

Humana Basic Needs Program

Helping our members get the resources, care and food they need

The outbreak of the coronavirus (COVID-19) continues to evolve rapidly and, as always, the health, safety and well-being of our members remains a top priority for us.

As part of your work with members, you might be hearing about members not having adequate food. To meet this need, **Humana's Basic Needs Team** is finding ways to help.

Program Overview:

If you determine that a Humana member is food insecure, you can request a meal kit delivery for a member in need. The Basic Needs Team will quickly match the request to a resource and fulfill the request.

How to submit a referral for food support:

- Meal referrals can be submitted to Lynn Edwards at LEdwards23@humana.com and must include...
- ✓ **Member Name**
- ✓ **Address**
- ✓ **Phone Number**
- ✓ **Member Number**
- ✓ **Member Date of Birth**
- ✓ **Which Plan (Medicare, Commercial, Medicaid)**
- ✓ **Dietary Restrictions**
- ✓ **Can they store freezer meals or are shelf stable meals needed?**

What members can expect

- All meal kits will provide 14 nutritionally balanced meals. Depending on nutritional needs and storage ability, we can send either prepared meals that come ready to heat-and-eat or shelf-stable meals that can be stored in a pantry.
- Orders are submitted daily, and delivery will vary based on fulfillment vendor. On average, a member can expect delivery between 2-5 days via FedEx, UPS, USPS or another local carrier.

Please note:

- We cannot accommodate meal preferences – please **only include** condition-critical dietary needs/restrictions such as dietary needs related to diabetes, heart conditions like CAD and CHF, pureed, vegetarian, or a known allergy.
- A member **must be able to freeze or refrigerate 14 meals**. If they cannot, we can send shelf- stable meals instead.
- In order to serve as many members as possible, we are asking to **limit meal requests to one per member**. If you identify an exception, the Basic Needs Team will evaluate on an availability basis.

As you connect with members you may identify needs beyond food. Please capture that information and include it in your email to Lynn Edwards.

As we work together to help navigate our member's needs during this unprecedented time, we THANK YOU for all you are doing to care for and support our Humana members.