

Home Delivered Meals Fair and Equitable Delivery Policy

Title: PO.A3SSA.03 Home Delivered Meals Fair and Equitable Delivery Policy
Policy Subject: Fair and Equitable Home Delivered Meal Process
Date: 1/9/2018
Purpose: Adhere to ICOA's TG.NU.01 policy

Policy Summary:

Each Area Agency on Aging (AAA) is required to develop a fair and equitable meal delivery policy that addresses how many times a provider can attempt to deliver a meal before an action, up to termination, would be taken. The AAA must adhere to the Termination of Service requirements in the ICOA Program Manual, Chapter 4, subsection 21, when developing the policy.

Scope of Policy: This policy applies to all Home Delivered Meal (HDM) consumers, providers, and Area 3 Senior Services Agency staff.

Responsibility and Enforcements:

A. Provider Responsibility

1. The provider is not authorized to leave meals unattended.
2. After the first failed attempt to deliver a meal, the provider will contact the consumer by telephone to verify if they will be home to receive a meal.
3. If no contact is made after three attempts, the provider will inform Information and Assistance (I&A) within 48 hours of the last attempt.
4. The provider is allowed to bill the Area 3 Senior Services Agency (A3SSA) for the first meal delivery attempt, but not subsequent attempts.

B. A3SSA Responsibility

1. Upon notification from provider regarding multiple failed attempts to contact the consumer, I&A staff will contact the consumer and emergency contact to verify continued need for HDM service.
2. If the I&A staff fails to contact the consumer or consumer's emergency contact, the A3SSA Failure to Contact letter will be mailed to consumer.
3. The consumer's non-response to the A3SSA Failure to Contact letter within seven business days will result in a two-week termination notice (A3SSA Termination & Appeal letter). The two-week termination notice will be mailed to the consumer.
4. I&A staff will e-mail an HDM service disenrollment to the provider with service "thru date" (end date) as well as a note specifying the last date of authorized HDM service.
5. HDM service will discontinue on the end date listed on the dis-enrollment.
6. Provider will confirm receipt of the disenrollment.

References:

TG.NU.01 policy

ICOA Program Manual, Chapter 11, subsection 3.2.F Safety Standards

ICOA Program Manual, Chapter 4, subsection 21 Termination of Service

Online Information and Assistance Implementation Guide: Termination of Service section