



**Network Health Care Management Team**  
**866-709-0019 (TTY 800-947-3529)**  
**Monday–Friday, 8 a.m. to 5 p.m.**

NetworkCares is a PPO D-SNP plan with a Medicare contract and a contract with the Wisconsin Medicaid program. Enrollment in Network Health Medicare Advantage Plans depends on contract renewal. Out-of-network/non-contracted providers are under no obligation to treat Network Health members, except in emergency situations. Please call our customer service number or see your Evidence of Coverage for more information, including the cost-sharing that applies to out-of-network services. H5215\_2730-03-0621\_M Accepted 07182021



## **NetworkCares (PPO D-SNP)**

### **Meal Delivery Benefit**



In partnership with Mom's Meals®, Network Health provides 28 meals delivered directly to your home, following a qualifying inpatient hospital, hospital observation or skilled nursing facility stay. Your care manager may contact you directly, following a qualifying in-network stay, to arrange meal delivery while you focus on getting well. If you receive qualifying services, please contact your care manager within seven days to arrange meal delivery.

### **Network Health and Mom's Meals make it easy to enjoy the following.**

- High-quality, nutritious meals that last for 14 days in the refrigerator
- The simplicity of being able to prepare a meal, using your microwave, within minutes (meals can also be prepared using an oven)
- Meal options designed for your specific nutritional needs—choose from heart-friendly, diabetes-friendly, renal-friendly, gluten free, vegetarian, lower sodium and more
- Complete meal options including sides such as fruit, bread, cheese or a special treat



## **Frequently Asked Questions**

### **I had a hospital stay a few months ago, can I get meals delivered?**

Meals are sent to members within the first week of coming home from the hospital or skilled nursing facility, so you can focus on recovering.

### **Will the meals be okay if I freeze them?**

Your meals are best refrigerated and can keep for up to 14 days. If you decide to freeze your meal, let it thaw in the refrigerator and then prepare according to the directions.

### **I am being discharged to a facility right after surgery, can I have meals delivered there?**

Typically the facility will provide meals to you so your meal delivery benefit would not be necessary in this situation. You may be eligible for meals when you return home from the skilled nursing facility, if it is considered a qualifying stay.

### **Why do I have to call to request meals?**

Your care manager may not have access to information from your provider regarding your stay. Please contact us within seven days of your discharge, so we can provide nutritious meals to you when it matters the most.

### **Can I order fewer meals if I don't want 28?**

Your care manager can order either 14 or 28 meals for you, depending on your needs.

### **Do all of the meals come at the same time?**

If your care manager orders 14 meals, all the meals are delivered in one box and are individually wrapped for convenient storage in the refrigerator for up to 14 days. If your care manager orders 28 meals, you will receive 14 meals within 72 business hours of ordering. One week later, you will receive the remaining 14 meals.