

Member Handbook Update

YOUR MEMBER HANDBOOK HAS BEEN CHANGED TO INCLUDE MORE SERVICES

Medically Tailored Meals services

We're proud to offer benefits and services that help you live a healthy life. Starting October 1, 2023, you can join a no-cost Medically Tailored Meals program that provides healthy meals straight to your home.

Through the program, our members who qualify can get:

- Help from a registered dietitian and nutritionist. This person is a food and nutrition expert and will help give guidance and support in choosing healthy foods.
- Up to two meals per day delivered to their home for six months at a time. You may be able to continue receiving these meals as long as you are eligible for this program. These meals are tailored for specific health needs and can help you gain access to healthy, nutritious foods.

This program is offered to Empire BlueCross BlueShield HealthPlus Medicaid members who are 18 years of age or older. Members must have a secure place to store and heat meals, and:

- Receive personal care services. Members must choose to replace some of their meal preparation and food shopping hours while getting a medically-tailored meal. The hours reduced will depend on the number of meals you receive, **or**
- Have cancer, diabetes, heart failure, or HIV/AIDS, and a certain number of inpatient hospital stays and/or emergency room (ER) visits within the last 12 months related to those conditions.

Joining this program is up to you. If you decide not to join, it will not affect your Medicaid eligibility or benefits.

To learn more about these services, call Member Services at **800-300-8181 (711)** Monday through Friday, 8 a.m. to 8 p.m. and on Saturday from 9 a.m. to 5 p.m. Eastern time.

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