

## UCare Connect/Connect+ Medicare

### Care Coordination and Long-Term Services and Supports

**Title:** Request for In Lieu of Services (ILOS) Post-Discharge Meals

**Purpose:** To assist care coordinators in understanding the requirements and process for utilizing ILOS post-discharge meals.

**Summary:** In lieu of services are interventions that support Connect or Connect+ Medicare members who are not already receiving meals through another funding source and would benefit from meals to avert future healthcare costs. ILOS supports individuals to achieve health outcomes by preventing ER visits, readmissions, and more acute services/drugs used as a result of the member facing barriers to healthy nutrition.

#### Connect/Connect + Medicare ILOS Coverage Criteria and Services



ILOS may cover two meals per day for up to 14 days following a member's inpatient hospitalization w/in 30 days of the discharge. Deliveries of Mom's Meals will be in two shipments of 14 meals each week.

- Members are not eligible for ILOS post-discharge meals if they are already receiving food support from another source and/or have resources available within the waiver capitation.
- Members may be eligible for ILOS after single or multiple inpatient hospitalizations with an identified nutrition need.

### Determining Eligibility and Requesting ILOS

1. The care coordinator (CC) reviews the member's nutrition needs during the Transition of Care activities, assessments and other member contacts.
  - a. CC identifies the need for meals to improve health outcomes.
  - b. Verify discharge date.
    - a) If the discharge date is over 30 days, an ILOS post-discharge meals is not applicable.
  - c. Verify waiver eligibility via MnITS.
    - a) ILOS is not applicable if the member is eligible for a disability waiver and able to receive meals.
      - Exception: The member has reached the waiver budget limit and not receiving food support from another source.
  - d. If a member declines ILOS, the CC documents the conversation in the member record.
2. CC submits the completed [Mom's Meals Referral Request Form](#) located on the CT/CT+ Medicare Resources page via secure email to [CLSintake@ucare.org](mailto:CLSintake@ucare.org).
  - a. **Subject Line:** ILOS Mom's Meals Request
3. CC will document member conversations and requests to receive ILOS services in the member record or on the TOC log.

### UCare Determination and CC Responsibilities

If additional information is needed, UCare will communicate with the requestor via secure email.

**Approved:** Daily Authorizations Report will show authorization. The service provider will receive a Service Authorization Letter.

**Not Approved:** UCare will return incomplete ILOS forms to the CC for correction.

### ILOS and Denials, Terminations and Reduction (DTR)

When needed, CCs must complete the [ILOS DTR Form located on the CT/CT+ Medicare resources](#) page **within 1 business day** of the determination to inform UCare of the need for denial, termination or reduction of services.

1. The following situations require the CC to submit the ILOS DTR Form:
  - a. If a member requests to decrease or stop ILOS before the end of the requested ILOS service span.
    - **Select Reason Code:** 1602; services are being terminated at the member's request
  - b. If the member requests meals but does not meet the eligibility criteria and would like their appeal rights.
  - c. Upon admission to a nursing facility before meals are delivered.
    - **Reason Code (for b and c above):** 1106; services are not covered in your benefit set
2. A DTR is **not** required:
  - a. Upon completion of the requested ILOS service.
  - b. If a CC offers ILOS, but the member's choice is to decline the service.
  - c. Member requests ILOS, does not meet eligibility criteria. CC provides member education and documents conversations about benefit requirements, and the member agrees that no further action is needed.

**Notification to Mom's Meals:** In the instance of a member's request to reduce or terminate Mom's Meals after delivery has been started, the CC must notify Mom's Meals via call center (833-444-4038), to cancel services.