



Frequently Asked Questions

ELIGIBILITY

Who is eligible? Marion County, Indiana Residents.

[**Eligible Zip codes:** 46032, 46033, 46077, 46107, 46113, 46142, 46183, 46201, 46202, 46203, 46204, 46205, 46206, 46208, 46214, 46216, 46217, 46218, 46219, 46220, 46221, 46222, 46224, 46225, 46226, 46227, 46228, 46229, 46234, 46235, 46237, 46239, 46240, 46241, 46250, 46254, 46256, 46260, 46268, 46278, 46280, 46290]

MEALS

What will I receive? Two Meals: 1 Hot Meal & 1 Cold Meal

Hot Meals Include:

Entrée
Potato/Starch
Vegetable

Cold Meals Include:

Sandwich and/or Salad
Milk or Juice
Fruit and/or Dessert

Is there a menu to choose from? No. Clients do not select from a menu. Meals are planned in advance by healthcare facilities and vary each day.

What about special diets? We are partnered with various healthcare facilities throughout Marion County. All of our meals are designed to be lower in sodium, which makes them safe and appropriate for most medically-tailored diets.

****While all partnered healthcare facilities prepare standard low sodium meals, only some are able to accommodate additional specialized diet types (such as Diabetic, Renal, Pureed, etc.).***

ENROLLMENT

How do I sign up? Fill out a client application online or by mail. If mailing, please send your completed application to our office. Services will start in 5-7 business days after receiving the application and the payment for the first 2 weeks of meals. Payment is nonrefundable.

Serving Our Community

COST & PAYMENT

What is the cost? There is a small fee associated with our services. You may qualify for a reduced rate if you receive assistance such as SNAP Benefits, SSDI, Medicaid Disability, SSI, Energy or Trustee Assistance, or if you are a Veteran or the spouse of a Veteran.

Are there any fees or minimum service requirements? A one-time, non-refundable **\$5** application fee is due upon submitting your application, along with payment for the first two weeks. **Two weeks is the minimum length of service we offer.**

How do I pay for meals? Please mail your personal check or money order (**payable to Meals on Wheels**) or contact our office for information on how to pay by credit/debit card or EBT card.

When is payment due? Meals on Wheels sends a bill monthly. Payment is due on the 10th of each month. If we do not receive your payment by the end of the month, we will send a letter of inquiry. Although it is a situation we hope to avoid, if we do not receive a response, your meal delivery will be canceled.

What if I have Medicaid? If you have a Medicaid Waiver (Pathways or Health & Wellness Waiver), please contact 317-252-5558 (option #2) to speak with our Medicaid Specialist for more information.

If you'd like to learn more about qualifying for a Waiver, please contact CICOA at 317-803-6131.

DELIVERY

When are meals delivered? Between 11 AM and 3 PM. We cannot guarantee delivery times, but please be assured that we are trying to get your meals to you as quickly as possible.

If you have pets in the home, we kindly ask that they are secured during delivery hours. This helps ensure the safety of both your pets and our delivery drivers.

What if I will not be home at delivery time? You must leave a **cooler or insulated bag** with a cold ice pack inside for meal delivery. Failure to do so will result in non-delivery and you **WILL** be billed for those meals. Your emergency contact will be notified.

Serving Our Community

Should I tip the person delivering my meals? While we appreciate the generosity, please do not tip the drivers! If you'd like to help, a \$5 donation to Meals on Wheels of Central Indiana provides a meal to someone in need. For more information on how to donate, please call our office.

What about weekends? Meals on Wheels offers a frozen meal program for weekends or emergencies. Each delivery includes four complete meals with varied ingredients, conveniently packaged in a single case and delivered to your door. Meals can be heated in a microwave or oven. To order please call our office. Cost: \$32 per delivery.

OTHER INFORMATION

What if I need to take medication with food? To avoid medical emergencies, take your medication on schedule. If meals are delayed, have a light snack first, and consult your physician about appropriate options.

How do I cancel meal delivery? To cancel services, you must **call our office;** ***please do not ask our delivery team to cancel your services.*** We are only able to pause services for absences of 3 consecutive days or more. Short term cancellations **(1-2 days) cannot be accommodated.** If you need to cancel for 1-2 days, we can stop deliveries to your address, but you will still be charged for those meals.

What if I have a complaint? If you are dissatisfied with your meals, please call our office. We will make every effort to resolve the problem.



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