

## Frequently Asked Questions – Meals

**Q: How do I qualify for the meal benefit?**

A: To qualify you must be admitted to inpatient care in a hospital or skilled nursing facility.

**Q: How many meals do I get?**

A: If you are enrolled in a chronic special needs plan (C-SNP), you will receive 2 meals per day for 7 days for a total of 14 meals. You may receive this benefit up to 4 times per year.

If you are enrolled in another GlobalHealth plan, you will receive 2 meals per day for 5 days for a total of 10 meals. You may receive this benefit up to 4 times per year.

**Q: How do I request meals be sent?**

A: You can request meals by:

1. Notify your hospital case manager to request meals through the concurrent review process.
2. If you have a GlobalHealth Case Manager, you can call him/her directly.
3. Request meals during follow-up call from plan after discharge.

**Q: I was discharged with a specific diet (puree, low-sodium, diabetic) or I have a food allergy. How do I get modified meals?**

A: You will receive a call from the meal delivery company. At that time, verify the diet you were given on discharge and let them know of any allergies you have.

**Q: How will the meals be delivered?**

A: You will receive a UPS or FedEx delivery. The box that the meals are delivered in may weigh 15-20 lbs. If you need assistance, you may request the driver assist in getting inside your home. The box will contain dry ice, please be careful when unpacking.

**Q: I am staying with a family member/friend after discharge. Can my meals be delivered there?**

A: When requesting meals, please provide the alternate address. You will receive a call from the meal delivery company to verify the delivery address