

PROVIDER Update



NEWS & ANNOUNCEMENTS

AUGUST 26, 2022

UPDATE 22-692m

2 PAGES

Get Medically Tailored Meals for Your Patients

Members can receive healthy meal plans with medically tailored meals

Patients living with serious illness require an equally complex nutrition intervention and can benefit from medically tailored meals (MTMs). Often the patient is too sick to shop or cook and needs access to healthy food. Eating foods that are specifically designed for their diagnosis and illness can help improve their future health outcomes.

Program overview

MTMs are prepared meals or groceries tailored to meet the medical needs of an individual based on their diagnosis and illness. Meal plans are designed by a Registered Dietitian (RD) to help improve the patient's health, lowering the cost of healthcare and hospitalizations. The program also helps patients receive nutrition education and tools to sustain healthy eating.

This service is covered up to 90 days and available in 90 days increments based on medical necessity. Extensions may be considered after the initial 90 days.

MTMs are available to members:

- Up to two meals per day and/or medically supportive food and nutrition services for up to 12 weeks, or longer if deemed medically necessary.
- Meals delivered to the home immediately following discharge from a hospital or nursing home.

How to refer patients for MTM services

Use the resources below to connect Medi-Cal members to medically tailored meals and other supportive services such as financial assistance, food pantries, medical care and other no-cost or reduced-cost help:

Go to the online COVID-19 alerts page for info about COVID-19 vaccines!

At [cahealthwellness.com/providers](https://www.cahealthwellness.com/providers) > **California Health & Wellness Alerts: COVID-19 > Updates on Coronavirus**, you will find information about COVID-19 vaccines. This includes COVID-19 vaccine coverage details, how to enroll to administer the COVID-19 vaccine, and COVID-19 vaccine reporting and coding requirements. Also, access key tips you can use to help talk with and answer questions from your patients about the COVID-19 vaccine, especially those who are hesitant to receive it.

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THIS UPDATE APPLIES TO:

- Physicians
- Independent Practice Associations
- Hospitals
- Ancillary Providers
- Community Supports (CS) Providers
- Enhanced Care Management (ECM) Providers

Online Access

www.CAHealthWellness.com

- Secure Access
- Provider Billing manuals
- Provider forms
- Quick reference guides FAQs
- Secure messaging
- Prior Auth Code Checker Tool
- Clinical guidelines
- California Health & Wellness news
- Member eligibility
- PCP verification
- PCP panel lists
- Submit, inquire, or correct claims
- Submit authorizations or check authorization status

Call Us at 877-658-0305

Monday to Friday
8 a.m. to 5 p.m. (PT)

Fax Numbers

Prior Authorizations: 866-724-5057

Concurrent Review: 855-556-7910

Admissions: 855-556-7907

Appeals: 855-460-1009

Case Management: 855-556-7909

Pharmacy

Medi-Cal Rx – Self-administered drugs and supplies obtained under the pharmacy benefit

- Prior auth fax: 800-869-4325
- Help Desk: 800-977-2273

AcariaHealth – Specialty Pharmacy

- Prior auth fax: 855-217-0926
- Phone: 855-535-1815

CHWP Pharmacy Dept – Provider-administered drugs requiring prior auth

- Prior auth fax: 877-259-6961
- Phone: 877-658-0305

Medication Prior Authorization Form is available at

www.CAHealthWellness.com.

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1. **Findhelp:** Use the findhelp website to search available community support (CS) programs. The site is easy to use and to refer members. Follow these steps to begin a search:
 1. Go to communitysupportsecm.findhelp.com.
 2. Enter a ZIP Code and click search.
 3. Choose a topic from the top row and browse local programs. Services vary based on the ZIP Code.
 4. Next, select the CS provider or service that best meets the member's needs.
 2. **Provider directory:** Use the California Health & Wellness Plan (CHWP) provider directory to locate a CS provider and refer the member. Contact the CS provider to provide the member's information. The provider directories can be found on the CalAIM resource page at: cahealthwellness.com/providers/CalAIM.

Eligibility and qualifications

- Members with chronic conditions; and
- Members discharged from the hospital or skilled nursing facility; or
- Members at high risk of hospitalization or nursing facility placement; or
- Members with extensive care coordination needs.
- Assessment by registered dietitian or certified nutrition professional.

Additional information

Providers are encouraged to access CHWP's provider portal online at www.CAHealthWellness.com for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

If you have questions regarding the information contained in this update, contact CHWP at 877-658-0305.