

WHAT CLIENTS CAN EXPECT WITH MANNA ENROLLMENT

01

INITIAL INTAKE

- A MANNA intake specialist will reach out via phone call within 2-3 business days of a referral being received from their healthcare provider.
- Intake specialists will collect basic information from the client, help the client choose their delivery day (for local delivery), schedule the client's first delivery, and schedule a nutrition counseling visit.
- Clients will need to sign consent agreement forms for MANNA's services. This can be completed virtually, or in-person with the help of MANNA drivers when clients receive their first delivery.

02

DELIVERIES

- The first delivery will include their meals and a welcome booklet. The welcome booklet includes information such as how to contact MANNA, delivery policies, storing and heating instructions, etc.
- Subsequent deliveries may include nutrition tips or information from their insurance company with their meals.
- On the day of their delivery, local delivery clients will receive a text message with a 2-hour delivery estimate. *Note – delivery day may vary for shipping clients receiving their meals via FedEx.
- For local delivery, clients will receive a phone call from their MANNA driver when they are 5-10 minutes away.
- For shipping, clients can track when package will arrive by signing up with Fedex Insight.
- If a client needs help putting their meals away MANNA drivers can assist if signed consent is given by the client.

03

NUTRITION COUNSELING

- Nutrition counseling sessions are conducted via phone call.
- Clients are allotted 30 minutes for nutrition counseling sessions, but they can schedule as many and as frequently as they want.
- Clients can sign up for nutrition counseling at any point during the program and can be scheduled by contacting our Nutrition and Client Services team. They will have lifetime access to free nutrition counseling with MANNA Registered Dietitians.