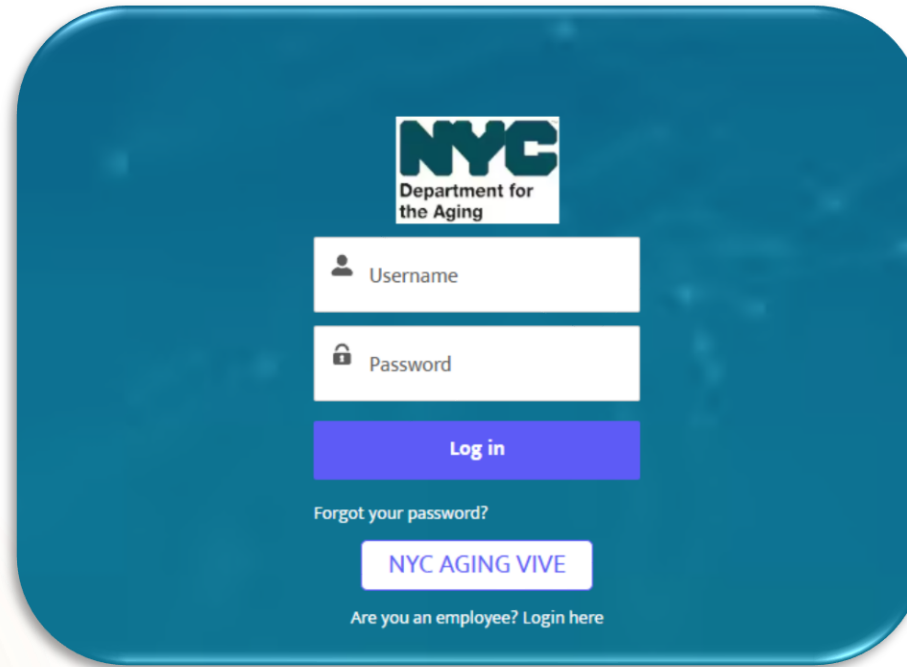




The image shows a login interface for the NYC Department for the Aging's VIVE system. It features a teal background with a white login form in the center. The form includes the NYC Department for the Aging logo, a username field with a person icon, a password field with a lock icon, a purple 'Log in' button, a 'Forgot your password?' link, a 'NYC AGING VIVE' button, and a link for employees to login.

NYC
Department for
the Aging

 Username

 Password

Log in

[Forgot your password?](#)

NYC AGING VIVE

[Are you an employee? Login here](#)

VIVÉ CMA LAB #7:

Meal Delivery Plan: On Holds, Resumptions & Service Changes

Goal of VIVÉ “Labs”

*To clarify and review
specific CMA “workflow”
functions in VIVÉ.*



**Definitions
Navigation
Functionality**

VIVÉ: CMA Lab

QUICK REMINDERS



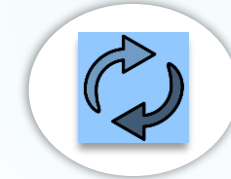
MEAL DELIVERY PLAN (MDP):

1. *Initial Authorization*



MEAL DELIVERY PLAN (MDP):

1. *On Holds*
2. *Service Plan Changes*
3. *Resumption of Services*



MEAL DELIVERY PLAN (MDP):

1. *Termination*



FINAL THOUGHTS, QUESTIONS & ANSWERS



Quick Reminders

1. How are initial referrals for Home Delivered Meals sent?

- Initial authorizations for Home Delivered Meals are sent through the ***Meal Delivery Plan (MDP)*** tab on the Enrollment level.

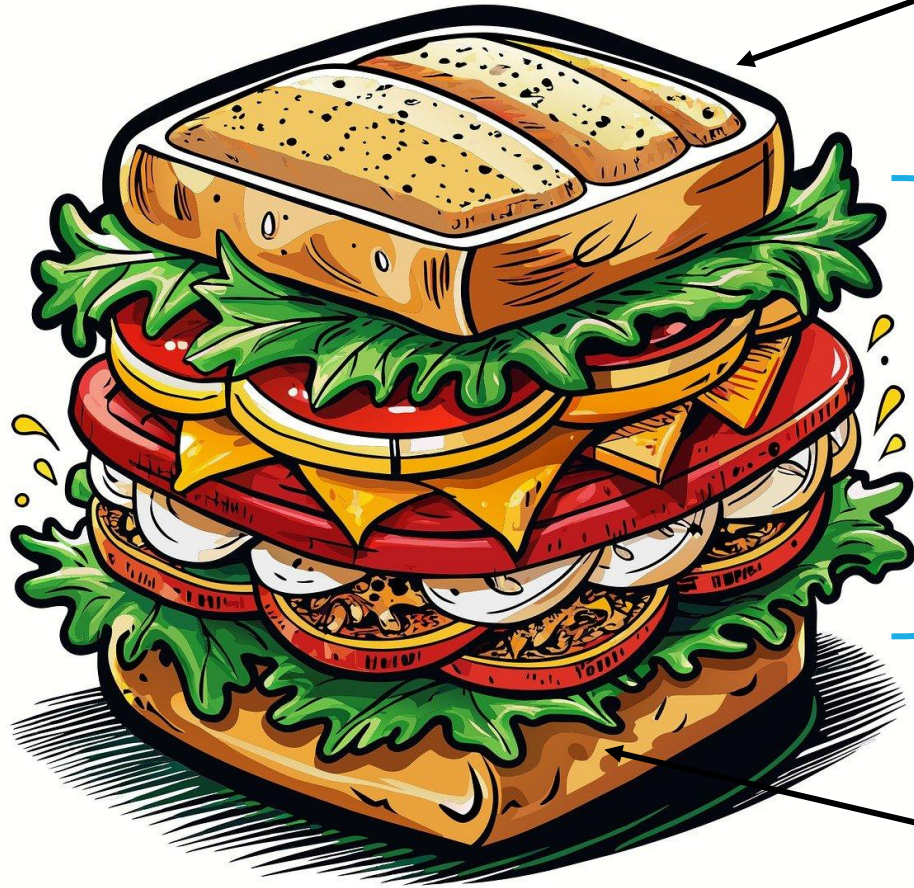
2. How are requests for service changes to an MDP sent?

- All MDP service change requests – On Holds, Service Plan Changes, Resumption of Service - are sent through the ***Referral*** tab on the Client Details level. There are **no exceptions**.

3. When do I click on the “Terminate MDP” button?

- Only when the client **no longer needs** Home Delivered Meal service.

CMA/HDM Service Pathways Illustration



Initial Authorizations:

CMA takes action, **via Meal Delivery Plan (MDP)** on Enrollment level, and alerts HDM to institute meal

"On Holds," Resumptions & Service Changes:

CMA *communicates* to HDM, **via Referral Tab** on the Details level, and HDM takes action

Terminations:

CMA takes action, **via Meal Delivery Plan (MDP)** on Enrollment level, and HDM is alerted of the termination



Meal Delivery Plan (MDP): *Initial Authorization*

MDP Initial Authorization: *Plan Creation Review*

- The initial authorization for *Home Delivered Meals* is generated by creating a **Meal Delivery Plan (MDP)**.
- The **MDP** includes fields that are completed by both the CMA and HDM provider.
 - Fields **completed by the CMA** are:
 - **Authorization Date** (required): While this date is prepopulated to the current date, it can be changed to either a previous or future date.
 - **Cross-Streets & Special Delivery Directions**: Helpful information for the drivers
 - **Add Delivery Schedule – Service Type** (required): Weekday, 6th Meal and 7th Meal
 - **Add Delivery Schedule – Diet Type** (required): Hot, Chilled or Frozen Meals

MDP Initial Authorization: *Plan Creation Review*

- Fields completed **ONLY** by the HDM Provider:
 - Meal Delivery Start Date
 - Meal Delivery End Date (optional)
 - Status: This is the trigger indicating the start of service.
 - Delivery Schedule: Days of the Week
 - Funding Source

REMEMBER: *While a MDP is in Draft status, no new meal plan can be added.*



Enrollment

Case Management - NSHOPP - CMA

[Assign Worker](#)

[Closing Enrollment](#)

Contact

[test-oliver client](#)

Assigned To

Karyn Velez

Enrollment Details

Forms

Assessments

Waitlist

Cost Share Plan

Meal Delivery Plan

Home Care Service Plan

More ▾

Enrollment Information

Enrollment Name

Case Management - NSHOPP - CMA

Enrollment Status

Active

Enrollment Details

Forms

Assessments

Waitlist

Cost Share Plan

Meal Delivery Plan

Home Care Service Plan

More ▾

Meal Delivery Plans (0)



[New](#)

Meal Delivery Plan Name ▾

Status



Meal Delivery Start Date

Meal Delivery End Date

Authorization Date

Top Portion of MDP: *Plan Creation*

Meal Delivery Plan

*HDM Program

Home Delivered Meals - Great Performances Artists as Waitresses INC. ▼

*Authorization Date

Apr 2, 2026 

Meal Delivery Start Date 

Meal Delivery End Date 

Cross-Streets

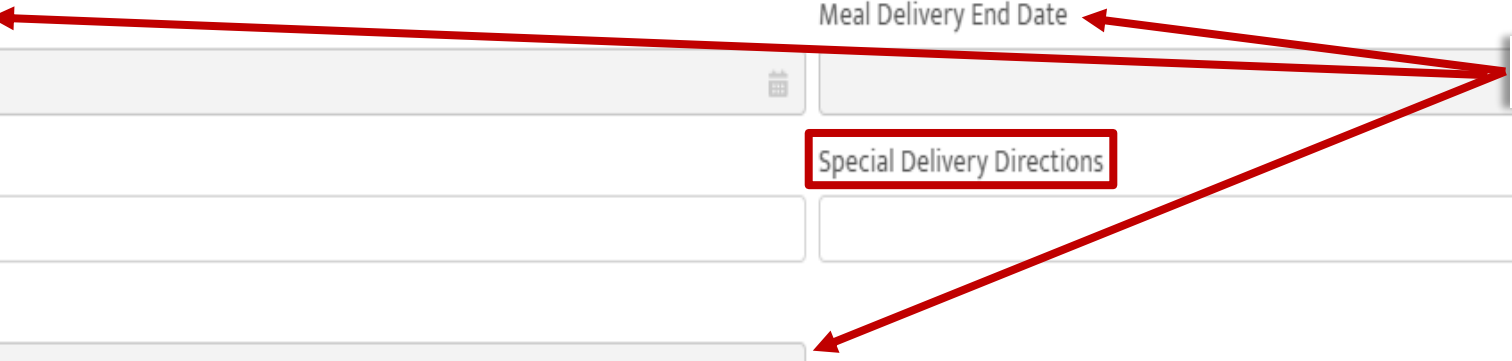
Special Delivery Directions

*Status

Draft ▼

Add Delivery Schedule

HDM Provider Only



Bottom Portion of MDP:
Plan Creation

#	* Service Type	* Diet Type	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Funding Source	
1	Weekday ▼	Hot Regular ▼								Select an Option ▼	
2	6th Meal ▼	Hot Regular ▼								Select an Option ▼	
3	7th Meal ▼	Hot Regular ▼								Select an Option ▼	

Add Delivery Schedule

CancelSave

MDP Initial Authorization: ***Request for Service Start Review***

- Once the the **MDP** is created the plan can now be sent to the *HDM Program* to request the start of service.
- This service request is sent directly from the **MDP** form using the ***Create Referral*** button.
- Once deemed appropriate by the *HDM Program*, the status of the **MDP** will be changed to "Service Started."
- The plan will now reflect updates to the meal start date, days of delivery, and funding source.
- Three new buttons will also be on the **MDP** – ***On Hold MDP, Terminate MDP*** and ***Delivery Reschedule***.



Enrollment
Case Management - NSHOPP - CMA

[Assign Worker](#)

[Closing Enrollment](#)

Contact
[Zofia Z Client](#)

Assigned To
Karyn Velez

Enrollment Details

Forms

Assessments

Waitlist

Cost Share Plan

Meal Delivery Plan

Home Care Service Plan

Friendly Visit Service Plan

More

Enrollment Information

Enrollment Details

Forms

Assessments

Waitlist

Cost Share Plan

Meal Delivery Plan

Home Care Service Plan

Friendly Visit Service Plan

More

Meal Delivery Plans (1)



[New](#)

	Meal Delivery Plan Name	Status	Meal Delivery Start Date	Meal Delivery End Date	Authorization Date	Source Program
1	MDP-42843	Service Started	03/24/2026		03/19/2026	Case Management - NSHOPP - CMA

Top Portion of MDP: *Service Started*



Meal Delivery Plan
MDP-42843

On Hold MDP

Terminate MDP

Client
[Zofia Z Client](#)

Assigned To
Karyn Velez

*HDM Program



Home Delivered Meals - Great Performances Artists as Waitresses INC.

*Authorization Date

Mar 19, 2026

Meal Delivery Start Date

Mar 24, 2026

Meal Delivery End Date

Cross-Streets

Special Delivery Directions

Status

Service Started

Linked Referral

[RF-383910](#)

Bottom Portion of MDP: *Service Started*

#	* Service Type	* Diet Type	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Funding Source
1	Weekday ▼	Hot Regular ▼	1	1	1	1	1	0	0	NYC Aging Funded Service ▼
2	6th Meal ▼	Hot Regular ▼	0	0	0	0	0	1	0	Citymeals Funded Svc - Private ▼
3	7th Meal ▼	Hot Regular ▼	0	0	0	0	0	1	0	Citymeals Funded Svc - Private ▼

Rescheduled Delivery

[Delivery Reschedule](#)

#	Original Delivery Date	Rescheduled Date	Status	Service Type	Diet Type	Funding Source	Reschedule Reason	Quantity
---	------------------------	------------------	--------	--------------	-----------	----------------	-------------------	----------

Cancel

HDM Program Functions:

CMA Programs Do Not Use

On Hold MDP

↑

All On Holds, *without exception*, must be requested through the ***Referral*** tab on the ***Client Details*** level.

Delivery Reschedule

↑

Any needed changes to the HDM Delivery Schedule, *without exception*, must be requested through the ***Referral*** tab on the ***Client Details*** Level.

MEAL DELIVERY PLAN (MDP): Initial Authorization Usage

When would you send an *Initial Authorization*?

1. Client has ***never received any NYC-Aging funded service from your agency before***. They are requesting home delivered meals as soon as possible and meet the eligibility requirements.

Intake and *NSI* are completed. *Intake* is approved by the Supervisor, and Enrollment Status is changed from *In Review* to *Active*.

MDP is created for *Presumptive Eligible Client (PEC)* and referral sent prior to Initial Assessment.
2. Client has ***received NYC-Aging funded services from your agency before, but their case was closed 2 years ago***. They are requesting home delivered meals as soon as possible.

New *Intake* and *NSI* are completed. *Intake* is approved by the Supervisor, and Enrollment Status is changed from *In Review* to *Active*.

MDP is created for *Presumptive Eligible Client (PEC)* and referral sent.



MEAL DELIVERY PLAN (MDP): Initial Authorization Usage

When would you send an *Initial Authorization*?

3. Client *is in receipt of housekeeping and friendly visiting services*. They are now requesting home delivered meals as well.
Reassessment is completed. **Assessment Status** is marked "Completed" by Supervisor.
MDP is created and referral sent.



Meal Delivery Plan (MDP):

Initial Authorization: Case Examples

Authorization Usage #1: Case Example

- *Ms. Samantha Stevens is a new client who is interested in receiving HDM as soon as possible. After the completion of the Intake and NSI, she is deemed a Presumptive Eligible Client (PEC) for HDM. An MDP is created and sent to the HDM Program prior to the Initial Assessment.*

Authorization #2: Case Example

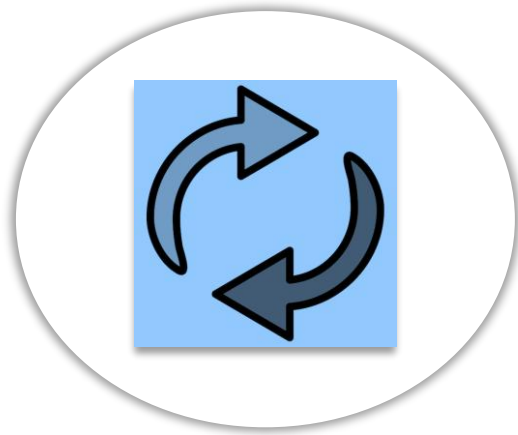
- *Mr. Bryan Allen was a client from 2019 – 2022 and received HDM and friendly visiting services. His case was closed with your program when he moved out of state. He recently moved back to the community and is interested in receiving HDM as soon as possible.*

After the completion of the Intake and NSI, he is deemed a Presumptive Eligible Client (PEC) for HDM. An MDP is created and sent to the HDM Program prior to the Initial Assessment.

Authorization Usage #3: Case Example

- *Mrs. Maria De La Cruz is a current client who receives HSCH once weekly for 4 hours. She now also interested in receiving HDM.*

Mrs. De La Cruz is reassessed. An MDP is created and sent to the HDM Program.



Meal Delivery Plan (MDP): *On Holds, Service Plan Changes & Resumption of Services*

MDP – On Holds, Service Changes & Resumptions

Referral Form Creation Review

- ***ALL On Holds, Service Plan Changes & Resumption of Services for Home Delivered Meals*** are generated through the ***Referral*** tab. There are no exceptions.
- The ***Client Referral Form*** pop-window requires:
 - Choice of a ***Target Program***: Choose your HDM Program
 - Choice of a ***Meal Delivery Plan***: Field appears once ***Target Program*** is chosen
 - Choice of a ***Service Request: On Hold (HDM), Resume Delivery (HDM) or Service Change – MDP (HDM)***
 - Detailed notation in the ***Comments*** field: Include why the change is requested, when is it needed and any special instructions.



Upload Picture



Name
Zofia Z Client

Contact Type
Client

Date of Birth
1/5/1942

Phone
(555) 999-1111

Home Address
[178 EAST TREMONT AVENUE, 18F, BRONX, NY 10453](#)

Details

Consents

Contacts

General Comments

Referrals

Enrollments

Unit Entry

Documents

Program History

Profile Update Hi

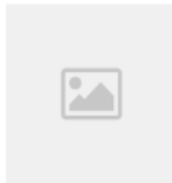
[Basic Demographics](#)

Social Demographics

Emergency Preparedness

Financial

NYSOFA Additional Info



Upload Picture



Name
Zofia Z Client

Inactivate Client Profile

Contact Type
Client

Date of Birth
1/5/1942

Phone
(555) 999-1111

Home Address
[178 EAST TREMONT AVENUE, 18F, BRONX, NY 10453](#)

Details

Consents

Contacts

General Comments

Referrals

Enrollments

Unit Entry

Documents

Program History

Profile Update History

Referrals (1)



New Referral

Client Referral Form: *Change in Service Creation*

Client Referral Form

Referral Date
Apr 6, 2026

Source Program
☐ Case Management - NSHOPP - CMA

Comments
Detailed Notation (i.e., why Service Change is needed, when is it needed, any special instructions)

☐ Is for external agency?

*Target Program
Home Delivered Meals - Great Performance...

*Meal Delivery Plan
MDP-42776 (Service Started)

*Service Requested ⓘ

Available Services
On Hold (HDM)
Resume Delivery (HDM)
Service Change - MDP (HDM)

Selected Services

Cancel Save

Note: If agency works with more than one HDM provider be sure to choose appropriate one.

Note: Be sure to choose the proper MDP type associated with needed service change request.

Note: Be sure to choose only one of these Available Services Request per Referral Form.
Do Not Add – “6th Meal,” “7th Meal” or “Weekday” meal choices.

MDP & Service Request Associations

MDP "Service Started"



*Associated with Service Requested:
On Hold (HDM) or Service Change – MDP (HDM)*

MDP "On Hold"



*Associated with Service Requested:
Resume Delivery (HDM)*

MDP "Terminated"



Not Associated with any Service Request

MDP "Draft"



HDM Program has not started service.

MEAL DELIVERY PLAN (MDP): On Hold (HDM) Service Requested Referral

When would you send an ***On Hold (HDM)*** Referral ?

1. Client is in receipt of HDM services. They request their ***meals be placed on hold for two days*** because they have several appointments. They do not want to receive any additional meals during that time.

Service request is generated from the ***Referral*** tab and sent to HDM program. **HDM Program will be responsible to restart the meal on desired date.**

2. Client is in receipt of HDM services. They share they will be ***visiting family for two weeks*** and ask that their meals be put on hold during that time.

Service request is generated from the ***Referral*** tab and sent to HDM program. **HDM Program will be responsible to restart the meal on desired date.**



MEAL DELIVERY PLAN (MDP): On Hold (HDM) Service Requested Referral

When would you send an *On Hold (HDM)* Referral ?

3. Client is in receipt of HDM services. You were informed that *they have been admitted to the hospital and the date of their return is uncertain*. Service request is generated from the *Referral* tab and sent to HDM program. *CMA program will be responsible to alert HDM program when to restart meal.*

Best Practice Tips: On Holds and Clients Admitted to Hospital

- Note *the maximum allowable number of days (90 days)* in Comments.
- State that the On Hold will be *"Until Further Notice"* in Comments.
- *Send a Resumption Referral upon client's return home.*



**Meal Delivery Plan (MDP):
On Hold (HDM): Case Examples**

On Hold (HDM) Usage #1: Case Example

- *Mr. Kamal Patel is currently receiving HDM 7 days per week. He called his case manager today to ask that his meals not be delivered two days next week – April 16th and 17th – because he has a series of appointments his daughter will be taking him to. The case manager offered Mr. Patel the choice of getting three meals on April 15th, but he declined. He shared his daughter would be taking him out for a meal each day.*

On Hold referral generated and sent to HDM program today. Last meal delivery before the start of the On Hold will be April 15th. HDM program will be responsible to restart meal service on April 18th.

On Hold (HDM) Usage #2: Case Example

- *Mrs. Mei Chen is currently receiving HDM 7 days per week. She shared with the case manager during the monitoring call today that she will be visiting her family in California for two weeks at the end of the month. She will be flying out on April 19th and returning May 3rd.*

On Hold referral generated and sent to HDM program today. Last meal delivery before the start of the On Hold will be April 18th. HDM program will be responsible to restart meal service on May 4th.

**Meal Delivery Plan (MDP):
On Hold (HDM): Case Examples**

On Hold (HDM) Usage #3: Case Example

- *Mr. Sam Hoffman is currently receiving HDM 7 days per week. You received a call this morning from Mr. Hoffman's daughter. She shared that her father was hospitalized last night because of his congestive heart failure. They are unsure of when he might return home but promised to stay in touch.
On Hold referral generated and sent to HDM program today. Case manager will stay in touch with daughter regarding Mr. Hoffman's return home. HDM program will be alerted by CMA when meals should restart.*

MEAL DELIVERY PLAN (MDP): Service Change – MDP (HDM) Service Requested Referral

When would you send a ***Service Change – MDP (HDM)*** Referral ?

1. Client is in receipt of HDM services. They request that the ***meal Diet Type be changed as soon as possible.***

Service request is generated from the ***Referral*** tab and sent to HDM program.
HDM Program will make change as soon as feasible.

2. Client is in receipt of HDM services. They request a ***change in the days their meals are delivered as soon as possible.***

Service request is generated from the ***Referral*** tab and sent to HDM program.
HDM Program will adjust delivery schedule as soon as feasible.



Meal Delivery Plan (MDP):
Service Change – MDP (HDM): Case Examples

Service Change – MDP (HDM) Usage #1: Case Example

- *Ms. Abigail Mason is currently receiving hot regular meals 5 days per week and frozen regular meals on the weekend. She called her case manager today and shared that she really didn't want the regular meals anymore but would now like to change the hot Latin meals 5 days per week and frozen Latin meals on the weekend. She would like this change to happen as soon as possible.*
Service Change referral generated and sent to HDM program today. HDM program will start Latin meals as soon as feasible.

On Hold (HDM) Usage #2: Case Example

- *Mr. Andrew Maxwell is currently receiving HDM 7 days per week. He called the case manager today to let her know that his dialysis treatments will begin next week Tuesday, April 14th. He will be going for treatments on Tuesdays and Thursdays each week. He asked that he now receive one hot meal and one frozen meal on Mondays and Wednesdays.*
Service Change referral generated and sent to HDM program today. HDM program will adjust delivery schedule for the coming week.

What if an update is needed to “*Delivery Instructions?*”



At this time, if a client is requesting their delivery instructions be updated the CMA is instructed to make that **request via a direct email to the HDM program** not through the *Referral* tab.

Update to Delivery Instructions: Case Example

- *Mrs. Pinky Davis is currently receiving HDM 7 days per week. During her monitoring call today with the case manager, Mrs. Davis shared that she has been spending more time in her family room at the back of her home. A few times, she almost missed the meal deliverer because it took her so long to get to the front door with the walker. Mrs. Davis shared that the meals are so helpful and doesn't want to miss any of them. She asked that her driver now bring the meal to the side door located near the far end of the driveway.*

CMA sends email to HDM detailing new delivery instructions. HDM program will adjust the delivery instructions as soon as feasible.

MEAL DELIVERY PLAN (MDP): Resume Delivery (HDM) Service Requested Referral

When would you send a ***Resume Delivery (HDM)*** Referral ?

1. Client is in receipt of HDM services. Currently, the HDM is on hold for two weeks while they visit family. The client called today to say they would be returning earlier than be expected. They ask that the meal restart upon their return.

Service request is generated from the ***Referral*** tab and sent to HDM program.
HDM Program will restart the meal on the new date.



MEAL DELIVERY PLAN (MDP): Resume Delivery (HDM) Service Requested Referral

When would you send a ***Resume Delivery (HDM)*** Referral?

2. Client has been in receipt of HDM services for the past year. One month ago, they fell ill and were hospitalized. They are currently in rehab but have informed the case manager that they will be returning home in a week. They ask that their HDM restart the day after they return home.

Service request is generated from the ***Referral*** tab and sent to HDM program.
HDM Program will restart meal on the desired resumptive date.

NOTE: Restarting the meal on the desired resumptive date ***depends upon factors such as the requested restart date and/or when the CMA notified the HDM program.***

For Example: A CMA sends a resumption referral today at 4:00 PM for a client that unexpectedly returned home today and wants meals tomorrow. The feasibility of providing a meal tomorrow will depend upon if meals have been ordered and the HDM's routes have been generated for the next day.



Meal Delivery Plan (MDP):
Resume Delivery (HDM): Case Examples

Resume Delivery (HDM) Usage #1: Case Example

- *Ms. Mallory Froman has been receiving hot regular meals 5 days per week and frozen regular meals on the weekend for the past year. She has been away in Maryland visiting family since March 30th and her meals are currently on hold. Ms. Froman called today to say that her trip would have to be cut short. Instead of returning on April 16th, she will be returning on April 12th. She asked that her meal restart on April 13th.*

Resume Delivery referral generated and sent to HDM program today. HDM program will change meal restart from April 16th to April 13th.

Resume Delivery (HDM) Usage #2: Case Example

- *Mr. Reginald Taylor has been receiving HDM 7 days per week for 3 years. Eight weeks ago, he was hospitalized for pneumonia. He is currently out of hospital and will be completing his stay in rehab next week. His daughter called the case manager today to share that her dad is scheduled to be home next week Wednesday, April 15th. The meal was asked to restart on Thursday, April 16th.*
- *Resume Delivery referral generated and sent to HDM program today. HDM program will restart the meal on April 16th.*



Meal Delivery Plan (MDP): *Termination*

MDP Termination: *Termination Creation Review*

- The termination of *Home Delivered Meals* is requested when the service is **no longer needed** by the client. Meals are terminated using the ***Terminate MDP*** button in the current **Meal Delivery Plan (MDP)**.
- The ***Edit Meal Delivery Plan Termination*** pop-up window requires:
 - A ***Termination Date***: Date must be in the future
 - A ***Termination Code***: Choose most appropriate code from drop down list
 - A ***Termination Reason***: Clear statement that supports termination of service
- Once saved, notice of scheduled termination date will be displayed on the MDP. VIVÉ will generate an email to HDM program notifying of termination date.

Best Practice Tip: *In addition to the email from VIVÉ, an email from the CMA alerting the HDM of the upcoming termination may prove useful.*



Enrollment

Case Management - NSHOPP - CMA

Contact

[Davina D Client](#)

Assigned To

Karyn Velez

Enrollment Details

Forms

Assessments

Waitlist

Cost Share Plan

Meal Delivery Plan

Home Care Servi

Meal Delivery Plans (1)

	Meal Delivery Plan Name	Status	Meal Delivery Start Date	Meal Delivery End Date
1	MDP-42814	Service Started	12/19/2025	



Meal Delivery Plan
MDP-42814

Client

[Davina D Client](#)

Assigned To

Karyn Velez

On Hold MDP

Terminate MDP

Only Future
Dates

Edit Meal Delivery Plan Termination

*Termination Date

Apr 20, 2026



*Termination Code

Client moved out of the service area



19 Different
"Code"
Choices
including
"Other"

*Termination Reason

Ms. Client is planning to move in with her son and his family who live in Boston, MA. The move is scheduled to take place on April 22nd. Ms. Client is asking for her last meal to be April 20th.

Detailed
Reason for
Termination

Cancel

Save

Top Portion of Pending Terminated MDP

This Meal Delivery Plan is scheduled to be Terminated on 4/20/2026

 Meal Delivery Plan
MDP-42814

On Hold MDP

Edit MDP Termination

Client
[Davina D Client](#)

Assigned To
Karyn Velez

* HDM Program

 Home Delivered Meals - Great Performances Artists as Waitresses INC.

* Authorization Date

Dec 18, 2025

Meal Delivery Start Date

Dec 19, 2025

Meal Delivery End Date

Apr 20, 2026

Cross-Streets

Special Delivery Directions

Bottom Portion of Pending Terminated MDP

Status

Service Started ▼

Linked Referral

[RF-383777](#)

Termination Code

Client moved out of the service area ▼

Termination Reason

Ms. Client is planning to move in with her son and his family who live in Boston, MA. The move is scheduled to take place on April 22nd. Ms. Client is asking for her last meal to be April 20th.

#	*Service Type	*Diet Type	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Funding Source
1	Weekday ▼	Hot Regular ▼	1	1	1	1	1	0	0	NYC Aging Funded Service ▼

Rescheduled Delivery

[Delivery Reschedule](#)

#	Original Delivery Date	Rescheduled Date	Status	Service Type	Diet Type	Funding Source	Reschedule Reason	Quantity
---	------------------------	------------------	--------	--------------	-----------	----------------	-------------------	----------

Cancel



MDP Termination: *Editing an MDP Termination Review*

- Editing a pending **MDP** termination is done via the ***Edit MDP Termination*** button within the current **MDP**.

On the ***Edit Meal Delivery Plan Termination*** pop-up window edit one or all the required fields as needed.

NOTE: If the ***Termination Date*** is changed the new date will be reflected in the notification banner on the **MDP**. VIVE will generate an email to HDM program notifying them that a change was made.

Remember: Edits to MDP terminations can **ONLY** be done up to the **day before the scheduled termination date.**

Edit Meal Delivery Plan Termination

*Termination Date

Apr 17, 2026



*Termination Code

Client moved out of the service area



*Termination Reason

scheduled to take place on April 22nd. Ms. Client is asking for her last meal to be April 20th.

NOTE: Ms. Client will be moving to Boston earlier than expected. Meals are asked to be stopped on April 17th.

Remove Termination

Cancel

Save

**Davina D Client: Edited
MDP Termination –
Date Change**



This Meal Delivery Plan is scheduled to be Terminated on 4/17/2026



Meal Delivery Plan
MDP-42814

Client

[Davina D Client](#)

Assigned To

Karyn Velez

On Hold MDP

Edit MDP Termination

MDP Termination: *Removing an MDP Termination Review*

- Removing a pending **MDP** termination is done via the ***Edit MDP Termination*** button within the current **MDP**.
- On the ***Edit Meal Delivery Plan Termination*** pop-up window, select the ***Remove Termination*** button, the ***checkbox*** next to the remove termination question and ***Save***.
- Once saved, the notice of scheduled termination date will be removed. VIVÉ will generate an email to **HDM** program notifying of change.

Edit Meal Delivery Plan Termination

*Termination Date

Apr 17, 2026



*Termination Code

Client moved out of the service area



*Termination Reason

scheduled to take place on April 22nd. Ms. Client is asking for her last meal to be April 20th.

NOTE: Ms. Client will be moving to Boston earlier than expected. Meals are asked to be stopped on April 17th.



Remove Termination

Cancel

Save

**Davina D Client:
Removing MDP
Termination**

Remove Termination



Are you sure you would like to remove the Meal Delivery Termination Date which is set in future?

Cancel

Save

Important things to Remember

- **"The Sandwich"**
 - *HDM Initial Authorization and Termination* via MDP Plan tab
 - *On Hold, Service Changes & Resumptions* via Referral tab
- *When an MDP is in draft status, no new MDP can be created*
- *Please do not use these MDP buttons:*
 - **"On Hold MDP"**
 - **"Delivery Reschedule"**
- *Send HDM Program follow up emails regarding any on holds or other changes*
- *On Hold period includes the Start and End Dates noted in the Referral Comments*
- *Edits to MDP Terminations can only be made up to the day before the termination date*



Final Thoughts, Questions & Answers

One Final Thought:
Working through Possible “Miscommunications”

Scenario	“Miscommunication”	“Work Around”
“MDP Referral Rejected Status”	HDM shares MDP is in “referral rejected status and edits cannot be made to the plan.	New MDP needs to be issued by CMA
“Missing Initial Authorization Referral”	CMA sends an initial authorization , but HDM does not see it on their end.	CMA to confirm referral was sent by either checking Referral Queue list view “Referrals Shared by my Program,” or opening MDP to ensure “Create Referral” button is not available.

VIVÉ SUPPORT



Reference Guides & Videos On-line
<https://vivesupport.cityofnewyork.us/>



VIVÉ “Labs”



VIVÉ Office Hours & 1 to 1 Meetings



Program Officer



VIVÉ Ticketing System

UPCOMING “LAB” TOPICS

- Financials & Cost Share: Relationship, Completion & Usage
- Reassessments & the Assessment Form: CAGE, Assistive Devices, Medical Information & Others

