



Member Handbook Update

We updated your member handbook to include information about a new Medically Tailored Meals program that's available starting January 1, 2023. Please keep this information with your member handbook.

The Medically Tailored Meals program

This no-cost program helps provide healthy meals to certain members. Through the program, our members can receive:

- Help from a registered dietitian and nutritionist. This person is a food nutrition expert and will help provide guidance and support in choosing healthy foods.
- Up to three meals per day delivered to their home for six months at a time. You may be able to continue receiving these meals as long as you are eligible for this program. These meals are tailored for specific health needs and can help members gain access to healthy, nutritious foods.

In order to qualify for this program, you must be 18 years of age or older. Members must have a secure place to store and heat meals, and:

- Receive personal care services. Members must choose to replace some of their meal preparation and food shopping hours while getting a medically-tailored meal. The hours reduced will depend on the number of meals you receive, or
- Have cancer, diabetes, heart failure, or HIV/AIDS, and a certain number of inpatient hospital stays and/or emergency room (ER) visits within the last 12 months related to those conditions.

Representatives from Highmark Blue Cross Blue Shield of Western New York will reach out to members who qualify to tell them more about the program and help them enroll. You may also receive a recommendation for Medically Tailored Meals from your provider.

Joining this program is voluntary and deciding not to join will not affect Medicaid eligibility or benefits.

[bcbswny.com/stateplans](https://www.bcbswny.com/stateplans)

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