

APPLICATION FOR SERVICES: HIV/AIDS

INSTRUCTIONS: If using the fillable version of this form please save a copy of it prior to entering any information. If you're using a browser (Chrome, Microsoft Edge, Firefox), select **>print** and then select **>save as PDF** from the print dialog box. When you have completed the form, please follow instructions below to submit. Thanks!

Open Arms of Minnesota provides home-delivered medically tailored meals and nutrition services to clients free of charge. This application collects information required to determine eligibility. Please contact Client Services with any questions at 612-767-7333 or meals@openarmsmn.org.

REQUIRED PAPERWORK

Please note that only completed applications will be accepted.

Applications must include all signatures to be considered complete.



Client Information (Pgs. 3-4): Must be completed in full. CLIENT must sign.



Client Authorization for Release of Information (Pg. 5): CLIENT must sign.



Client Agreements (Pgs. 6-9): Includes Rights, Responsibilities, Grievances, and Acknowledgements. CLIENT must sign.

Medical Certification Form (Pgs. 11-12): Please have your doctor, nurse, or other healthcare provider complete the Medical Certification Form and fax to Client Services at 612-872-0866. Must be signed by both the CLIENT and the HEALTHCARE PROVIDER (provider must have access to medical records).

Centralized Eligibility: CE is a simplified enrollment & renewal process for Ryan White services, which allows all your Ryan White providers access to your Ryan White eligibility information through a secure database. This means instead of sending eligibility verifications to each individual provider (i.e. Open Arms), you can now apply for & renew your eligibility for Ryan White services once a year during your birthday month directly through DHS.

Questions regarding your eligibility for Ryan White services? Contact your designated eligibility specialist:

- Last names that begin with A GUI: Kenya Lopez, 651-431-3928
- Last names that begin with GUJ NOV: Ashley Crosby, 651-431-6456
- Last names that begin with NOW Z: Taionna (Tay) Culberson, 651-431-2408

SEND YOUR COMPLETED APPLICATION:



EMAIL

meals@openarmsmn.org



MAIL

Open Arms of Minnesota Client Services Department 2500 Bloomington Ave S Minneapolis, MN 55404



FAX

612-872-0866



QUESTIONS? Contact Client Services at 612-767-7333 or meals@openarmsmn.org.



Eligibility and Starting Services: Once a completed application has been received, it will be reviewed for eligibility. If the client is eligible to receive meals, a Client Services Associate will contact them to discuss a start date, finalize their meal plan, and answer their questions about services. Once services have started, clients will be asked to recertify every 12 months in order to determine continued eligibility for meals. A healthcare provider must complete new forms verifying the client's diagnosis and continued need for services.

Nutrition Services: Open Arms has registered dietitians and dietetic technicians on staff who provide free-of-cost nutrition counseling and education to clients. This service is available to complement the healthy meals that clients receive. Nutrition counseling and education is provided over the phone and may include the following:

- Review of OAM menu plan and how it plays a role in the client's health journey.
- Review of the client's health and diet history, eating patterns, health habits, weight status, nutrition difficulties, and more.
- Discussion of wellness goals and challenges.
- One-on-one guidance to help clients set reasonable goals and a plan to help them reach them based on their lifestyle, food preferences, and medical needs.
- Connecting clients with other food resources if needed.

If you have questions about our nutrition services, please contact our Nutrition team at nutrition@openarmsmn.org or call 612-872-1152 and ask to speak with a dietitian.

Please note: Our nutrition team makes its best efforts to provide services to clients who request nutrition counseling. There are some situations in which our nutrition counseling services may not be appropriate, such as with clients who have a history of eating disorders or disordered eating habits. If our team is unable to provide nutrition counseling to a client who requests it, they will work with the client's referrer to find a clinician who is able to meet the individual's needs.

Delivery: Deliveries are made once a week, Monday – Friday. The delivery day is determined by Open Arms based on geography and route availability. <u>Deliveries will be made between 11:00 am and 2:00 pm on the determined delivery day.</u> Exact delivery times will vary, but **someone must be home to accept the delivery**. For food safety reasons, Open Arms will not leave food unattended. Clients may arrange to pick up meals at our office if delivery options do not work with their schedules. Please call our Client Services Department to make these arrangements.



QUESTIONS ABOUT THE APPLICATION?

Contact Client Services at 612-767-7333 or meals@openarmsmn.org

CLIENT INFORMATION					
Legal Name (First, Middle, Last):					
Preferred Nam	e (if different):				
Mailing Addre	ss:			Apt:	
City:		State:	Zip code:	County:	
Is this the add	dress for delivery? □ Yes	□ No	Housing Status: □ Stable	□ Unstable □ Temporary	
Date of Birth:			Client email:		
Primary Phon	e: ()	☐ Cell/Mobile ☐ Home	Other Phone: ()	☐ Cell/Mobile ——— ☐ Home	
Best Time to F	Reach: ☐ 8am-10am ☐ ′	10am-12pm □	12pm-2pm □ 2pm-4pm	(Select all that apply)	
Is an interpret	er needed? ☐ Yes	□ No	If yes, language needed: _		
Country of Bir	th: □ USA □ Other (plea	se list):		□ Unknown	
Date moved to	o Minnesota:/	<i>!</i>	□ Born in Minnesota		
Gender	□ Male □ Female □ Transgender MTF □ Transgender FTM				
	□ Non-Binary, Genderfluid, or other (please add):				
Pronouns	□ He/Him □ She/Her □ They/Them □ Other (please add):				
	□ White				
	□ American Indian/Alaska Native				
	□ Asian (□ Asian Indian □ Chinese □ Filipino □ Japanese □ Korean				
Race/	□ Vietnamese □ Hmong □ Other)				
Ethnicity	□ Black				
	□ Native Hawaiian/Pacific Islander (□ Native Hawaiian □ Guamanian/Chamorro				
	☐ Samoan ☐ Other Pacific Islander) ☐ Hispanic/Latino/a/e (☐ Mexican/Mexican American ☐ Puerto Pican ☐ Cuban ☐ Other)				
☐ Hispanic/Latino/a/e (☐ Mexican/Mexican American ☐ Puerto Rican ☐ Cuban ☐ Other)			□ Cuban □ Other)		
Veteran Status	Is client a veteran? □ Yes □ No				
lnac :	Total Household Income:	\$	(per month) or \$	(per year)	
Income	No. of People in Household Supported by Income: Income Source:				

CLIENT INFORMATION CONT.				
Does the client have health insurance? ☐ Yes ☐ No				
	If yes, please select <i>primary source of ins</i>	surance:		
	□ Medicare A/B	□ Medicare C	□ Medicare D	
	☐ Medicare (Unspecified)	□ Medicare HMO	☐ Military Insurance	
	□ Medicaid	□ Indian Health Service	□ HMO	
	□ Private (□ Individual □ Employer)) □ CHIP		
Health Insurance	□ Other Health Insurance:			
modranos	If applicable, please select any secondary □ Medicare A/B	source(s) of insurance: ☐ Medicare C	□ Medicare D	
	☐ Medicare (Unspecified)	□ Medicare HMO	□ Military Insurance	
	□ Medicaid	□ Indian Health Service	□ HMO	
	□ Private (□ Individual□ Employer)	□ CHIP		
	□ Other Health Insurance:			
	Eligible for meal reimbursement through a v	vaiver? □Yes □No	□Unknown	
	IF YES, which waiver is client eligible for?	□ CADI □ Elderly Waiv	ver (EW)	
Waiver	□ Alternative Care (CAC) □ Developmental Disabilities (DD) □ Brain Injury (BI)			
Eligibility	IF YES, please provide case manager contact information:			
	Name:	Organization:		
	Phone: ()			
Food Security	In the last 6 months, did you ever skip meals or eat less than you should because there wasn't enough money for food? ☐ Yes ☐ No			
Are you receiving meals, groceries, or other food items from another agency (e.g., SNAP/food stamps, Meals on Wheels, food shelf, etc)? Yes No				
	Anything else you would like us to know?			
Additional				
Information				
CLIENT SIGNATURE: 1. I understand that my information — including health information, income documentation, residence details,				
and health insurance/demographic information — may be subject to review by Hennepin County, Minnesota				
Department of Human Services, or Minnesota Department of Health officials. The information will be used to determine my eligibility and fulfill the funding requirements of the Ryan White CARE Act.				
I understand that Open Arms will provide me with information about nutrition, HIV, and additional resources within the area upon request.				
Client Signature	e:	Date:		



a client of Open Arms of Minnesota.

CLIENT CONSENT TO RELEASE INFORMATION

I understand that any medical information about me provided to Open Arms of Minnesota is confidential and will not be disclosed without my consent in this release.

I authorize the designated parties listed below to verify my health information for Open Arms of Minnesota and share information about me that is relevant to this service.

This release will remain in effect for 12 months from the date below unless revoked in writing or I am no longer

I also agree that staff of Open Arms of Minnesota may contact individuals I supply as additional contacts if needed to provide meal service or in emergency situations.

		Name of Contact (First and Last)	Agency Name/ Relationship to Client	Phone Number/Fax Number/Email
	Healthcare Provider (please include full name & title)			
N O N	Social Worker			
RELEASE OF INFORMALION	Registered Dietitian			
KELEASE	Case Manager			
2	Waiver Case Manager (if applicable)			
	Emergency Contact			

CLIENT SIGNATURE:		
Client Signature:	Date:/	

CLIENT RELEASE & WAIVER OF LIABILITY AND ASSUMPTION OF RISK AGREEMENT

Please read carefully before signing.

	or the opportunity to receive and consume meals and other food as a client
(client signature)	includes delivery of the mode and food by Onen Arms, staff and/or
volunteers, hereby represent and agree as follows:	includes delivery of the meals and food by Open Arms' staff and/or
. ,	
I, for myself, my successors, heirs, assigns, executors, a	administrators, spouse, next of kin, and caretakers:
 receipt, and/or consumption of meals and other for concerns about the delivery process, the meals and Acknowledge and understand that participation in consumption of free meals and other food, is volute requested, my child(ren) and my caretaker(s), free of the Know, and am aware of, the risks and dangers assorbarticipate. Said risks may include injury or accide foodborne illnesses and allergic reactions due to the kitchen from Open Arms' use of nuts, gluten, and of the handled after Open Arms delivers it. I assume any assume and/or discover that I have a seand/or cancer, if I participate in Open Arms' progra Agree to release, indemnify and hold harmless Opsuccessors or assigns and the officers, directors, emand all responsibility or liability for injuries or damaginguries or damages resulting from negligence on the release any entity, including Open Arms, from liabil This document releases Open Arms of Minnesota and volunteers, and agents from liability for bodily injoines 	nd its respective subsidiaries and affiliates, officers, directors, employees, jury, wrongful death, property damage, invasion of privacy, breach of set forth herein. I have read this document and understand that I give up
Signature	Date
Printed Name of Participant	
I, the undersigned, hereby warrant that I am the parent and that I have full authority to authorize the above Rele Open Arms from liability for participation in the progra above-named minor. I further agree to defend and inde	at or legal guardian must complete the following information: It or legal guardian (circle applicable one) of the above-named person, a minor, ease and Waiver of Liability of which I have read and approved. I hereby release am as set forth by the above Release and Waiver of Liability on behalf of the emnify Open Arms for any claim brought on behalf of the above-named minor, in the program, and within the scope of the Release and Waiver of Liability.
Signature	Date
Printed Name of Parent/Guardian (please circle)	



PLEASE READ, INITIAL, AND SIGN ALL POLICIES AND PROCEDURES

What is Open Arms of Minnesota?

Open Arms of Minnesota is a nonprofit that prepares and delivers medically tailored meals free of charge to Minnesotans with life-threatening illnesses. Our registered dietitians guide our trained chefs in developing delicious, made-from-scratch meals tailored to specific illnesses. We also deliver meals to caregivers and dependent children if needed. At Open Arms, we believe that food is medicine, and that the right food can make a critical difference in the health of our clients.

- Meals may be delivered to a home address or workplace within our delivery area or picked up at our Minneapolis
 office, our St. Paul office, or a satellite location once per week.
- Each weekly delivery includes up to 14 meals, featuring entrees with vegetable sides, fruit, desserts, and more. (varies based on funding source, menu type, and client choice)
- Clients work with our nutrition team to choose from one of our menus, with options to possibly modify further based on needs.
- Eligibility for meals is based on information collected on the application form. **A healthcare provider must** verify illness and medical history.

What are my responsibilities as a client?

To assure efficient, high-quality service, clients are responsible for the following:

- Paperwork: Complete all necessary paperwork as requested in order to receive meals. This includes submitting
 an annual or semi-annual recertification form completed by you and your healthcare provider which states your
 medical, treatment, and mobility status. If you do not submit recertification paperwork by the due date, Open Arms
 may suspend your meal services until eligibility can be reassessed.
- Contact Info: Notify Client Services if your address or phone number changes.
- Cancellations and Missed Deliveries: You must follow the Missed Delivery Policy or the meal pickup policy as described on page 8 of this document. If you will be unavailable for an extended period of time, such as a vacation or hospitalization, you may pause your meal services until you return.
- You must treat all OAM staff, volunteers, and drivers with respect and courtesy. Any party receiving a
 delivery must be fully clothed.
- You are responsible to know and follow your diet restrictions. OAM will accommodate special diet restrictions if possible, but we are not an allergen-free facility and cross-contamination may occur.
- OAM does not supply complete daily nutrition. You are responsible for supplying the rest of your daily food/nutrition needs. You can find additional food resources here: www.hungersolutions.org.

What are my rights as a client?

As a client of OAM, you have the right:

- To be treated with dignity and respect.
- To be informed of any changes made to client policies and procedures.
- To confidentiality, protected by staff, volunteers and all others associated with OAM to the best of their ability.
- To have every reasonable effort made to accommodate special dietary needs and restrictions.
- To contact OAM if you have concerns or complaints about food, service, or treatment by staff or volunteers and to be informed of the Grievance Procedure.
- To provide input, suggest changes, offer criticisms, and relay comments.
- To receive interpreter services at no cost to you.

Initial bara to	indicate you und	erstand these rights:
initiai nere to	indicate voli lind	erstand these rights.

Data Privacy Policy: When you agree to participate in this meal-delivery service provided by Open Arms of Minnesota, you will be asked to provide information that is entered into a limited-access, centralized database at the time of enrollment and periodically thereafter. As required by contractual agreements the program may also provide personally identifiable information to MDH, MN-DHS, and HC-HSPH Ryan White Program.

Open Arms of Minnesota will maintain your confidentiality at all times. Any identifying information obtained in connection with your participation in Ryan White funded services will only be disclosed to other providers with your written consent. You will not be identified or identifiable in any written reports or publications.

Any information you give is voluntary and will not be released without your knowledge or consent except under specific circumstances. You may refuse to provide any of the information requested; however, refusal to provide information required for the provision of services may result in restriction of access to Ryan White services. You have privacy rights under the Minnesota Government Data Privacy Act and the federal Health Information Portability and Accountability Act (HIPAA). These laws protect your privacy and enforce your right to know about the information you are asked about yourself while accessing services.

Initial here to indicate you understand	and agree to the Data Privacy Policy:

What is the grievance procedure? As a client, you have the right to contact OAM with concerns. If a client believes they have been treated unfairly by Open Arms:

- 1. Client should seek to resolve any disagreement or dispute with the person involved, whether staff, volunteer, or other person associated with OAM. You may call Client Services staff at 612-767-7333.
- 2. If not resolved, the client should contact the Manager of Client Services with a written grievance within 10 days. The Manager of Client Services will have 10 days to respond to the complaint.
- 3. If the above fails to resolve the situation, the grievance will be given to the Director of Programs for review and resolution. Action and recommendations will be made by the Director of Programs and communicated within 30 days of the written notice.

Missed Delivery Policy:

We expect someone to be at your delivery address to accept the meals on your scheduled delivery day. Deliveries are generally made between 11:00 am and 2:00 pm; someone must be available to accept the delivery during the entire delivery window. For food safety reasons, we are not able to leave food unattended, even in a cooler or enclosed porch. You may give us an alternate delivery location, such as a neighbor or the office of your building (we will need a contact and will verify their willingness to be your alternate delivery location); alternate delivery arrangements must be made at least one business day in advance. **An unexcused missed delivery** is when we attempt to deliver your meals on your regularly scheduled day, and no one is home to receive them.

If you will not be home during your regular delivery time, please call us <u>at least 2 business days in advance</u>. We can either cancel or reschedule your delivery if we are going to your neighborhood another day. Telling a volunteer driver that you will not be home for delivery is not sufficient notice for a canceled delivery. You must speak with a Client Services staff member or leave a voicemail at 612-767-7333. If you will not be home during your delivery window due to a last-minute change in your schedule, please call us no later than 8:00 am on the day of your delivery and speak with a Client Services staff member or leave a voicemail.

We are not able to safely redeliver the food that we attempt to deliver for you. To avoid waste, maintain our food costs, and respect our volunteers' time, we will not re-deliver an unexcused missed delivery and we will not be able to provide meals to you that week. Consistently failing to inform Client Services that you will not be home to receive your meals will result in your meals being stopped. Your meal service will be stopped if you have three unexcused missed deliveries within a six-month period. You will become ineligible for deliveries for a period of three months. If picking up meals at our building is a better fit with your schedule, you must call and speak with Client Services to make arrangements and will be expected to follow the meal pickup policy described below.

Clients who pick up meals at Open Arms: You are expected to pick up your meals once a week. If you cannot pick up your meals during the week, you must speak with a Client Services staff member or leave a voicemail at 612-767-7333. Failure to pick up your weekly meals without notice will be considered a missed pickup. Your meals will be stopped after 3 unexcused missed pickups in a six-month period, and you will become ineligible for meals for a period of three months.

Weather-related Delivery Cancelations: We do our best to deliver your meals through all of Minnesota's seasons. When weather is too harsh for our volunteer delivery drivers, we may cancel deliveries.

- On days of weather-related cancellations, we will notify you as soon as possible.
- We will reschedule your canceled delivery as soon as the weather allows.

Initial here to indicate	you understand and	agree to the Missed Delive	ry Policy:
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What is the non-discrimination policy?

OAM will not discriminate against or harass any client or applicant for services because of race, color, creed, ethnicity, national origin, religion, disability status, veteran status, status with regard to public assistance, age, sex, sexual orientation, or marital status.

Initial here to indicate you understand and agree to the non-discrimination policy: ______

CLIENT ACKNOWLEDGEMENTS

It is agreed that as a client of Open Arms of Minnesota:

- I authorize Open Arms of Minnesota to obtain information regarding my medical status from my healthcare practitioners and case managers.
- I understand that information collected about me is used solely to provide me with proper nutrition and meals. This information will not be disclosed to any sources without my prior written consent.
- I assume full responsibility for informing OAM of dietary restrictions, requirements, and changes.
- I agree to recertify annually or semi-annually by submitting all requested recertification paperwork on time.
- I understand that I must let OAM Client Services staff know as soon as possible of any changes in medical status, nutritional needs, address, telephone number, or delivery instructions.
- I understand that for food safety, meals must be accepted by an individual and will not be left unattended.
- I understand that the delivered meals are for my consumption and may not be sold.
- I understand I must treat OAM staff, volunteers, and drivers with respect and courtesy. OAM will not serve anyone at a location where staff or volunteers may be endangered. This includes physical, verbal, or substance abuse by a client or anyone in the client's household or building, or for any other reason determined by OAM. Failure to abide by this guideline can result in the suspension of meal deliveries for up to 90 days, or the termination of a client's meal delivery service.

CLIENT AGREEMENTS

- 1. I understand and agree to the description of services and consent to receive meals from Open Arms of
- 2. I understand and agree with the Client Responsibilities, Rights, and Grievance Procedures.
- 3. I understand and agree with the non-discrimination policy.
- 4. I understand and agree with the Missed Delivery Policy and understand weather-related cancellations.
- 5. I understand and agree with the Data Privacy Policy.
- 6. I understand and agree with the Client Acknowledgments.
- 7. I understand that this authorization will have a duration of 12 months from the date of my signature.
- 8. I understand all OAM guidelines and have been provided a copy of this documentation.

CLIENT SIGNATURE		
Client Name:	Date:	
Client Signature:		



End of Section 1

Please fill out the **signature box** at the top of page 11 to complete the client portion of this application.

A healthcare provider will fill out the remainder of pages 11 and 12.

SIGNATURE

Client: I understand that any information about me provided to OAM is confidential and will not be disclosed without my consent in this release. I authorize my health care provider to verify my health information and share information about me that is relevant to this service. I understand that my information may be reported to funding sources but will be treated with utmost privacy. I understand signing this release is necessary to access services.

S	Name:	Signature:	Date:	
HIV+ INFORMATION (please complete ALL questions below)				
Dia	ignosis:	☐ HIV+, no AIDS diagnosis☐ CDC Defined AIDS☐ HIV+ AIDS Diagnosis Unknown	Date of HIV Diagnosis://	
M	edical:	Most Recent HIV Appt://		
Ex	posure:	□ Male/Male Sex□ Perinatal Transmission□ Hemophilia/Coagulation Disorder	 □ Heterosexual Sex □ Injection Drug Use □ Transfusion/Receipt of blood products/tissue □ Exposure Unknown 	
		OTHER MEDICAL CONDITIONS	AND NUTRITIONAL RISK FACTORS	
Miles Mile	SRD Hemodeller Periton HF DPD ediabetes //pertension steoporosis nronic Kidr roke (Date regnant (Due eart disease ental illnes urgeries in	Date of diagnosis:/ Date of diagnosis:/ Date of diagnosis:/ Date of diagnosis:/ Please note: Hemodialysis parenu and must have approval Date of diagnosis: Date of diagnosis: Date of diagnosis: Date of diagnosis: Date of Diabetes	atients are required to start services on the renal from their dialysis dietitian if a non-renal menu is preferred. / / Type 2 Diabetes Edema Protein Calorie Malnutrition/Failure to Thrive Anemia (deficiency type: Iron Folate B12)	
□ Re	ecent Hosp ate: / _	oitalizations (in the last 6 months):/ Reason:	Hospital:	

OPEN ARMS OF MINNESOTA - MEDICAL CERTIFICATION FORM (to be filled out by healthcare provider)

LAB VALUES (please provide the client's most recent labs that apply to their condition)					
HbA1c	BP/		Total Chol		HDL/LDL/
Triglycerides	Phos	<u>—</u>	Potassium		
_					
Mobility, Ambulatory, or Other Factors Affecting Activities of Daily Living					
Vision impairment:	□ Partial	□ Full	□ None	Note:	
Hearing impairment:	□ Partial	□ Full			
Cognitive limitation: Disorientation to person/place/time Exhibits Impaired Judgment Exhibits Wandering					
Physical limitation: □ Wheelchair □ Walker □ Cane □ Bedbound □ Needs assistance to leave home					
□ Needs assistance with grocery shopping □ Needs assistance with preparing/cooking meals □ None					
NUTRITION & DIET INFO					
A registered dietitian may be in contact with the client to review responses to this questionnaire.					
Height:	(ft)(in)	Weight (II	os): C	Oate Taken: _	
Has the client recently	lost weight without try	ing? □ Y	es 🗆 No	□ Unsu	re
<i>IF YES</i> , how much weight did they lose? □ 2-13 lbs □ 14-23 lbs □ 24-33 lbs □ 34+ lbs □ Unsure					
Has the client been eating poorly because of a decreased appetite? ☐ Yes ☐ No					
Does the client have any food allergies? ☐ Yes ☐ No ☐ Unsure					
IF YES , please list allergies and type(s) of reaction(s) client has to the food (e.g. anaphylaxis, hives, gastrointestinal distress):					
Does the client have any special dietary needs that may impact their services?					
☐ Chewing Issues				ausea	□ None
□ Vomiting	□ Consti	☐ Constipation		arrhea	
☐ Other (please list): _	•	-			
Is the client taking any	medications that may	impact their r	nutritional status?	? □ Yes	□ No □ Unsure
IF YES, please list, or attach a list, of client's current medications:					
Does the client have a history of eating disorders? ☐ Yes ☐ No ☐ Unsure					
PLEASE NOTE: Open Arms is not an allergen-free facility and cross-contamination may occur. Clients are responsible for knowing & following their own dietary restrictions. If you have nutrition related questions about our meals, please call 612-540-7759 or email nutrition@openarmsmn.org.					
HEALTHCARE PROVIDER: I verify the medical information provided and applicant's need for service.					
Name:	Title:		Organization: _		
Address:					
Phone:	Fax:		Email:		
Signature:					: <i> </i>