

2025 Supplemental Meal Benefit Frequently Asked Questions (FAQ)

Background Information

Clever Care has two meal benefit options for 2025: meals for chronic conditions and post-discharge meals. Please make sure to refer to the Evidence of Coverage (EOC) for details on the specific benefit.

| Plan | Benefit Description |
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| Post-discharge meals | <ul style="list-style-type: none"> \$0 copay for 84 Meals per year (3 meals per day for 28 days) are available to members following an inpatient hospital or skilled nursing facility stay. NOTE: Outpatient surgery visits are excluded. |
| Meals for Chronic Conditions (Special Supplemental Benefit for the Chronically Ill) | <ul style="list-style-type: none"> \$0 copay for 42 meals per year (3 meals per day for 14 days) are available to members ONLY in Longevity and Total+ plans when participating in the plan's care management program and the member has a confirmed chronic condition including: <ul style="list-style-type: none"> Autoimmune disorders Cancer (excluding pre-cancer conditions) Cardiovascular disorders Chronic alcohol or drug dependency Chronic and disabling mental health conditions Chronic heart failure Chronic lung Disorders Dementia Diabetes (excluding pre-diabetes) End-stage liver disease End-stage renal disease HIV/AIDS Neurologic disorders Severe hematologic disorders Stroke |

- **Who is our meal vendor?**
 - Performance Kitchen – They provide a line of fresh-frozen meals. It focuses on using minimally processed clean ingredients, whole grains, healthy fats, herbs, and spices to flavor while limiting sodium and sugar.
- **Do all Clever Care members have the benefit?**
 - Post-discharge meals are available for all plans.
 - Meals for chronic condition benefits are only available in Longevity and Total+ plans if the member meets the defined criteria.
- **How does a member request meal benefit?**
 - **Post-discharge meals:** The member requests the benefit directly by calling Performance Kitchen at 844-607-0676, M-F 9 am – 5 pm PST (voicemail is available for after hours) or Email: info@performancekitchen.com. If the member calls into customer service or case management, there will be a warm transfer to Performance Kitchen
 - **Meals for Chronic Conditions:** The member may request a meal by calling Clever Care member services. Member services will then notify Clever Care’s utilization management team.
- **Can a request be placed on behalf of the member?**
 - Yes, to request a referral on behalf of the member, contact member services. A POA or authorization will need to be on file if it is not a member.
- **How does a member qualify for post-discharge meals?**
 - Post-discharge meals are intended to be provided immediately (i.e., within a couple of days) following the discharge from an inpatient hospital or skilled nursing facility.
- **How does a member qualify for the Meals for Chronic Conditions?**
 - Meals for chronic conditions are for those who have a qualifying chronic condition and are enrolled in Clever Care’s case management program.
- **Are the meals ethnically/culturally sensitive?**
 - Yes. Performance Kitchen offers a wide range of meal choices including Asian cuisines. Meals are also contingent upon the recommended diet for the member. Some examples of Asian-focused meals are Vietnamese Style Beef Pho, Great Karma Coconut Curry Plant Bowl, Shakshuka Breakfast Bowl, Kung Pao Chicken, Korean Style Japchae, Korean Style Beef Bibimbap Bowl, and more.

- **What is the process once the request is received?**
 - For chronic condition meals Clever Care's utilization management will create the authorization request in EzCap, which will then trigger a file to Performance Kitchen if the auth is approved.
- **What is the vendor's process?**
 - Once the request is received, Performance Kitchen will contact the member to confirm the delivery address, dietary restrictions, and the ability to receive and store an appropriate number of meals.
- **How are the meals delivered?**
 - Shipping takes 1-2 days after the request has been received and when the order is placed before 8 am PST depending upon the address. The address must include specific instructions (e.g., gate codes) to ensure a smooth delivery. Meals are delivered via FEDEX (subject to change).
- **What if the meals are damaged (e.g., seal broken or not enough coolant)?**
 - Members should notify Performance Kitchen. Performance Kitchen will then replace the meals at no cost to the member or to Clever Care.
- **What is Performance Kitchen's customer service number and hours of operation?**
 - 844-607-0676, 8 am - 5 pm PST; voicemail is 24/7
- **What if the box is too heavy to carry inside?**
 - If the box is too heavy for the member to carry, the member is instructed to leave the box outside and open the package to remove the individual meals.