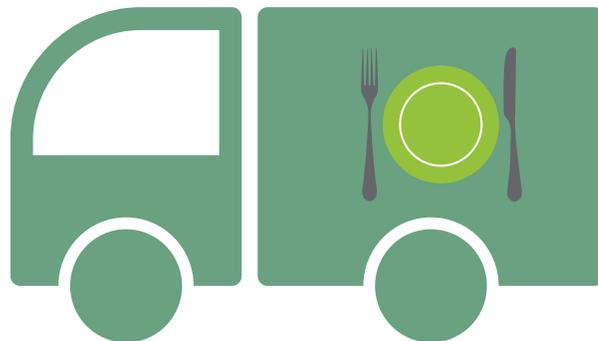


9

# Questions

to Ask When Choosing a  
Home-Delivered Meals Provider





Although health status has multiple contributing factors, nutrition is one of the major determinants of successful aging...Primarily, nutrition helps promote health and functionality.



-Academy of Nutrition and Dietetics

**Malnutrition** for older adults is a growing problem in the United States. Malnourished older adults have **higher medical costs** and **more complications**.

Providing nutrition care through **home-delivered meals** is an effective way to **improve health outcomes** and quality of life while **reducing health care costs**.

Not all home-delivered meal providers are created equal. We've included questions you can ask providers to make sure they meet the unique needs of your members.

1

## Are the meals appropriate for people with diabetes and cardiovascular disease? Do they offer Medically-Tailored Meals?

All SunMeadow® meals are low in salt, sugar, fat, and cholesterol. Most older adults do not need to follow a strict diet. It is more important for them to have enough food and fluids.

We also offer **Medically-Tailored Meals** for those with chronic conditions.

**LOW IN SODIUM**

**LOW FAT  
PRODUCT**

**LOW SUGAR**

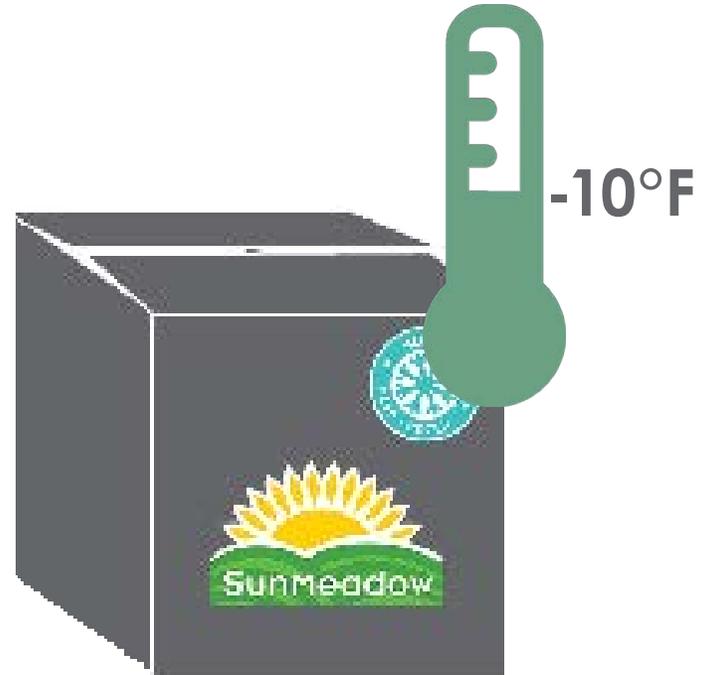
2

Are the meals prepared, stored, and transported using the cold chain process?

The cold chain process ensures perishable **foods are maintained at safe temperatures** from the time of production until consumed. It allows manufacturers to transport perishable foods without using harmful preservatives and additives.

For more information on the cold chain process, [check out this infographic](#).

(Give the provider **bonus points** if the meals are prepared in a facility that is under **continual USDA inspection!**)



3

Do they provide shelf-stable meals to my members for emergency situations?



Emergencies happen. Thunderstorms can knock out power and ice storms keep delivery trucks off the roads. Having a **back-up plan** for when your members don't have easy access to food is a great idea!

Shelf-stable meals do not need refrigeration, so they are convenient meals for members keep in their pantry, so they stay nourished!

4

Can the meals be heated in either a microwave or an oven?



The flexibility to select “what you want to eat, when you want it” is a great advantage of frozen home-delivered meals. But not everyone has a microwave. Meals that can be **easily heated in either a microwave or an oven** is the best way to go! Meals served in CPET trays are the most common and are also BPA-free.

5

Does the provider have the ability to deliver meals directly to my members?

Our preferred method of delivery is by our specially-trained drivers. We deliver our meals in **freezer trucks** to ensure the safety of the meals.

In areas where we do not have our delivery trucks, we use **two-day delivery** service with a third-party courier. Meals will be packed in a **cooler with dry ice** to maintain safe temperatures.



# 6

## Do their employees receive extensive training in dealing with older adults?

GA Foods' specially-trained **Field Service Representatives** (FSRs) undergo **extensive background checks** and screenings.

Our FRS and Care Center Representatives **receive ongoing training** on HIPAA compliance, cultural competency, and age sensitivity.



**BONUS!** Feedback shows member's are very satisfied with our team!

# 7

## Does the provider assign someone to coordinate the needs of the older adults?

Sometimes, there are questions:

“Can I change my delivery day?”

“Do my meals contain pork?”

“Are there vegetarian options?”



Having a Customer Care Center for the member to **call with questions** or concerns is a big plus.

The Care Center can also **assist Case Managers** with enrollment, scheduling, and report forms.



## Does the provider offer Nutrition Counseling?

Promoting good health and nutrition care for your members is about more than just meals.

We offer health plans the option to have **Registered Dietitians** provide phone counseling with members.

This service is based on the unique nutritional needs of each member.



# 9

## Do they offer support for Case Managers?



In addition to phone and email support, we offer a website designed for **Case Managers**! We make it easy to:

- View and print menus and nutritional information
- Learn how to enroll a new member
- Download a Service Referral form
- Find resources to share with your members
- Earn free CEUs and much more!



## HDM Provider Checklist

- Meals are appropriate for people with diabetes and cardiovascular disease.
- Cold chain process is used for preparation, storage and transportation of meals.
- Shelf-stable meals are available.
- Meals can be heated in oven or microwave.
- Provider has the ability to deliver meals directly to members.
- Employees receive ongoing training in dealing with older adults.
- Customer Care Center to assist case managers and members.
- Nutrition counseling and health education is provided.
- Case Manager support

