

Food Services Guide

Learn more about your food service options and if you may qualify for a food service. If you have any questions, call Blue Cross Complete of Michigan's Customer Service at **1-800-228-8554**, 24 hours a day, seven days a week. TTY users, call **1-888-987-5832**.

Medically Tailored Home Delivered Meal

Through the Medically Tailored Home Delivered Meal service, you'll receive up to two healthy meals per day delivered to your home for up to six months. These meals are tailored to your health needs.

You'll also get help from a registered dietitian. This person is a nutrition expert and will give you guidance on choosing healthy foods.

This service is for members who cannot get enough food when they need it, cannot shop for and cook their own healthy meals, **AND**:

- Have an illness that can be improved with a healthy diet, like diabetes, heart conditions, stroke, lung disorders, hypertension, human immunodeficiency virus (HIV), cancer, obesity, oral health disease, sickle cell disease, renal/kidney disease, diabetes during pregnancy, other pregnancy complications, a substance use disorder or a mental health disorder; **OR**
- Have been in a hospital or skilled nursing facility in the last 90 days.

Medically Tailored Home Delivered Meal		
Region	Counties	Organization Providing Services
2	Emmet, Charlevoix, Antrim, Leelanau, Benzie, Grand Traverse, Kalkaska, Manistee, Wexford, Missaukee	Meals on Wheels, Mom's Meals
3	Cheboygan, Presque Isle, Otsego, Montmorency, Alpena, Crawford, Oscoda, Alcona, Roscommon, Ogemaw, Iosco	Meals on Wheels, Mom's Meals
4	Mason, Lake, Osceola, Oceana, Newaygo, Mecosta, Muskegon, Montcalm, Ottawa, Kent, Ionia, Allegan, Barry	Meals on Wheels, Mom's Meals
5	Clare, Gladwin, Arenac, Isabella, Midland, Bay, Gratiot, Saginaw	Meals on Wheels, Mom's Meals
9	Livingston, Jackson, Washtenaw, Hillsdale, Lenawee, Monroe	Jewish Family Services, Mom's Meals
10	Oakland, Macomb, Wayne	Jewish Family Services, Mom's Meals

Healthy Home Delivered Meal

Through the Healthy Home Delivered Meal service, you will receive up to two healthy meals per day delivered to your home for up to six months.

This service is for members who cannot get enough food when they need it, cannot shop for and cook their own healthy meals **AND**:

- Have an illness that can be improved with a healthy diet, like diabetes, heart conditions, stroke, lung disorders, hypertension, human immunodeficiency virus (HIV), cancer, obesity, oral health disease, sickle cell disease, renal/kidney disease, a substance use disorder or a mental health disorder; **OR**
- Have been in a hospital or skilled nursing facility in the last 90 days; **OR**
- Are likely to end up in the hospital or another facility if they cannot access healthy food; **OR**
- Are pregnant and currently have, have a history of or are at risk of complications from being pregnant, including things like diabetes while pregnant, preeclampsia, preterm labor, an infection, a mental health condition **OR**
- Used to be in foster care and is at risk of developing an illness; **OR**
- Are a child that has too much lead in their blood, lives in a stressful environment or will develop an illness without access to healthy food; **OR**
- Are a child eligible for the Children’s Special Health Care Services (CSHCS) program; **OR**
- Are an adult eligible for the Persons with Special Health Care Needs (PSHCN) program; **OR**
- Have a disability.

Healthy Home Delivered Meal		
Region	Counties	Organization Providing Services
2	Emmet, Charlevoix, Antrim, Leelanau, Benzie, Grand Traverse, Kalkaska, Manistee, Wexford, Missaukee	Meals on Wheels, Mom’s Meals
3	Cheboygan, Presque Isle, Otsego, Montmorency, Alpena, Crawford, Oscoda, Alcona, Roscommon, Ogemaw, Iosco	Meals on Wheels, Mom’s Meals
4	Mason, Lake, Osceola, Oceana, Newaygo, Mecosta, Muskegon, Montcalm, Ottawa, Kent, Ionia, Allegan, Barry	Meals on Wheels, Mom’s Meals
5	Clare, Gladwin, Arenac, Isabella, Midland, Bay, Gratiot, Saginaw	Meals on Wheels, Mom’s Meals
9	Livingston, Jackson, Washtenaw, Hillsdale, Lenawee, Monroe	Jewish Family Services, Mom’s Meals
10	Oakland, Macomb, Wayne	Jewish Family Services, Mom’s Meals

Healthy Food Pack

Through the Healthy Food Pack service, you will be able to pick up a mix of healthy foods or have them delivered to your home weekly for up to six months.

This service is for members who cannot get enough food when they need it, cannot shop for their own healthy foods **AND**:

- Have an illness that can be improved with a healthy diet, like diabetes, heart conditions, stroke, lung disorders, hypertension, human immunodeficiency virus (HIV), cancer, obesity, oral health disease, sickle cell disease, renal/kidney disease, a substance use disorder or a mental health disorder; **OR**
- Have been in a hospital or skilled nursing facility in the last 90 days; **OR**
- Are likely to end up in the hospital or another facility if they cannot access healthy food; **OR**
- Are pregnant and currently have, have a history of or are at risk of complications from being pregnant, including things like diabetes while pregnant, preeclampsia, preterm labor, an infection, a mental health condition **OR**
- Used to be in foster care and is at risk of developing an illness; **OR**
- Are a child that has too much lead in their blood, lives in a stressful environment or will develop an illness without access to healthy food
- Are a child eligible for the Children’s Special Health Care Services (CSHCS) program; **OR**
- Are an adult eligible for the Persons with Special Health Care Needs (PSHCN) program; **OR**
- Have a disability.

Healthy Food Pack		
Region	Counties	Organization Providing Services
2	Emmet, Charlevoix, Antrim, Leelanau, Benzie, Grand Traverse, Kalkaska, Manistee, Wexford, Missaukee	Food Bank Policy Council, Mom’s Meals
3	Cheboygan, Presque Isle, Otsego, Montmorency, Alpena, Crawford, Oscoda, Alcona, Roscommon, Ogemaw, Iosco	Food Bank Policy Council, Mom’s Meals
4	Mason, Lake, Osceola, Oceana, Newaygo, Mecosta, Muskegon, Montcalm, Ottawa, Kent, Ionia, Allegan, Barry	Food Bank Policy Council, Mom’s Meals
5	Clare, Gladwin, Arenac, Isabella, Midland, Bay, Gratiot, Saginaw	Food Bank Policy Council, Mom’s Meals
6	Huron, Tuscola, Sanilac, Shiawassee, Genesee, Lapeer, Saint Clair	Food Bank Policy Council, Mom’s Meals
9	Livingston, Jackson, Washtenaw, Hillsdale, Lenawee, Monroe	Jewish Family Services, Mom’s Meals
10	Oakland, Macomb, Wayne	Food Bank Policy Council, Mom’s Meals



Nondiscrimination Notice and Language Services

Discrimination is against the law

Blue Cross Complete of Michigan complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, sex, age, or disability in health programs or activities. Blue Cross Complete of Michigan does not exclude people or treat them differently because of race, color, national origin, sex, age, or disability.

Blue Cross Complete of Michigan:

- Provides free (no cost) reasonable modifications and appropriate auxiliary aids and services for individuals with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters; and,
 - Information in other formats (large print, audio, accessible electronic formats).
- Provides free (no cost) language services to people whose primary language is not English, such as:
 - Qualified interpreters; and,
 - Information written in other languages.

If you need these services, contact Blue Cross Complete of Michigan Customer Service, 24 hours a day, 7 days a week at **1-800-228-8554** (TDD/TTY: **1-888-987-5832**).

If you believe that Blue Cross Complete of Michigan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, sex, age, or disability, you can file a grievance with:

- **Blue Cross Complete of Michigan**
Attn: Civil Rights Coordinator
P.O. Box 41789
North Charleston, SC 29423
1-800-228-8554
(TDD/TTY: 1-888-987-5832)
grievance@mibluecrosscomplete.com
- If you need help filing a grievance, Blue Cross Complete of Michigan Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, through the Office for Civil Rights Complaint Portal available at **ocrportal.hhs.gov/ocr/portal/lobby.jsf**, by mail or phone at:

**U.S. Department of Health
and Human Services**
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019
(TDD/TTY: 1-800-537-7697)

Complaint forms are available at:
hhs.gov/ocr/office/file/index.html.

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