

## Referrals for service coordinators

Meals Direct LLC · 267-606-1901 · [hello@mealsdirect.food](mailto:hello@mealsdirect.food)

### Who we serve

We work with service coordinators, care managers and discharge planners in Pennsylvania, New Jersey and New York whose members receive Medicaid long-term services and supports: Community HealthChoices in Pennsylvania, NJ FamilyCare MLTSS in New Jersey and Medicaid managed long-term care in New York.

Meal formats include hot, frozen and specialty fresh. Options vary by area and program.

### Referral checklist

Send the service authorization and the client's details:

- |                                        |                                                            |
|----------------------------------------|------------------------------------------------------------|
| <input type="checkbox"/> Client name   | <input type="checkbox"/> Authorization start and end dates |
| <input type="checkbox"/> Address       | <input type="checkbox"/> Number of approved meals          |
| <input type="checkbox"/> Phone         | <input type="checkbox"/> Case worker information           |
| <input type="checkbox"/> Date of birth | <input type="checkbox"/> Waiver type                       |
| <input type="checkbox"/> State ID      | <input type="checkbox"/> Any other relevant notes          |

### When meals can start

Paperwork received by 5 PM Thursday starts delivery the following week. Paperwork received after 5 PM Thursday moves the first delivery to the week after that. Schedules vary by plan and area.

### When meals arrive

#### How often meals arrive

It depends on how many meals a week are authorized.

|                         |                  |
|-------------------------|------------------|
| 3 or fewer meals a week | Monthly          |
| 4 to 7 meals a week     | Every other week |
| 8 or more meals a week  | Weekly           |

### Why 14 meals at a time

Every-other-week deliveries are 14 meals. One meal a day for 14 days arrives in one delivery: that means less packaging, a typical refrigerator holds 14 meals, and the meals stay refrigerated.

### How long meals keep

Refrigerated meals keep about 14 days from delivery. Keep them at 40°F or below and follow the date and heating instructions on each label.

Schedules vary by plan and area. Our team confirms your start date and schedule before service starts.

### How to send a referral

Call 267-606-1901 or contact [hello@mealsdirect.food](mailto:hello@mealsdirect.food) to arrange the document process with our staff. Monday to Friday, 8:30 AM to 5 PM Eastern. Allentown: Monday to Friday, 8 AM to 4 PM Eastern.

Request a call and tell us you are a care coordinator. The online application includes the option "A client I support as a caregiver or care coordinator".

### What happens after

We confirm the authorization details with you.

The start date follows the Thursday cutoff.

The member receives the first delivery.

We confirm the ongoing schedule with the member.

### Protect member details

Never send member details through social media comments or messages, website chat or ordinary email attachments. Use the phone or the document process staff provide. The callback form does not accept documents.