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| **Policy Subject** | **Policy #** |
| **ICOA Technical Guidance**  **Home Delivered Meal Program Compliance** | **TG.NU.01** |

**Purpose:**

To ensure Title IIIC2 and E Home Delivered Meals (HDM) are safely and sanitarily delivered and received by the HDM client.

**Requirement:**

* During HDM client authorization, the client and/or client representative must be notified that due to food safety and sanitary issues a meal cannot be left at the HDM address if no one is home to accept it.
* The HDM client and/or representative must also be notified that in order to continue eligibility they are required to call the provider to cancel a meal if they will not be at home to receive it. If the HDM client and/or representative do not notify the provider to cancel a meal, the AAA will follow its meal delivery policy, which may include termination of service. The telephone number, contact person and hours of operations for the HDM provider must be provided to the HDM client.
* Each AAA is required to develop a fair and equitable meal delivery policy that addresses how many times a provider can attempt to deliver a meal before an action, up to termination, would be taken. The AAA must adhere to the Termination of Service requirements in the ICOA Program Manual, Chapter 4, subsection 21, when developing the policy.
* The AAA is required to include the meal delivery policy in the HDM provider’s scope of work to ensure there are no conflicts or confusion regarding provider reimbursement.

**References:**

ICOA Program Manual, Chapter 11, subsection 3.2.F Safety Standards

ICOA Program Manual, Chapter 4, subsection 21 Termination of Service

Online Information and Assistance Implementation Guide: Termination of Service section

Termination Letter in SAMS