

# Home-Delivered Meals

Changes Effective Oct. 1, 2020

Effective Oct. 1, 2020, in coordination with Texas Health and Human Services' updated policies, there are important changes for agencies contracted to provide home-delivered meals for our STAR+PLUS members.

## What's changing?

- If you're contracted to provide home-delivered meals, you must comply with the requirements of Texas Administrative Code (TAC), Title 40, Part 1, Chapter 55, Contracting to Provide Home-Delivered Meals.
- The meal must be delivered directly to the member or their responsible party.
- Employees or volunteers delivering the meal must report any member illness, potential threats to the member's safety or observable changes in the member's condition to you.
- You must notify us of any reports from employees or volunteers orally within one business day and in writing within five business days from the report.
- If the member or responsible party is not home to accept delivery of a meal for two consecutive days or for three non-consecutive days in a calendar month, you must notify the member's Service Coordinator in one working day of the last unsuccessful delivery.

## For more information

You can review the updated policy in Section 7500 of the [STAR+PLUS Handbook](#).

## We're Here to Help

If you have questions, please contact your Provider Advocate, call us at 888-787-4107 from 8 a.m. to 5 p.m. Central Time, Monday through Friday, or email us at [uhc\\_cp\\_prov\\_relations@uhc.com](mailto:uhc_cp_prov_relations@uhc.com).