FAQs

Check out our FAQs to answer all of your client-related questions!

Who is eligible for meal service from God’s Love We Deliver?

We serve members from health plans and provider organizations through our group contracts meal program. For more information about getting meals for a member, see [this page](https://www.glwd.org). We also serve unaffiliated individuals who are too sick to shop or cook for themselves, and their dependent children and senior caregivers. Individuals must be living with a serious illness, have some restrictions in activities of daily living (such as difficulty standing or walking), and be able to get doctor’s verification of these limitations. For more information, [download the required forms](https://www.glwd.org), [read about our program](https://www.glwd.org), or email us at [clientservices@glwd.org](mailto:clientservices@glwd.org).

What health plans or provider groups do you work with?

### Managed Long Term Care
- Aetna
- AgeWell New York
- ArchCare
- Centerlight (CCM Select)
- Centers Plan for Healthy Living
- ElderPlan
- ElderServe (RiverSpring at Home)
- Empire Blue Cross Blue Shield
- Extended MLTC
- Fidelis Care
- Healthfirst
- HomeFirst
- Integra MLTC
- MetroPlus
- Montefiore Diamond Care
- Senior Health Partners
- Senior Whole Health
- VillageCare MAX
- VNS Choice
- Wellcare of New York/Careguide

### Fully Integrated Duals Advantage (FIDA)
- ElderPlan
- Healthfirst
- ElderServe (RiverSpring at Home)
- VNS Choice
Our partnership program is continually growing and will soon include Community First Choice Option (CFCO) that will allow for our medically tailored meals to be provided to Medicaid members as of January, 2020. If you’re interested in partnering with God’s Love, please reach out to us at communitypartners@glwd.org.

I work for a health plan or provider group and we use God’s Love We Deliver for our members. How do I register a member for your program?

Fill out an authorization form.

Return the forms to:
Phone: 212.294.8187
Fax: 212.294.8189
Email: communitypartners@glwd.org

I want to get meals for me or a loved one. How do I register an individual for your program?

Email us (clientservices@glwd.org) or call us (212.294.8102) to confirm that you qualify.

Send us the required forms:
To register:
Full Client Packet
For an HIV/AIDS diagnosis
Proof of income and residency
For a dementia diagnosis
Healthcare proxy

Return the forms to:
Phone: 212.294.8102
Fax: 212.294.8198
Email: clientservices@glwd.org

I need help with an issue other than nutritious meals (such as legal issues, health care, or housing). Do you have any suggestions?

Check out our resources listing. Please note that while this list includes common partners, it is not comprehensive, and an entry here does not mean we have vetted a particular organization.

When do you deliver meals?
We deliver to you on a scheduled delivery day once or twice a week, M-F, 8:30-4pm. When you register for the program, we call you to confirm delivery details.

**If I'm not home at the time of my delivery, will you leave my food with my doorman, front desk, neighbor, superintendent or on my doorknob?**

We want to ensure that our clients get all of their meals and that this food is safe to eat, so we do not leave food with a third party or outside the home. If you will not be home for delivery, please arrange for a friend or neighbor to be in your home, or call us to cancel at 212.294.8102. If you miss a delivery without notice, call us immediately to restart services.

**Why do I need to submit a HIPAA form? Why do I need to send a confidentiality release form for my client or family member?**

We use a client’s medical diagnosis to determine eligibility. Medical diagnoses are confidential and protected by New York and New Jersey state law. Clients need to give us access to recent medical information.

**How many meals will I get?**

Under our provider contracts, health plans and providers decide what meals (breakfast, lunch, or dinner) and how many days a week a member gets meals.

We send unaffiliated individuals 10 meals each week, 5 lunches and 5 dinners.

**Do you have a waiting list for your services?**

No. We process referrals and applications as we receive them.

**Is there an income limit for clients?**

No. We provide services regardless of income. Some of our contracts do require us to ask about income levels, so we collect this information.

**What illnesses qualify someone for your program?**

All clients must have a diagnosis of serious illness and have difficulties with activities of daily living. Hundreds of diagnoses and restrictions fit these qualifications, and we evaluate every application on a case-by-case basis, so we do not publish a list of illnesses. If you have
questions about whether you qualify, please contact us at clientservices@glwd.org.

**How do your meals address social determinants of health?**

Food security goes hand in hand with other social challenges such as housing, employment, etc. Those who struggle financially are facing several social challenges and illness exacerbates these challenges. By providing clients with medically tailored meals, we are not just giving them the nutrition they need, but they do not have to choose between food and the medicine. Food insecurity and malnutrition is just one of the challenges our clients face but, by taking this away, we are eliminating a huge burden.

**Download Forms**

All Clients

**Full Client Packet**

Clients returning/re-certifying to our program

**Re-certification**

for hiv/aids diagnoses

**Proof of Income and Residency**

for dementia/alzheimer's diagnoses

**Healthcare Proxy**

MLTC MEMBERS

**Identify Members Who Need Nutritional Intervention**

for mltc members

**Authorize Your MLTC Member**

**Food Safety**

**Keep Your Food Safe!**

Keeping food safe from contamination is an extremely important part of food handling and preparation. Good practices keep everyone healthy, especially people living with serious illness.

**Social Service Partners**

Many of our clients need other services in addition to home-delivered meals and nutritional counseling, so we work with agencies in New York City and Hudson County, NJ to help coordinate care. If you or your client needs to be referred to case management, home care, nursing services or have medical, housing or addiction treatment needs, we can refer you to an organization near you.

**Videos**
"(The volunteers) come here with an open heart. And they treat you like a human being."

Arjune lives in Castle Hill, NY, in the Bronx. Our drivers and volunteers bring him medically tailored meals every week to support his heart and aid in his recovery from a recent stroke. Thanks to you and your support we can be there for our clients like Arjune in all five boroughs and beyond.
"Isn't it marvelous how you make someone happy?"

Published on Dec 19, 2019

God's Love We Deliver client Herb blows out the candles on on his 91st birthday!

Stories of Love:
Barbara
"My doctors are amazed that I've come along as well as I have!"

Published on Jan 27, 2020

Barbara is one of our most local clients. She has lived in Greenwich Village for the last 80 years. Barbara lives alone now, and feeding herself the right nutritious food after her surgery was a real challenge. Receiving meals from God's Love We Deliver has provided nutritional support that has allowed Barbara to stay in her beloved neighborhood and apartment.

"Being alive, having grandchildren, is like a dream come true. And God's Love helped me get to that dream."

Published on Nov 20, 2019

Asia, living with HIV and ALS, relies on our meals. She tells us, "God’s Love has improved the quality of my life. When I couldn’t do for myself, I knew I had someone rooting for me who understood my needs. God's Love didn't give up on me."
A thank you from our client, Georgia

Published on Oct 31, 2017

With 10,000 volunteers annually, we ensure that when a woman is facing the crisis of breast cancer and a long road of difficult treatments, she doesn’t have to worry about taking care of her most basic need -- the need for nutritious food.
Birthday cake thank you from our client Charles

Published on Apr 28, 2017

Our client Charles loves his birthday cake baked and personalized by Chuck the Baker!

Robin's message to Chuck the Baker

Published on Aug 25, 2017

Our client, Robin, loved her birthday cake from Chuck the Baker!
Meet our client, Craig!

Published on May 22, 2018

Craig is 78 years old and lives with chronic obstructive pulmonary disease. It has been years since he has been able to leave his apartment, and Craig suspects he might not even recognize his own neighborhood now. Before God's Love, Craig was extremely worried about how he would survive on his own. Luckily, he had a friend in Joan Rivers who referred him to our program. Craig reached out to God's Love and immediately began receiving nutritious, home-delivered meals tailored specifically for him and his diagnosis. Craig expressed his gratitude to God's Love for providing comfort, love, and nutritious meals, and for making his life a little easier: “Please keep going. You help so much.”
Meet our clients Peggy and Stacie!

Published on May 27, 2017

Every day, we make it easier for moms to care for their families by providing nutritious, home-delivered meals to those living with severe illness and their families. In this video please meet our client Peggy, and her daughter Stacie, to whom we deliver in Queens.
Meet our client, Rosemarie!

Published on Sep 7, 2018

Our client Rosemarie is an Army and Navy veteran and is living with Chronic Obstructive Pulmonary Disease, which makes breathing very difficult. She can no longer shop or cook for herself due to her illness, and luckily, she has nutritious meals from God's Love We Deliver. Her doctor approves of her menu from God's Love so much that he gives us a “thumbs up”!

Current Playlist: Swipe for more

• “(The volunteers) come here with an open heart. And…

• “Isn't it marvelous how you make someone happy?”

• “My doctors are amazed that I've come along as…

• “Being alive, having grandchildren, is like a dream come…

• A thank you from our client, Georgia
• Birthday cake thank you from our client Charles

• Robin's message to Chuck the Baker

• Meet our client, Craig!

• Meet our clients Peggy and Stacie!

• Meet our client, Rosemarie!

Blog Posts: Clients
Responding to the Coronavirus: Essential Service Provider

As many of you know, New York City is currently under Executive Order 202.6 which states that nonessential employees must stay at home. What does this mean for organizations like God’s Love We Deliver? We are very thankful th...
Dear Community, Our clients’ health and safety is our highest priority. Our delivery team is taking additional steps to prioritize the health and safety of our clients, and themselves. As part of our new protocol, drivers now...

Asia and Her Grandchildren Don’t Have to Worry over the Holidays

At 57, our client Asia is living a life she loves, filled with advocacy work and the daily care of her grandchildren. She takes great care in being a leader in her community, and a source of love and support for her grandkids...