PROVIDER *Update*

health net™

Get Medically Tailored Meals for Your Patients

Members can receive healthy meal plans with medically tailored meals

Patients living with serious illness require an equally complex nutrition intervention and can benefit from medically tailored meals (MTMs). Often the patient is too sick to shop or cook and needs access to healthy food. Eating foods that are specifically designed for their diagnosis and illness can help improve their future health outcomes.

Program overview

MTMs are prepared meals or groceries tailored to meet the medical needs of an individual based on their diagnosis and illness. Meal plans are designed by a Registered Dietitian (RD) to help improve the patient's health, lowering the cost of healthcare and hospitalizations. The program also helps patients receive nutrition education and tools to sustain healthy eating.

This service is covered up to 90 days and available in 90 day increments based on medical necessity. Extensions may be considered after the initial 90 days.

MTMs are available to members:

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

- Meals delivered to the home immediately following discharge from a hospital or nursing home.

How to refer patients for MTM services

Use the resources below to connect Medi-Cal members to medically tailored meals and other supportive services such as financial assistance, food pantries, medical care and other no-cost or reduced-cost help:

Go to the online COVID-19 alerts page for info about COVID-19 vaccines!
At **provider.healthnet.com** > *COVID-19 Updates > Health Net Alerts,* you will find information about COVID-19 vaccines. This includes COVID-19 vaccine coverage details, how to enroll to administer the COVID-19 vaccine, and COVID-19 vaccine reporting and coding requirements. Also, access key tips you can use to help talk with and answer questions from your patients about the COVID-19 vaccine, especially those who are hesitant to receive it.

THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:
- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers
- Community Supports (CS) Providers
- Enhanced Care Management (ECM) Providers

LINES OF BUSINESS:
- IFP
  - Ambetter HMO
  - Ambetter EPO
  - Ambetter HSP
  - Ambetter PPO
  - Full Network PPO
- Employer Group
  - HMO/POS/HSP
  - EPO
  - PPO
- Medicare Advantage (HMO/PPO) (Wellcare By Health Net)
- Cal MediConnect (Los Angeles/San Diego)
- Medi-Cal
  - Kern
  - Los Angeles
    - Molina
  - Riverside
  - Sacramento
  - San Bernardino
  - San Diego
  - San Joaquin
  - Stanislaus
  - Tulare

PROVIDER SERVICES
provider_services@healthnet.com
Cal MediConnect
Los Angeles County – 855-464-3571
San Diego County – 855-464-3572
Medi-Cal (including CS and ECM providers) – 800-675-6110

PROVIDER PORTAL
provider.healthnetcalifornia.com

PROVIDER COMMUNICATIONS
provider.communications@healthnet.com

1. **Findhelp**: Use the findhelp website to search available community support (CS) programs. The site is easy to use and to refer members. Follow these steps to begin a search:

   1. Go to communitysupportsecm.findhelp.com.

   2. Enter a ZIP Code and click search.

   3. Choose a topic from the top row and browse local programs. Services vary based on the ZIP Code.

   4. Next, select the CS provider or service that best meets the member's needs.

2. **Health Net provider directory**: Use the Health Net provider directory to locate a CS provider and refer the member. Contact the CS provider to provide the member's information. The provider directories can be found on the CalAIM resource page under *Forms & Tools* at: healthnet.com/content/healthnet/en_us/providers/support/calaim-resources.html.

Eligibility and qualifications

- Members with chronic conditions; and

- Members discharged from the hospital or skilled nursing facility; or

- Members at high risk of hospitalization or nursing facility placement; or

- Members with extensive care coordination needs.

- Assessment by registered dietitian or certified nutrition professional.

Additional information

Providers are encouraged to access the provider portal online at **provider.healthnetcalifornia.com** for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the information contained in this update, contact the Health Net Medi-Cal Provider Services Center within 60 days at 800-675-6110.