



# MATERNAL AND CHILD HEALTH ACCESS Medically Tailored Meals/Medically Supportive Food Los Angeles County Health Plans



## MEDICALLY TAILORED MEALS (MTMS):

Medically Tailored Meals/Medically Supportive Food (MTM/MSF) are **home-delivered meals or groceries** designed to meet the specific nutritional needs of patients based on an assessment conducted by a Registered Dietitian (RD). In addition to meal delivery, the program offers nutrition education and guidance to help individuals maintain healthy eating habits.



Speak to your provider today about eligibility!

## KEY FEATURES OF THE PROGRAM:

You must be a member of the health plan to receive Medically Tailored Meals/Medically Supportive Food (MTM/MSF). Nutritional services are available for **up to 12 weeks**, with the possibility of extension based on medical necessity.

### **Eligible members may receive:**

- Up to two meals per day and/or medically supportive groceries
- Comprehensive nutrition services for the duration of the program
- Meals and groceries can be customized to accommodate cultural preferences.

## **Eligibility and qualifications vary by health plan**

*Referrals are accepted from any source (members, providers, family, etc).*

*Referrals may be placed via email, phone or user portal.*

**CONNECT WITH US!** email: [info@mchaccess.org](mailto:info@mchaccess.org) | Phone number: 213-749-4261



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# MATERNAL AND CHILD HEALTH ACCESS

## Eligibility Criteria & How to Access Services by Health Plans!



### ELIGIBILITY CRITERIA FOR LA CARE PLAN:

- **Health conditions:** Members must meet at least one of the following conditions:
  - A disease or health condition that is long-term. This may include diabetes, cancer, stroke, heart failure, or other conditions of the heart. This may also include certain lung problems, HIV, or a mental health need.
  - **A high-risk pregnancy, or have a condition that is high-risk soon after giving birth.**
  - A recent discharge from the hospital or nursing facility after treatment.
  - Widespread health needs that need to be managed.



**CUSTOMER SERVICE:** 1-888-839-9909  
**HOURS:** MONDAY – FRIDAY, 8:00 AM – 5:00 PM

### Providers: How to Access Services!

- **Access the Community Supports (CS) Medically Tailored Meals/Medically Supportive Food (MTM/MSF) [program referral form](#)**
- **Please use a computer to fill out the referral form, ensuring the required fields are complete. Fax the MTM/MSF referral form to (213) 536-0638.**



### ELIGIBILITY CRITERIA FOR HEALTH NET:

- **Chronic Conditions:** Members must meet at least one of the following conditions:
  - Individuals managing long-term illnesses that impact their daily life and nutrition needs.
  - Eligible after a recent discharge, aimed at supporting recovery with tailored nutrition.
  - Members at high risk for Hospitalization or Nursing Facility placement:
  - Members with extensive Care Coordination Needs:
    - Those requiring additional services, including frequent medical appointments and treatment support.
    - Assessment by a Registered Dietitian or Certified Nutrition Professional.



**CUSTOMER SERVICE:** 1-800-327-0502  
**HOURS:** MONDAY – FRIDAY, 7:30 AM – 7:00 PM

### Providers: How to Access Services!

- **[Visit the website online](#) and choose a topic from the top row and browse local programs. (Services vary based on the ZIP Code)**
- **Go to the Health Net provider directory and to locate a CS provider and refer the member. Contact the CS provider to provide the member's information and [Access the MTM/MSF assessment form](#) and fill out online.**

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## Eligibility Criteria & How to Access Services by Health Plans!



### ELIGIBILITY CRITERIA FOR MOLINA HEALTH PLAN:

- **Health Conditions:** Members must meet at least one of the following conditions:
  - Conditions include diabetes, cardiovascular disorders, congestive heart failure, stroke, chronic lung disorders, HIV, cancer, **high-risk perinatal conditions**, or disabling behavioral health disorders.
- **Hospital or Nursing Facility Discharge:**
  - Recently discharged from a hospital or skilled nursing facility, or transitioning from a nursing facility to home.

 **HEALTH EDUCATION DEPARTMENT:** (855) 856-6943  
MONDAY – FRIDAY, 8:00 AM – 5:00 PM

**NOTE: MOLINA MTM/MSF CRITERIA IS IN PROCESS OF CHANGING!**


### Providers: How to Access Services!

- **Referral Submission:** Send the [completed MTM/MSF referral form](#) via secure fax to (800) 811-4804.
- For full details on eligibility and the referral process, refer to Molina Healthcare's official medically tailored meals referral guide



### ELIGIBILITY CRITERIA FOR BLUE SHIELD PROMISE:

- **Health Conditions:** Member must meet at least one of the following conditions:
- **Diabetes:** HbA1c  $\geq$  8%, taking > 200 units of insulin daily (U500), or on 3+ oral anti-diabetic medications/non-insulin injectables, *and:*
  - **2 or more hospitalizations or ED visits** within the last 12 months with diabetes as a primary or secondary diagnosis.
- **Chronic Kidney Disease (CKD):** CKD stage 3 or 4, *and:*
  - **2 or more hospitalizations or ED visits** within the last 12 months with CKD as a primary or secondary diagnosis.

 **CUSTOMER SERVICE:** (800) 775-0970 (TTY: 711)  
MONDAY – FRIDAY, 8:00 AM – 6:00 PM

### Providers: How to Access Services!

- Log in to Blue Shield's Provider Connection Website Click on Guidelines and Resources. Scroll down to the "Enhanced Care Management" box and click on it.
- Click the Go to ECM Provider Portal button to ECM and Community Support news, announcements, forms, and contact information. Providers can [submit the Community Support \(CS\) Request Form](#) or [ECM form](#) for MTM/MSF to: [LACommunitySupports@blueshieldca.com](mailto:LACommunitySupports@blueshieldca.com)

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## Eligibility Criteria & How to Access Services by Health Plans!



### ELIGIBILITY CRITERIA FOR ANTHEM BLUE CROSS:

- **Health Conditions:** Member must have a chronic condition(s):
  - Diabetes, cardiovascular disorders, congestive heart failure, Stroke, chronic lung disorders, human immunodeficiency virus (HIV), cancer, **gestational diabetes, or other high risk perinatal conditions**, and chronic or disabling mental/behavioral health disorders
  - **In addition, must meet one of the two conditions below for eligibility:**
    - Have a pending discharge from the hospital or skilled nursing facility or must be at high risk of hospitalization or nursing facility placement, OR have extensive care coordination needs.



**CUSTOMER SERVICE:** (800) 331-1476

**HOURS:** MONDAY – FRIDAY, 8:00 AM – 5:00 PM PT

### Providers: How to Access Services!

- [Access the MTM/MSF referral form here](#) and email completed form to: [CalAIMReferrals@anthem.com](mailto:CalAIMReferrals@anthem.com) or fax to (877) 734-1857.

### ELIGIBILITY CRITERIA FOR KAISER PERMANENTE:



KAISER PERMANENTE®

- **Health Conditions:** Members must meet at least one of the following conditions:
- **Chronic health conditions** such as diabetes, hypertension, heart failure, stroke, chronic lung conditions, cancer, HIV, or other complex, disabling mental health conditions. **Conditions like gestational diabetes or other high-risk perinatal conditions** may also apply
- Behavioral health conditions, including serious mental illness or substance use disorders.
- Recent hospitalizations or discharges for chronic health conditions from skilled nursing facilities. This includes members who are transitioning from acute care back into the community and need continued support.
- **Nutritional risk:** Individuals with conditions that require dietary management, like malnutrition, or those identified as needing medically tailored meals.



**CUSTOMER SERVICE SCAL:** 1-866-551-9619

**HOURS:** MONDAY – FRIDAY, 7:00 AM – 7:00 PM

### Providers: How to Access Services!

- [Email the MTM/MSF referral form to:](#) [RegCareCoordCaseMgmt@kp.org](mailto:RegCareCoordCaseMgmt@kp.org) with the subject “CS Referral”.

LAST UPDATED: 2/2025

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