

Document #:	SOP – RD111		
Owners:	Research and Development	Revision	Version 1.0
Created By:	Amanda Daines RD, LD		
Approved By:	Amanda Daines, Dir of R&D/Nutrition Services	Effective Date:	11/21/2023

I. Purpose

To establish a procedure for a Nutrition Counseling Partner to complete Nutrition Assessments (Screenings) for Mom's Meals members to ensure proper documentation is recorded, correct processes are followed and to provide recommendations that are consistent among all dietitians completing this task.

II. Steps to complete task

1. Mom's Meals (MM) OBE Team will alert VHP Dietitian via Teams chat that a member has accepted the benefit and is ready to complete Nutrition Assessment
 - a. MM OBE Team will send the following info in a Teams chat and then transfer the call to VHP:
 - i. Needs assessment.
 - ii. Preferred Language:
 - iii. Client ID:
 - iv. Call back #:
 - b. VHP Dietitian will review the information provided to prepare for completing Nutrition Assessment:
 - i. Client's age – if the client is 16 yr or younger, the session must be conducted with their adult caregiver present.
 - ii. Spoken language – to delegate resources or determine if an interpreter is needed.
 - c. The following script is used when call is transferred:
Hello <Mr./Ms.> <Member Last Name>, my name is <name>, I am the Registered Dietitian that will be asking you a few questions about the meal benefit you may eligible for from <name of Health Plan>. This will help determine what meals will work best for you and to ensure you qualify for the meals. I do want to let you know that this call is recorded for quality and training purposes.
 - d. Proceed with Nutrition Screening questions.
 - i. Having a chronic health condition is **required** for the member to be eligible for meals.
 - ii. If member is **not** able to provide a chronic condition, then you can let them know that unfortunately, they do not qualify for this benefit. Then, say to the member, "Thank you for taking the time to talk with me today. If you have any questions, you may reach out to your health plan." *You can recommend that they call member services/the number on the back of their insurance card for more information.*
 1. Complete documentation as follows:
 - a. Complete Initial Nutrition Assessment CA – Centene_External template
 - b. Include note in Dietitian Summary, "**member denies any health conditions at this time**".
 - c. Complete Mom's Meals Data Log
 - d. Outcome: Services No Longer Needed
 - e. Number of Attempts: 0 (since call was transferred)
 - iii. If the member **has** a chronic condition, proceed with remaining Assessment questions.
 1. Complete documentation as follows:
 - a. Initial Nutrition Assessment CA – Centene_External template
 - b. Include Dietitian Summary to provide additional context/justification for Medically Tailored Meals (MTM). Some examples are:

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- i. Member would benefit from MTM to support diabetes management
 - ii. Member has limited mobility due to COPD, and would benefit from MTM to help ensure access to nutritious food
 - iii. Member would benefit from MTM to support blood pressure management
 - c. Complete Mom’s Meals Data Log
 - d. Outcome: Session Completed
 - e. Number of Attempts:
 - i. If call was transferred = 0
 - ii. If RD is returning call to member, note how many attempts were made to connect with member
 - e. Call Wrap-up
 - i. “Thank you for taking the time to answer a few questions. I will be submitting my recommendations to < name of Health Plan >. As soon as your health plan approves your meals, the Mom’s Meals Customer Care Team will reach out to coordinate a first delivery date.”
If asked how long, offer that it should take about a week.
2. If VHP Dietitian is not available to take the call, OBE Team will send a “call back” email with pertinent member information for dietitian to call member back.
- a. If VHP is calling a member back, they should not be contacted prior to 9AM or after 8pm, their time.
 - b. If leaving a voicemail, the following script should be used:
“Hello. This is <name>, I am a registered dietitian calling on behalf of Mom’s Meals and < name of Health Plan > to ask you a few questions to see if you are eligible for home delivered meals. I only need a few minutes of your time and would greatly appreciate a call back at your convenience. My number is <phone number>. I look forward to hearing from you soon.
 - c. Call Attempt Protocol:
 - i. If the dietitian is not able to reach the member, our standard protocol for Initial Nutrition Assessments is to make at least three attempts to contact the member within approx. 2 weeks, leaving a voicemail with callback information whenever possible.
 1. If after three attempts, no contact is made, discontinue calling member and report Outcome as “No Contact - Discontinued”
 - d. When dietitian connects with member, the following script should be used:
Hello, my name is <name>, I am a Registered Dietitian calling on behalf of Mom’s Meals and <name of Health Plan>. We are partnering with your health plan and they have asked us to reach out to you today. May I please speak to <Member First Name> <Member Last Name>?

Hello <Mr./Ms.> <Member Last Name>. I want to let you know that this call is recorded for quality and training purposes. I am calling about the meal benefit that you may be eligible for after I ask you a few questions to help determine what will work best for you and to ensure you qualify for the meals. Your health plan covers these meals so there is no cost to you. It should only take about 10-15 minutes, do you have time to speak with me?

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- i. If member responds, “no”, proceed as follows:
 1. Ask member if he/she would like you to call back another day?
 - a. If **yes**, thank the member for their time and let the member know you will try again on another day.
 - b. If member **declines**, kindly let the member know that completing this questionnaire is the only way to submit a request to your health plan for meals. Document as below. Then, say to the member, “Thank you for taking the time to talk with me today. If you decide later that you would like to take advantage of this benefit, you may reach out to your health plan.” *You can recommend that they call member services/the number on the back of their insurance card for more information.*
 - i. Record Call Attempt Data:
 1. Date call attempt was made
 2. Outcome: Client Cancelled/Declined
 - ii. If member responds “yes”, proceed as follows:
 1. To make sure I am speaking to the right person, can you verify your date of birth?
 - a. If the member objects, please let them know that we verify this for their privacy and protection. We want to make sure we are talking to the right person before going over any personal information. You can also verify address as an alternative identifier if they are not comfortable providing DOB.

Note: if member is not able to verify this information due to being nonverbal or cognitively not able to do so, a family member may do so on his/her behalf
 2. Proceed with Nutrition Screening questions and Call Wrap-up, as noted above.

III. Member Feedback

3. If member has feedback or additional questions that VHP is not able to answer regarding Mom’s Meals program-specific details (delivery questions, member wants to adjust meals or order, etc.), VHP will transfer the call to our Customer Care Team at 833 444 4038, Monday-Friday between 8am to 5pm CST