



Keeping up with healthy food: Coronavirus disease (COVID-19)



Getting healthy food is important, especially during the current COVID-19 pandemic, and to support you during this time, we include below information about:

- Resources
- People
- Tips that can guide and support you

The overall food supply is strong

If you have gone to a grocery store lately, you've probably seen a lot of essentials missing from the shelves, like:

- Toilet paper
- Cleaning wipes
- Fresh fruit
- Vegetables
- Meat
- Bottled water

Retailers know the need for these types of items is there, and are:

- Stocking shelves as quickly as they can
- Managing inventories
- Limiting how much of specific items someone can buy
- Benefiting from the recent closure of schools, colleges, and restaurants, as food and other supplies are routed to them

Senior-only shopping hours

Many grocery stores now offer “senior-only shopping” hours, usually in the morning, for people who are more at risk for catching COVID-19, including:

- Seniors 65 and older
- People with disabilities
- People who are pregnant (though this varies by store)

If you qualify to shop during these “senior-only shopping” hours, taking advantage of this special time lets you:

- Avoid long lines before the store opens to other customers
- Shop with fewer people in the store (helping you keep your social distance)
- Gives you access to a broader inventory of items

Ask your local store:

- If it is offering “senior-only shopping”
- What day of the week “senior-only shopping” is scheduled
- What time “senior-only shopping” will take place

Humana
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Tips for in-store grocery shopping

When shopping for groceries:

- Consider shopping at an independent store, as it may have a broader selection
- Buy less-expensive cuts of meat (if in stock) and use in meals that may result in leftovers (e.g., casseroles, soups, stews, etc.)
- Use beans, legumes, eggs, and/or canned and frozen fish for protein, if you can't buy meat
- Consider freezing fruit, vegetables, and meat, when you can buy these items, to use in future meals
- Buy and properly rinse and drain before cooking canned vegetables and beans, if fresh vegetables are limited or not available
- Buy frozen fruit and vegetables, which usually are as nutritious as their fresh counterparts, and often sold in large bags
- Buy canned fruit in water or its own juice if fresh fruit is not available
- Buy powdered milk and/or evaporated canned milk (not sweetened condensed milk) and add the amount of water recommended on the package or can, if you can't buy milk or as a lower-cost alternatives to dairy-based milk

Nutrition and help with preparing meals

To help you get the nutrition you need, consider eating:

- Fruit
- Vegetables
- Whole grains
- Lean protein
- Low-fat/fat-free dairy or dairy-free options

If on a special diet, try to eat food that is in line with:

- What your doctor prescribed
- What you discussed with your Care Manager

If ordering take-out or delivery service from a restaurant, and on a special diet, ask the restaurant:

- How it prepares food
- If you can substitute items (when needed, such as if you're on a low-fat diet)
- If it can use specific seasoning (like salt, if you're on a low-salt diet) in smaller amounts

In the kitchen:

- Frequently wash your hands before and after meal preparation and eating
- Keep food at proper temperatures before you cook, while you're cooking, and if you save any as leftovers
- Separate vegetables from raw meat, poultry, and fish, when cooking
- Use a slow cooker or pressure cooker (if you have one) to prepare soups, stews, and other mixed dishes that may result in leftovers
- Throw away food and beverages once they are past their expiration date



Grocery and restaurant pick-up and delivery options



For people who need and want to remain in-home, consider:

Grocery shopping

- Using an online delivery service that lets you shop and order online from a store (e.g., grocery store, pet, etc.) in your area
- Having the products delivered to you

Restaurants

- Using an online restaurant delivery service that lets you select and order your meals from a local restaurant in your area that is open and providing pick-up or drive-thru options
- Ordering from restaurants offering “no-contact delivery” of food or bulk meals



Additional helpful tips for eating on a budget

USDA ChooseMyPlate: Healthy Eating on a Budget

[choosemyplate.gov/eathealthy/budget](https://www.choosemyplate.gov/eathealthy/budget)

- Tips
- Tools
- Information on meal and grocery planning, shopping the aisles, preparing healthy meals, and more

Academy of Nutrition and Dietetics: Eat Right

[eatright.org/food](https://www.eatright.org/food)

- Food and nutrition fact sheets
- Information on meal and grocery planning, vitamins and supplements, resources, and more

FoodSafety.gov: 4 Steps to Food Safety

[foodsafety.gov/keep-food-safe/4-steps-to-food-safety](https://www.foodsafety.gov/keep-food-safe/4-steps-to-food-safety)

- Information on the steps to take to keep you and your family safe from food poisoning

Food support and assistance

For additional support on food assistance and meal delivery, connect with:

Your medical insurance

- Some health plans may provide eligible members with food resources, including meal delivery
- **Call the number on the back of your medical insurance ID card** to learn about available benefits

Feeding America Affiliate Food Bank

feedingamerica.org/find-your-localfoodbank

- Connects you with local food banks in your area
- Provides information about food pantries and feeding programs near you
- Resources and requirements vary by food bank

Supplemental Nutrition Assistance Program (SNAP) (Formerly known as food stamps)

fns.usda.gov/snap

- Money to purchase food at grocery stores, farmers markets and other retailers
- The average benefit is about \$127 per month per person
- Your household must meet certain requirements to be eligible

Women, Infants and Children (WIC) Program

fns.usda.gov/wic

- Money to purchase certain healthy foods for pregnant, postpartum, and breastfeeding women, and infants and children under the age of 5
- Nutrition education and breastfeeding support also provided

Eldercare and Area Agencies on Aging

eldercare.acl.gov

1-800-677-1116 (TTY: 711), Monday – Friday, 9 a.m. – 8 p.m., Eastern time

- Addresses the needs and concerns of seniors at the regional and local levels, including nutrition challenges
- Offers support, including home-delivered meals

Meals on Wheels

mealsonwheelsamerica.org

- Provides free or low-cost home-delivered meals to seniors
- Focuses on caring for individuals whose diminished mobility makes shopping for food, preparing meals, or socializing with others difficult

211 Helpline

helplinecenter.org

Dial **211** from any phone

- Provides community information and referrals to social services for everyday needs and in times of crisis, including nutrition support
- Calls are free and confidential

Learn more about COVID-19

For more information about COVID-19, go to Humana.com/coronavirus or cdc.gov/coronavirus

We are providing this information for educational purposes only. This information should not replace any medical advice, diagnosis, or treatment. Consult your healthcare provider if you have questions or concerns. Consult your doctor before beginning any new diet or exercise regimen.



ENGLISH: This information is available for free in other languages and formats. Please contact our Customer Service number at **800-477-6931**. If you use **TTY**, call **711**, Monday – Friday, 8 a.m. to 8 p.m.

SPANISH: Esta información está disponible gratuitamente en otros idiomas y formatos. Comuníquese con nuestro Servicio al Cliente llamando al **800-477-6931**. Si usa un **TTY**, marque **711**. El horario de atención es de lunes a viernes de 8 a.m. a 8 p.m.

CREOLE: Enfòmasyon sa a disponib gratis nan lòt lang ak fòma. Tanpri kontakte nimewo Sèvis Kliyan nou an nan **800-477-6931**. Si ou itilize **TTY**, rele **711**, Lendi - Vandredi, 8 a.m. a 8 p.m.

FRENCH: Ces informations sont disponibles gratuitement dans d'autres langues et formats. N'hésitez pas à contacter notre service client au **800-477-6931**. Si vous utilisez un appareil de télétype (**TTY**), appelez le **711** du lundi au vendredi, de 8h00 à 20h00.

ITALIAN: Queste informazioni sono disponibili gratuitamente in altre lingue e formati. La preghiamo di contattare il servizio clienti al numero **800-477-6931**. Se utilizza una telescrivente (**TTY**), chiami il numero **711** dal lunedì al venerdì tra le 8 e le 20:00.

RUSSIAN: Данную информацию можно получить бесплатно на других языках и в форматах. Для этого обратитесь в отдел обслуживания клиентов по номеру **800-477-6931**. Если Вы пользователь **TTY**, звоните по номеру **711** с понедельника по пятницу, с 8.00 до 20.00.

Call If You Need Us

If you have questions or need help reading or understanding this document, call us at **800-477-6931 (TTY: 711)**. We are available Monday through Friday, from 8 a.m. to 8 p.m. Eastern time. We can help you at no cost to you. We can explain the document in English or in your first language. We can also help you if you need help seeing or hearing. Please refer to your Member Handbook regarding your rights.

Important!

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- You may file a complaint, also known as a grievance:
Discrimination Grievances, P.O. Box 14618, Lexington, KY 40512-4618
If you need help filing a grievance, call **800-477-6931** or if you use a **TTY**, call **711**.
- You can also file a civil rights complaint with the
U.S. Department of Health and Human Services, Office for Civil Rights
electronically through their Complaint Portal, available at
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at **U.S. Department of Health and Human Services**, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, DC 20201, **800-368-1019, 800-537-7697 (TDD)**. Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.

Auxiliary aids and services, free of charge, are available to you. **800-477-6931 (TTY: 711)**

Humana provides free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.

Humana Healthy Horizons in Florida is a Medicaid product of Humana Medical Plan, Inc.

English: ATTENTION: If you do not speak English, language assistance services, free of charge, are available to you. Call **800-477-6931 (TTY: 711)**.

Español: (Spanish) ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **800-477-6931 (TTY: 711)**.

Kreyòl Ayisyen: (French Creole): ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **800-477-6931 (TTY: 711)**.

Tiếng Việt: (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **800-477-6931 (TTY: 711)**.