

APPENDIX A-

MEDICAID HOME AND COMMUNITY-BASED WAIVER SCOPE OF SERVICES FOR MEDICAID HOME DELIVERED MEALS

A. Objective

The objective of Home Delivered Meal Services is to provide at least one nutritionally sound meal per day to persons unable to care for their nutritional needs because of a functional disability/dependency and who require nutrition assistance to remain in the community.

B. Condition of Participation

1. Providers must use the automated systems mandated by CLTC to document and bill for the provision of services.
2. Providers must accept or decline referrals from CLTC or SCDDSN within two (2) working days. Failure to respond will result in the loss of the referral.
3. The provider will be responsible for verifying the participant's Medicaid eligibility when it has accepted a referral and monthly thereafter to ensure continued eligibility. Providers should refer to the CLTC Services Provider Manual for instructions on how to verify Medicaid eligibility.
4. Providers may use paperless filing systems. When using electronic filing systems any documentation requiring signatures must be signed prior to scanning. Electronic records must be made available upon request, and providers must have a reliable back-up system in the event their computer system shuts down.

C. Description of Services

1. The Unit of Service is one meal delivered to a participant's residence, or other location, as agreed to by the provider and as indicated on the service authorization. Each meal must provide a minimum of one-third of the current recommended dietary allowance (RDA) for the age group as adopted by the United States Department of Agriculture. The number of units of service provided to each participant is determined by the participant's service plan, which is established by the case manager in consultation with the participant.
2. Modified Diet menus must be developed using Dietary Guidelines for Americans and must be reviewed and approved by a registered dietitian. The provider must have procedures in place to assure that each participant requiring a modified meal receives only the meal ordered for that individual.

3. Home delivered meals are made available at a minimum Monday through Friday.

D. Conduct of Service

1. The provider must obtain the authorization from the CLTC Case Manager prior to the provision of services. The authorization will designate the amount, frequency and duration of service for participants in accordance with the participant's service plan which will be developed in consultation with the participant and/or responsible party. More than one meal for each day's consumption may be delivered if authorized by CLTC. The authorization will indicate if the person requires a modified diet due to diabetes or some other condition.
2. The provider will initiate home delivered meals on the date negotiated with the case manager and indicated on the Medicaid Home and Community-Based waiver service authorization. Services must not be provided prior to the authorized start date as stated on the service authorization.
3. Each provider must offer one hot meal per day, five or more days each week, and any additional authorized meals may be hot or cold. Shelf stable meals may be provided if authorized by the Case Manager and the participant or responsible party requests this type of meal. A hot meal, for the purposes of this program, is one in which the main food item is hot at the time of serving. A blast-frozen meal, if authorized, meets the hot meal requirement for this standard. (if the participant or responsible party agrees and/or requests shelf stable meals, we will allow this option in lieu of hot or frozen meals.)
4. No home-canned or home-prepared food shall be used in the preparation and service of the meals.
5. The facility at which the meals are prepared and/or packaged, as well as the manner of handling, transporting, serving and delivery of these meals must meet all applicable health, fire safety and sanitation regulations.
6. Only single service covered aluminum foil or styrofoam divided containers can be used for hot food. Each tray compartment must be large enough to contain the required portions without spillover.
7. Unless providing a blast frozen meal or shelf stable meal, hot and cold food shall be portioned and packed separately to ensure retention of heat or cold and shall be transported in approved insulated carriers which will maintain the required hot (130 degrees Fahrenheit or above) and cold (45 degrees Fahrenheit or below) temperatures until the time of delivery to the participant. Blast frozen meals must be transported in approved insulated carriers which will maintain the meals in a frozen state until the time of delivery to the participant.

8. Delivery routes must be clearly established. No more than three (3) hours shall elapse between the time of packaging and the time of delivery of the last hot meal on the route. Delivery of a cold meal beyond the three (3) hour limit for a participant who lives too far away may be made upon written approval of the Head of the Provider Relations and Compliance Department, CLTC Division of Waiver Management.
9. Meals must be received, in hand, by an individual at the participant's door or at another location as agreed to by the provider and as indicated on the service authorization.
10. The provider shall give initial and on-going training in the proper service, handling, and delivery of food to all staff, both volunteer and paid.
11. The provider will maintain a record keeping system which establishes an eligible participant profile in support of units of Home Delivered Meal service provided, based on the service authorization.
12. The provider shall regularly observe, or at a minimum inquire about, the participant's condition and will confirm at least monthly that the participant continues to reside in the home and is available to receive the meals. The provider will notify the case manager as soon as possible, but no more than two (2) working days, after the provider becomes aware of the following participant changes:
 - a. Participant's condition has changed or participant no longer appears to need home delivered meal services; or,
 - b. Participant is institutionalized, dies or moves out of service area; or,
 - c. Participant no longer wishes to receive home delivered meal services; or,
 - d. Knowledge of the participant's Medicaid ineligibility or potential ineligibility.

F. Administrative Requirements

1. The provider must inform CLTC of the Provider's organizational structure, including the provider personnel with authority and responsibility for employing qualified personnel, ensuring adequate staff education, in-service training and employee evaluations. The provider shall notify SCDHHS within three (3) working days in the event of a change in or the extended absence of the personnel with the above listed authority.
2. The provider must provide SCDHHS a written document showing the organization administrative control and lines of authority for the delegation of responsibility down to the hands-on participant care level staff at contract

implementation. The document should include an organizational chart including names of those currently in the positions. Revisions or modifications to this organizational document must be provided to SCDHHS. It is recommended that this document be readily accessible to all staff.

3. Administrative and supervisory functions must not be delegated to another agency or organization.
4. The provider agency must acquire and maintain for the duration of the contract liability insurance and worker's compensation insurance as provided in Article IX, Section D of the Contract. The provider is required to list SCDHHS – CLTC as a Certificate Holder for informational purposes only on all insurance policies using the following address: Post Office Box 8206, Columbia, SC 29202-8206.
5. The provider shall provide CLTC a list of regularly scheduled holidays for the coming calendar year each September. The provider is not required to furnish services on those days.

Revised: July 1, 2011

