

After a Referral is Made

Referrals are processed in the order in which they come into the Client Services Department. Please expect a response to your faxed referral in 2-3 business days. If your client has not heard from us by then, please notify Client Services. If your referral is ineligible or incomplete, Client Services will notify you via fax or phone.

If you have not submitted the medical referral form (signed by a primary care provider) prior to intake, please note that documentation is due within 10 business days for your client to continue to receive meals. Please refer to the **Forms** page for a medical referral form. The form can be faxed to Client Services at 212-294-8198. **Your client's meals will be suspended if a medical eligibility form is not received in 10 business days.**

Once an intake interview is completed, clients are put on the delivery schedule the next time we are in that client's area. For example, if we finish the client's intake interview on a Tuesday morning, and we deliver meals in that area on Mondays, Wednesdays and Fridays, we put that client on our delivery schedule that Wednesday.