the meals. Thank you so much for your effort to add these patients for home delivered meals." - *Doctor*

## Real-World Successes





To learn more, please contact us at:

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Chief Medical Officer

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Community Support Dietitian

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[Jaclynn@RfoodX.com](mailto:Jaclynn@RfoodX.com)

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# Questions?

*if time allows*

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# ***THANK YOU!!!!*** ***Before You Go...***

**Please Complete the Evaluation of Today's Session**

**Once the webinar has concluded,  
the survey will pop-up in a  
separate browser.**

**Save the Date for next Webinar – November 15<sup>th</sup>, 2023!**

**The next Webinar content will be on Sobering Centers and Day Habilitation**

# Additional Resources

## Resources/Links

CS Policy Guide: <https://www.dhcs.ca.gov/Documents/MCQMD/DHCS-Community-Supports-Policy-Guide.pdf>

CalAIM for Providers:

[https://www.healthnet.com/content/healthnet/en\\_us/providers/support/calaim-resources.html](https://www.healthnet.com/content/healthnet/en_us/providers/support/calaim-resources.html)

CalAIM for Members:

[https://www.healthnet.com/content/healthnet/en\\_us/members/medical/calaim-resources.html](https://www.healthnet.com/content/healthnet/en_us/members/medical/calaim-resources.html)

Community Supports for Members:

<https://www.lacare.org/members/community-supports>

# Community Supports Available Statewide

Community Support Service	HealthNet
Housing Transition/Navigation	✓
Housing Deposits	✓
Housing Tenancy & Sustaining Services*	✓
Short-Term Post-Hospitalization Housing	✓
Recuperative Care (Medical Respite)	✓
Day Habilitation Programs	✓
Nursing Facility Transition/ Diversion	✓
Community Transition Services/Nursing Facility Transition to a Home	✓
Personal Care and Homemaker Services	✓
Respite Services for Caregivers	✓
Environmental Accessibility Adaptations	✓
Medically Supportive Food/ Meals/ Medically Tailored Meals	✓
Sobering Centers	✓
Asthma Remediation	✓

# Glossary of Terms

- CS – Community Supports
  - DC - Discharge
  - EAA – Environmental Accessibility Adaptions
  - ECM – Enhanced Care Management
  - HHSS – Housing Support Services
  - MCP – Managed Care Plan (Health Plan)
  - PCP – Primary Care Provider
  - STPHH – Short Term Post-Hospitalization Housing
- 

