

## Post Discharge Meals Benefit Frequently Asked Questions (FAQs)

Who will be providing the meals?	Blue Cross and Blue Shield of Minnesota is working together with Mom's Meals to provide post discharge meals.
How will I initiate my meals following a medically necessary inpatient or skilled nursing facility stay? How do I get signed up to receive meals?	Members who have an approved medically necessary inpatient or skilled nursing facility stay will automatically be identified as eligible to receive post-discharge meals.  Mom's Meals then will begin outreaching to the member to confirm delivery address and obtain any dietary restrictions and/or meal preferences.
How do I verify that the call I received is Mom's Meals?	Mom's Meals will clearly state in their introduction that they are calling from Mom's Meals on behalf of Blue Cross. You may also contact Mom's Meal at 1-833-444-4038, (TTY: 711), Monday through Friday 7am – 6pm CT
Who do I contact when I have questions/issues regarding my order, such as incorrect food, order issues, or cancel meals I no longer need?	Contact Mom's Meal at 1-833-444-4038, (TTY: 711), Monday through Friday 7am – 6pm CT
What should I expect during my first call from Mom's Meals?	During the welcome call, you will discuss the first and ongoing deliveries, confirm your address, which transportation vendor will be used, review dietary needs and allergies, how to dispose of gel packs, and review how to store meals.
Do I have to be home to sign for the meal delivery?	Delivery date and time is reviewed during your welcome call. The cooler is designed to be left safely on your doorstep throughout the day of delivery. You do not need to be present to accept the cooler or sign for it.
How will the meals be delivered?	On average meals will be delivered within 24-72 business hours of the welcome call and will arrive via Mom's Meals Delivery or via a third-party delivery such as FedEx or UPS. The meals come fully cooked and pre-packaged in a box with packing and cooler inserts. There will be one week worth of meals.
If I have another hospitalization/skilled nursing facility stay can I get more meals?	Yes, this benefit is available after each approved medically necessary inpatient or skilled nursing facility stay.