

2026 Supplemental Meal Benefit Guide

Background Information

Clever Care has two meal benefit options for 2026: meals for chronic conditions and Post-discharge Healing at Home meals. Please make sure to refer to the [Evidence of Coverage \(EOC\)](#) for details on the specific benefit.

Federal Disclaimer: Clever Care Health Plan, Inc. is an HMO and HMO C-SNP with a Medicare contract. Enrollment depends on contract renewal.

Plan	Benefit Description
Post-discharge Healing at Home meals	<ul style="list-style-type: none"> \$0 copay for 84 Meals per year (3 meals per day for 28 days) are available to ALL members following an inpatient hospital or skilled nursing facility stay. NOTE: Outpatient surgery visits are excluded.
SSBCI Meals for Chronic Conditions	<ul style="list-style-type: none"> \$0 copay for 42 meals per year (3 meals per day for 14 days) are available to members in all plans except Value when the member has a confirmed chronic condition. List of qualifying conditions are on the next page.

Qualifying conditions are:

<p>1. Autoimmune disorders</p> <ul style="list-style-type: none"> • Dermatomyositis • Polymyalgia rheumatica • Polyarteritis nodosa • Polymyositis • Psoriatic arthritis • Rheumatoid arthritis • Scleroderma • Systemic lupus erythematosus <p>2. Cancer (excluding pre-cancer or in-situ status)</p> <p>3. Cardiovascular disorders</p> <ul style="list-style-type: none"> • Cardiac arrhythmias • Coronary artery disease • Peripheral vascular disease • Chronic venous thromboembolic disorder <p>4. Chronic alcohol or drug dependency</p> <p>5. Chronic and disabling mental health conditions</p> <ul style="list-style-type: none"> • Bipolar disorders • Major depressive disorders • Paranoid disorder • Schizophrenia • Schizoaffective disorder 	<p>6. Chronic Gastrointestinal Diseases</p> <ul style="list-style-type: none"> • Hepatitis B • Hepatitis C • Inflammatory bowel disease • Non-alcoholic fatty liver disease (NAFLD) • Pancreatitis <p>7. Chronic Heart Failure</p> <p>8. Chronic Kidney Disease (CKD)</p> <ul style="list-style-type: none"> • Must be on dialysis <p>9. Chronic Lung Disorders</p> <ul style="list-style-type: none"> • Asthma • Chronic bronchitis <p>10. Conditions associated with cognitive impairment</p> <ul style="list-style-type: none"> • Alzheimer’s disease • Dementia <p>11. Diabetes</p> <p>12. Immunodeficiency and Immunosuppressive disorders</p> <ul style="list-style-type: none"> • HIV 	<p>13. Neurologic disorders</p> <ul style="list-style-type: none"> • Amyotrophic lateral sclerosis (ALS) • Cerebral palsy • Chronic fatigue syndrome • Epilepsy • Extensive paralysis (hemiplegia, monoplegia, paraplegia, quadriplegia) • Fibromyalgia • Huntington’s disease • Multiple sclerosis • Parkinson’s disease • Polyneuropathy • Spinal cord injury • Spinal stenosis • Stroke-related neurologic deficit <p>14. Post-Organ Transplantation Care</p> <p>15. Severe Hematologic disorders</p> <ul style="list-style-type: none"> • Aplastic anemia • Chronic venous thromboembolic disorder • Hemophilia • Immune thrombocytopenic purpura • Myelodysplastic syndrome • Sickle-cell disease (excluding sickle-cell trait) <p>16. Stroke</p>
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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 Healing at Home meals are available for all plans.
- SSBCI Meals for chronic condition benefits are available for all plans except Value.

How does a member request meal benefit?

- **Post-discharge Healing at Home 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 contacting Member Services at (833) 388-8168 (TTY:711) from 8 am to 8 pm, seven days a week, from October 1 to March 31; and 8 am to 8 pm, weekdays, from April 1 to September 30. 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 at (833) 388-8168 (TTY:711) from 8 am to 8 pm, seven days a week, from October 1 to March 31; and 8 am to 8 pm, weekdays, from April 1 to September 30. A POA or authorization will need to be on file if it is not a member.

How does a member qualify for post-discharge Healing at Home 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.
- Members must call Member Services within 7 days of discharge and request authorization. This benefit can be in addition to, but not a replacement of, Medicare-covered home health services.

How does a member qualify for the Meals for Chronic Conditions?

- Meals for chronic conditions are for those who have a qualifying SSBCI chronic condition.

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.