

# Frequently Asked Questions

## Eligibility and Referrals

### ***What are the eligibility criteria for the MANNA meal program?***

MANNA provides medically tailored meals that have been prescribed by your healthcare provider, similarly to the way a medicine would be prescribed for an illness or physical therapy for an injury. It is a treatment program to address your health condition. This is not a food assistance program.

### ***Can anyone receive MANNA nutrition counseling?***

MANNA's nutrition counseling program is available to anyone with a chronic illness or medical condition who does not have access to a dietitian and who is interested in receiving nutrition education. MANNA provides all counseling free of charge.

### ***What areas do you serve?***

MANNA delivers to the Greater Philadelphia and southern New Jersey areas. For insurance contract members, we can ship within the state of the insurance.

### ***How do you make referrals?***

Any medical care provider can complete a MANNA referral form. The referral form should be specific to the insurance or program the patient is eligible for. Once the form is complete, email or fax it to the contact information listed on the form. For questions related to the referral process, please contact MANNA's Healthcare Partnerships Manager, Rebecca Boova-Turner ([rboova-turner@mannapa.org](mailto:rboova-turner@mannapa.org))

### ***How quickly are referrals processed?***

Processing time varies by insurance plan. However, once MANNA receives a referral the client will be contacted within 2-3 business days.

### ***How do I know if my patient successfully sets up their meal delivery?***

MANNA intake specialists will reach out to the email address listed for the referring provider to let them know when a first delivery is successfully scheduled. They will also reach out if they are having difficulty reaching a client with the contact information provided.

## Dietary Needs & Preferences

### ***What nutritional needs does MANNA accommodate?***

MANNA has 11 different diet modifications to meet clients' nutritional needs. A client can receive up to 3 diet modifications at once. Our standard diet is heart healthy and carb balanced, and some additional modifications include kidney friendly, low-lactose, GI friendly, mechanical soft, pureed, high-calorie/high-protein, and a children's menu. However, MANNA meals are not vegan or vegetarian, kosher, nut-free, macrobiotic, or gluten-free.

### ***If someone does not like specific food items, can they be eliminated from a diet?***

MANNA cannot eliminate specific food items provided in the meal program – though preference diets are available. We can accommodate no beef, pork, or seafood preferences. We target our nutrition towards clients' specific dietary needs.



# FAQs (Continued)

## Dietary Needs & Preferences (cont.)

### ***What if it's too much food?***

MANNA offers deliveries every other week for those that feel 21 meals per week is too much. We can also offer 14 meals per week instead of the full 21 meals as another option.

### ***Is there someone who can help patients learn to follow their doctor-recommended diet?***

Yes – our Registered Dietitians are available to help with any questions or concerns. They can call (215) 496-2662 x5 to schedule a visit.

### ***What do you do with client medical information?***

MANNA is bound by the rules of HIPAA, and safeguards patient data carefully. Our privacy practices are available for viewing on our website: [mannapa.org](http://mannapa.org)

### ***Do you supply nutrition supplements?***

MANNA does not supply or offer nutritional supplements.

## Delivery

### ***What are delivery days and hours?***

Local MANNA clients receive meal delivery from MANNA drivers once each week on the same day each week. Deliveries may arrive at different times each week. MANNA delivers between the hours of 8:00am and 5:00pm Tuesday through Friday. Clients will receive a text message the day of their delivery with a 2-hour delivery estimate. Shipping MANNA clients receive meal delivery via FedEx once per week. Deliveries occur between 8:00am and 8:00pm. Clients can sign up with FedEx Insight to track their package for free. If a client happens to forget their delivery day or needs to make changes, they can contact our distribution department at (215) 496-2662 x2.

### ***What if a client cannot be home for their MANNA meal delivery?***

If no one will be there to accept their meals, please have the client call to cancel or reschedule their delivery at least 2 days prior to their delivery day. Meals can be delivered to another address if it is set up 2 days prior to their regular delivery day. Rescheduled deliveries do not count as missed deliveries.

## Language Assistance

### ***Is a language or translation service available?***

MANNA is committed to meeting your language needs. Clients can call (215) 496-2662 x5 to be connected with a qualified interpreter. We also have resources available on our website ([mannapa.org](http://mannapa.org)) in Spanish, Haitian Creole, Russian, Vietnamese, Chinese, and Arabic.