

SEICAA'S MEALS ON WHEELS PROGRAM

Frequently Asked Questions

1. HOW DO I PAY FOR MY MEALS?

You have already prequalified for one of our three meal programs (listed below). The following applies depending on which program you have qualified for:

- *Subsidized Elderly Meal Program:* This program is exclusively for homebound individuals who meet the program's Federal guidelines. Meal costs are paid through federal funding. Clients are welcome to make monetary donations towards the costs of their meals. SEICAA Meals on Wheels provides donation reminders at the end of each month showing how many meals you received for the month, as well as the cost for those meals. If you do not receive a donation reminder, it may be sent elsewhere at the request of your family.
- *Medicaid/HCBS Program:* Clients in this program are deemed eligible through Idaho Health and Welfare. Typically, meal costs are paid by Medicaid, but some clients are responsible for a portion of their monthly meal costs.
- *Private Pay Program:* Reserved for clients who choose to pay full price for their meals, whose family has made prior arrangements to pre-pay for meals, and are not eligible for the other programs. If a family member has made prior arrangements to pay for your meals, the invoice may be mailed to them.

2. WHERE DO I SEND MY MONEY?

You are welcome to either leave your donation or payment with the driver (all our drivers are bonded and can be relied on to return the money to the office) or simply mail your check to the address below:

SEICAA Meals on Wheels
641 N. 8th Ave
Pocatello ID 83201

3. I CAN'T EAT CERTAIN FOODS – DO YOU PROVIDE A SUBSTITUTE?

We try our best to accommodate food allergies and medical limitations on certain food items. Notify the driver or the office if you have received something that is against your doctor's recommendations or that you have an allergy to, and we will work with you in providing the best substitute possible.

NOTE: *Due to the number of meals provided during our day we cannot accommodate likes/dislikes. If there is a particular item you do not care for in your meal, you will simply have to elect not to eat that item.*

4. I'M NOT GOING TO BE HOME, CAN YOU LEAVE MY MEAL OUTSIDE?

We cannot leave meals outside or in a shed/garage unless there is an operable refrigerator or freezer accessible to the driver. Health Department regulations do not allow meals to be away from proper heating or cooling equipment for safety and health reasons. If you are not going to be home, please call the office before 8:30am to stop your meal for the day.

5. WILL I GET A MEAL WHEN THE OFFICE IS GOING TO BE CLOSED FOR A HOLIDAY?

If you are scheduled to receive a meal on a day that our office is closed, you will receive a frozen meal for that day. The driver will deliver this meal days prior to this closure (the menu you receive each month will state what day you can expect your frozen holiday meal).

If you have other questions, please feel free to ask your driver or call us at **(208) 232-1114 (Ext. 140)**.