



Blue Shield Medicare Advantage Prescription Drug Plans (Individual and Group) 2025 Home Meal Delivery Benefit Frequently Asked Questions October 2024

THIS DOCUMENT IS TO BE USED AS A TOOL ONLY TO VERBALLY ANSWER QUESTIONS FROM PROSPECTIVE ENROLLEES OR CURRENT MEMBERS. THIS DOCUMENT CANNOT BE GIVEN TO EITHER PROSPECTIVE ENROLLEES OR CURRENT MEMBERS.

The Home Meal Delivery benefit is available to members enrolled in one of the plans listed below:

- Blue Shield TotalDual Plan (HMO D-SNP) – Los Angeles and San Diego counties
- Blue Shield TotalDual Plan (HMO D-SNP) – Orange and San Bernardino counties
- Blue Shield Inspire (HMO D-SNP) – San Joaquin, Merced and Stanislaus counties
- Blue Shield 65 Plus (HMO) – San Diego County
- Blue Shield 65 Plus Choice Plan (HMO) – Riverside and San Bernardino counties
- Blue Shield Inspire (HMO) – Los Angeles and Orange counties
- Blue Shield Medicare (PPO) (Group MAPD PPO) – coverage varies by employer group; refer to the employer group's *Evidence of Coverage (EOC)*

1. Who is LifeSpring Nutrition?

LifeSpring Nutrition is Blue Shield's contracted vendor that provides nutritious meals using fresh ingredients which meet special dietary requirements, including Heart Conscious, Diabetic, Low Sodium, and Renal diets.

2. How do members access the Home Meal Delivery benefit?

Members may call Blue Shield Customer Service to inquire about or request the benefit. Customer Service representatives will confirm the member is enrolled in a plan offering the benefit. The member will then be contacted by a Blue Shield Care Management team representative, who will gather the required information and submit the order referral to LifeSpring Nutrition.

3. How long can members receive these services?

A member must be discharged from either an inpatient hospital stay or skilled nursing facility stay to receive this benefit. The duration of service a member can receive depends on their plan. Please refer to the member's EOC for more information.

4. What types of meals and snacks are delivered?

Upon receipt of the referral form/authorization, LifeSpring Nutrition will perform a member intake by phone to confirm the member's meal preferences, dietary restrictions, and other pertinent information regarding meal delivery.

5. What is the frequency of delivery?

The member may receive the meals and snacks in up to three separate deliveries as needed. Please refer to the member's plan EOC for more information.

6. How/when are meals along with snacks delivered?

LifeSpring Nutrition shall deliver meals to the member's place of residence on weekdays (non-holidays) in accordance with the specified meal plan. LifeSpring Nutrition will notify the member of the delivery date(s) and delivery window in which the delivery will occur. Deliveries will occur between the hours of 8AM to 5PM unless the member and the Blue Shield Care Management team make alternative arrangements with LifeSpring Nutrition on an exception basis.

LifeSpring Nutrition will make in-person deliveries for members residing in Los Angeles, Orange, Riverside, San Bernardino, or San Diego counties. If a member resides in California but outside these specific counties, LifeSpring Nutrition will deliver meals via reputable delivery services such as UPS.

7. What if the member is readmitted to the hospital or SNF and the home meal delivery needs to be delayed or canceled?

Members will be able to pause the current home meal delivery and then resume the benefit, if they want to, after they are discharged. The member must notify LifeSpring Nutrition of the readmission at least 24 hours prior to the scheduled meal delivery. LifeSpring Nutrition will place the delivery on hold until they are notified that the member has been discharged and that the benefit should be resumed. If the meal delivery attempt fails because the member is not available (i.e., readmitted to the hospital or SNF), LifeSpring Nutrition will work with the member to deliver their meals when the member has been discharged.

8. Can a member request meal delivery services prior to their discharge from the hospital or SNF?

Yes. This can be coordinated with the Blue Shield Care Management team, and it will be included in the order submitted to LifeSpring Nutrition.

9. What if a planned meal delivery needs to be canceled?

If a member chooses to cancel their meal delivery services, they can notify LifeSpring Nutrition at least 24 hours prior to the scheduled meal delivery.

10. Can members receive meal delivery services if their home address changes?

If the member has an address change while receiving the meal delivery benefit, the member must notify LifeSpring Nutrition of the new address at least 24 hours in advance of delivery. LifeSpring Nutrition will confirm the scheduled delivery date(s) and window in which the member will receive the meals at the new address.

11. Can meals be delivered outside of Blue Shield plan service area?

Yes, LifeSpring Nutrition can ship anywhere in California. In addition, it ships to the following states: New Mexico, Arizona, Nevada, and Texas. Should delivery be required in other states, please contact Blue Shield Customer Service.