Nutrition Counseling and the Aging Network
A Guide for Area Agencies on Aging and Local Service Providers

Background and Purpose

According to the Older Americans Act (OAA), the Assistant Secretary shall carry out a program to make grants to States under State plans approved under section 307 for the establishment and operation of nutrition projects that --- .... (3) provide nutrition education, nutrition counseling, and other nutrition services, as appropriate, based on the needs of meal participants.

Why should we focus on nutrition counseling?

As part of the Older Americans Act, congregate and home delivered meals are required to comply with the most recent Dietary Guidelines for Americans and provide to each participating older individual a minimum of 33 1/3 percent of the dietary reference intakes for one meal per day. Nutrition counseling with a Registered Dietitian Nutritionist (RDN) [also called Registered Dietitian (RD)] provides an opportunity to educate older adults on how to plan meals to reach 100 percent of nutrition requirements for the day in order to optimize nutrition and reduce the risk of chronic disease.

Nutrition is an essential part of successful aging, and nutritional intervention could delay the onset of disease. Research has proven that nutritional intervention can improve health outcomes, especially in those with chronic health conditions or malnutrition.

According to National Council on Aging (NCOA) research, nearly 95 percent of adults age 60 and older have at least one chronic health condition, while nearly 80 percent have two or more. Due to the increased risk for chronic disease in older adults, there is also an increased risk for falls. Over 67 percent of falls prevention program participants indicate that they have multiple chronic conditions (Bailey, E.). Falls are among the leading causes of injury and death among adults aged 65 or older (Centers for Disease Control, 2020).

Although proper nutrition care can prevent or delay the onset of disease, nutrition counseling can also slow disease progression and reduce disease symptoms after chronic diseases have been diagnosed, such as diabetes.

In 2021, 38.4 million Americans or 11.6 percent of the population had diabetes. The percentage of those aged 65 years or older remains high at about 29 percent or 16.5 million individuals. In 2021, 1.2 million U.S. adults aged 18 years or older were diagnosed with diabetes (Centers for Disease Control, 2024). Nutrition counseling is an essential component for diabetes management.

According to a combination of twenty-six randomized controlled studies, adult patients who participated in individual consultations provided exclusively with RDNs showed effective results related to dietary intake and improved health outcomes (Mitchell L., Ball, L., et al., 2017).

Nutrition Counseling vs. Nutrition Education

Although they sound the same, specific definitions related to nutrition differ. See below for the full definitions of each related to what RDNs offer.

Nutrition Education:

Nutrition Education is an intervention targeting OAA participants and caregivers that uses information dissemination, instruction, or training with the intent to support food, nutrition, and physical activity choices and behaviors (related to nutritional status) in order to maintain or improve health and address nutrition-related conditions. Content is consistent with the Dietary Guidelines for Americans; is accurate, culturally sensitive, regionally appropriate, and considers personal preferences; and is overseen by a Registered Dietitian or individual of comparable expertise as defined in the OAA. (Source: National Nutrition Monitoring and Related Research Act of 1990).

For reporting purposes, service units are reported in sessions, which may be delivered in-person or via video, audio, online or the distribution of hardcopy materials. One service unit is equal to one session.

Nutrition Counseling:

According to the most recent Administration for Community Living's State Performance Report, the definition for Nutrition Counseling is, "A standardized service as defined by the Academy of Nutrition and Dietetics (AND) that provides individualized guidance to individuals who are at nutritional risk because of their health or nutrition history, dietary intake, chronic illness, or medication use, or to caregivers. Counseling is provided one-on-one by a Registered Dietitian and addresses the options and methods for improving nutrition status with a measurable goal. (Source: Input Committee)" (Administration for Community Living).

For reporting purposes, service units are reported in hours. A partial hour may be reported to two decimal places. For example, a nutrition counseling session lasting approximately fifteen (15) minutes would be reported as 0.25 hours.

Medical Nutrition Therapy (MNT):

"Involves in-depth individualized nutrition assessment and a duration of frequency of care using the Nutrition Care Process to manage disease" (Academy of Nutrition and Dietetics).
It is important to understand that MNT is a specific type of nutrition counseling. All MNT is nutrition counseling; not all nutrition counseling is MNT.

Examples:

Nutrition Education:
Nutrition Educator teaches a heart healthy nutrition class to a group of older participants.

Nutrition Counseling:
RDN meets with participant to identify and address challenges to adhering to a heart healthy diet. RDN assesses participant knowledge of heart healthy diet and focuses education on knowledge gaps. Participant leaves session with five heart healthy lunch menus that match with the individual food preferences and personal schedule and available time.

Medical Nutrition Therapy (MNT):
RDN meets with participant to assess nutritional status of participant with heart disease. Participant provides RDN current list of medications and most recent lab results. RDN educates patient on lab results and the session focuses on identifying realistic changes the participant could make to improve lab results and better manage heart condition. RDN support participant to develop SMART (specific, measurable, attainable, relevant, time-bound) goals and schedules follow up appointment.

Additional Resources:

- Medical Nutrition Therapy Works for Seniors: A resource guide for RDNs and senior nutrition programs.

Role of the Registered Dietitian Nutritionist (RDN)

What is the role of the RDN in the Aging Network?

The role of the RDN varies at every agency and organization. The RDN may support many purposes within the RDN's scope of practice at each organization. Area Agencies on Aging (AAAs) throughout the nation have had great success by staffing a licensed RDN. The OAA requires states to "utilize the expertise of a dietitian." In fact, some states require each of their AAAs to have a licensed RDN on staff for a minimum of hours per week to meet this requirement.

Sample Job Duties of a RDN

- Develop and provide nutrition education.
- Conduct nutrition counseling, including but not limited to conducting nutrition assessments, screenings, Medical Nutrition Therapy (MNT), and follow-up care.
- Assist in planning and approving menus to meet nutritional requirements.
- Supervise meal sites.
- Create nutrition newsletter content.
- Conduct health promotion classes.
- Assist with grant applications.
- Participate in the promotion of nutrition services.
- Maintain and update professional knowledge by participating in educational opportunities, read professional publications, maintain personal networks, and participate in professional organizations.
- Other nutrition-related tasks, as needed.

Registered Dietitian Nutritionist

Looking for a Registered Dietitian Nutritionist to join our hardworking team. See additional job details inside the application!

Example of recruitment poster for hiring a RDN

Attributes to Look for in a RDN

- Self Confidence
- Comfortable with technology
- Organized
- Friendly
- Self-Motivated
- Kind
- Understanding
- Empathetic
- Realistic
- Approachable
- Trustworthy






State Licensure Laws & Active Licensure Search

This Licensure Map provides licensure laws in each state. Each state should have a board and/or agency website to search for the RDN by name and licensure number in order to ensure the RDN has an active license.

Where to Find RDNs to Contract With:

- Local Hospitals/Clinics
  - RDN Tip: When making contact, request the RDN or dietary department. Specify that you are looking to work with an outpatient dietitian to provide nutrition counseling to meal program participants.
- Academy of Nutrition and Dietetics
  - Utilize Find a Nutrition Expert to search for dietitians in your areas using a zip code, or city and state
- Local grocery stores that staff RDNs
- Appendix A contains a sample RDN contract.

Best Practices

- Offer multiple options for consultation: at the AAA's office, at a congregate meal site, at the
- participant's home, telehealth, or over the phone.
- Ensure there is privacy for participant before, during, and after counseling.
- Encourage follow-up appointments with the RDN instead of just one session.

How to Refer Older Adults to Nutrition Counseling

AAA Best Practices

- Develop a priority screening by using participant registration forms. Participants who screen for high nutrition risk and who need assistance with Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs) would be good candidates for nutrition counseling.
- If the AAA has an Aging and Disability Resource Center (ADRC), Information and Assistance, and/or case management staff, consider hosting quarterly training sessions with the RDN, so staff know what nutrition counseling is and how to refer individuals to the RDN.
  - Appendix B provides example ADRC scripts for staff.
- Connect with Evidence Based Programming to offer nutrition counseling after classes. Program leaders can provide information regarding nutrition counseling at the end of the programs.
- Create incentives for current participants to provide referrals. Examples include:
  - Gift cards or coupons for other businesses
  - Offer a personalized invitation to join a congregate meal
  - Provide gifts that may have been donated or purchased (e.g. reusable bags or totes, cooking appliances, small bag of baked goods, pens, stress balls, or water bottles)

Hospital and Clinic Referrals

Make contact with each hospital and clinic in the area for referrals. Make sure the local hospital or clinic is aware of nutrition counseling services offered by the AAA. Here are some helpful tips:

- Compile a list of hospitals and clinics in the area.
- Schedule an appointment to meet with providers.
- Develop a referral program or process for providers to contact the AAA for referral (i.e. via email, electronic health record, phone call, etc.).
- Drop off a gift basket with business cards or flyers about AAA services.
- Follow up with providers periodically to show appreciation for referrals and remind providers of services offered by AAA.
- Determine services that a hospital or clinic can offer as well, to promote strong partnerships.
- Meet bi-monthly with providers to audit the referral program or process and determine what may be improved or changed.

Note: The Older American's Act does not require a doctor's order for nutrition counseling, but if providing medical nutrition therapy, a doctor's referral is required. Check with your local state policies.

Local Grocery Store or Pharmacy Referrals

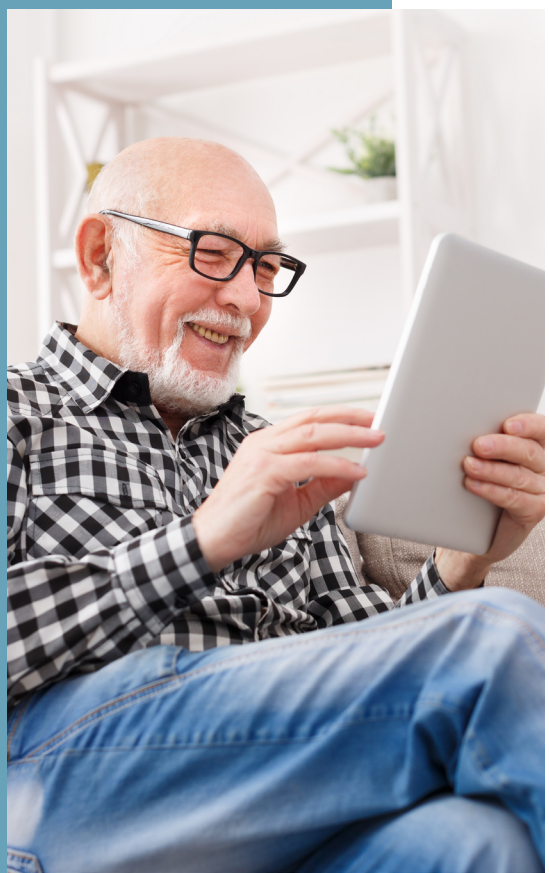
Determine if local grocery stores employ a RDN or have a pharmacy by checking the website or calling the store. If so, reach out to the RDN and/or pharmacy to discuss a possible partnership for nutrition counseling referrals. The grocery store RDN or pharmacy staff may refer a client to the aging network programs for services.

Diagnoses or problems that may be appropriate for referrals include:

- Diabetes or poor glucose control (new diagnosis or increases in insulin/diabetes medication)
- Hyperlipidemia or heart disease (new statin medication)
- Weight issues (obesity or underweight)
- Dialysis/chronic renal disease
- Food allergies/intolerances

Additional Resources

- Medical Nutrition Therapy Referral Form: The form can be adapted to use diagnosis codes and it includes a list of common ICD codes.
- Increasing Referrals to Community-Based Programs and Services: An Electronic Health Record Referral Process from the National Recreation and Park Association. Provides recommendations to create referral processes and an example referral process map.



Telehealth

According to Health Resources and Service Administration, telehealth is health care provided primarily online with internet access on a computer, tablet, or smartphone. It allows the healthcare professional to provide care for the client without an in-person visit.

Options for telehealth care include:

- Talking to the provider over the phone or video chat
- Sending and receiving messages from the provider using messaging or email
- Using remote monitoring so the provider can check on the client at home

Considerations for using telehealth

The RDN should check to make sure their liability insurance includes coverage for telehealth before utilizing. If RDN plans to bill insurance, check specific requirements related to telehealth services.

- Telehealth Guide from the Academy of Nutrition and Dietetics (Login required).
- HHS Telehealth Information

Telehealth Platforms

Some telehealth platforms have journal and communication options where the client may journal food intake and communicate with the RDN.

Examples of HIPAA-compliant platforms:

- Doxy.me (high reviews)
- Simple Practice
- Coreplus
- Practice Better
- Get Healthie
- VSee
- Zoom for Healthcare

*FaceTime, Skype, text messages are not HIPAA-compliant.

> **Participants may feel more comfortable with telephonic consultations vs video or even in-person consultations.**

Telephonic Consultation

Participants may feel more comfortable with telephonic consultations vs. video or even in-person consultations. Telephonic consultation could be an option for participants who do not have the appropriate technology for a video conference. Keep in mind, however, that rapport may be more difficult to build via telephone than video or face-to-face.

Billing & Reimbursements

How will nutrition counseling be paid?

If other insurance providers cover nutrition counseling for an individual, it must charge those first. Example of funding sources listed in priority usage:

1. Medicare or Medicaid
2. Private Insurance
3. Older Americans Act Funding/ Voluntary Contributions

Medicare

Medicare nutrition counseling benefits are often under utilized and represent a revenue opportunity for community-based organizations. As of 2020, Medicare Part B may cover Medical Nutrition Therapy (MNT) services for older adults with diabetes or kidney disease or those who had a recent kidney transplant. Medicare covers three hours of MNT in the initial year of referral, and up to two hours of MNT for subsequent years. According to Medicare, telehealth services include office visits, psychotherapy, consultations, and certain other medical or health services that are provided by a doctor or other health care provider who is located elsewhere using audio and video communication technology, such as a phone or a computer.
In order for the RDN to be reimbursed for nutrition counseling services, the RDN must be a Medicare approved provider. See the Nutrition Counseling Guide for Registered Dietitians for more information.
If Medicare denies a claim and the participant is on Medicaid as well, it can possibly be submitted to Medicaid for payment consideration.

- ICD 10 Billing Codes for Medicare

Procedure codes for Medicare:

- Initial Nutrition Counseling: 97802
- Follow-Up Nutrition Counseling: 97803
- For interactive audio and video sessions (Telehealth), check the Medicare requirements when filing the claim.

Medicare Fee Schedule for RDNs

Each year, the Centers for Medicare and Medicaid Services release the calendar year Physician Fee schedule (PFS). The PFS lists payment rates for physicians. By law, RDNs are paid 85 percent of the physician's rate.

- Physician Fee Schedule Look Up Tool

Medicaid

Medicaid may cover nutrition counseling through an Elderly or Health & Disability Waiver if the consumer is on Medicaid. Some Medicaid providers cover Enhanced Nutrition Therapy and post discharge meal programs (example: Humana Well Dine Meal Program). Look into State Medicaid Profiles to see which Medicaid programs may cover nutrition counseling. Procedure codes for Medicaid:

- Initial Nutrition Counseling: 97802
- Follow Up Nutrition Counseling: 97803
- For telehealth, check with your local or state Medicaid requirements to complete the billing process.

Private Insurance

Coverage will be specific to the insurance company and health care plan of the participant. Determine whether the AAA or the RDN will organize the billing process.

Older Americans Act Funding

Nutrition counseling must align with the Academy of Nutrition and Dietetics and shall be provided as appropriate, based on the needs of meal participants, the availability of resources, and the expertise of a Registered Dietitian Nutritionist (RDN).

While nutrition counseling is based on the expertise of a RDN, the actual counseling could be provided by another individual. It is up to the SUA to determine who is authorized to provide the counseling and what it means for the counseling to be based on the expertise of a RDN (for example, a RDN could develop or approve the counseling that is provided by another individual).

The SUA also should have established policies and procedures that set forth the parameters for nutrition counseling under the Older Americans Act.

Voluntary Contributions

The OAA directs service providers to use contributions to expand a service funded by the Title III grant award for which they were given. For example, a contribution for home-delivered meals must be report as income to the home-delivered nutrition program and used to expand home-delivered nutrition services, such as home-delivered meals, or nutrition counseling for home-delivered meals clients.

Marketing

How to Successfully Market Nutrition Counseling Services

- Partner with nutrition education programs and provide marketing materials for nutrition education leaders to discuss counseling options with participants.
- Coordinate with local universities for student-led nutrition counseling.
- Update AAA website with service information, images, and contact information.
- Host “free” ten-minute discovery calls with the RD.
- Provide meal site manager awareness and training about nutrition counseling.
- Host special events like Grand Openings, Health Fairs, etc. with a booth for the RDN.
- Promote personal testimonies of participants and ask local media to publish stories.
- Connect with local partners.

Use this asset map as an example to get started:

Six Steps for Marketing

1. Come up with a plan.
   - Who is the competition?
   - Who is the ideal client?
2. Determine how to brand.
3. Align organization's teams.
4. Find the marketing focus.
5. Advertise.
6. Continue to update marketing strategies based on results and feedback.

How to Understand Competition and/or Partnership Opportunities

Ask some of these questions to get started:

1. Who is the competition?
2. Are there RDN's that provide services online?
3. Are there other practitioners that provide this service?
4. Are there local or online diet and fitness programs available?
5. If there are services available online or locally:
   - Where do they provide services?
   - What does their physical location look like?
   - Do they have a website? Is it user friendly?
   - What market does it look like they are catering to?
   - Do they advertise? If so, where?
   - What do they charge?
   - Do they partner with any other businesses or organizations?

Rethink the Term "Nutrition Counseling"

Sometimes the term "Nutrition Counseling" isn't as welcoming. Using more personalized and friendly terms can make the service more attractive and less intimidating. Other ideas to try include:

- Nutrition Coaching
- Meet one-on-one with your Registered Dietitian Nutritionist

Outside of RDNs, there are no official state licenses or special certifications for health and wellness coaches. Many receive these certifications from private organizations. Anyone can call themselves a health coach, including a RDN. Check the regulations within your state.

Examples for Marketing Materials

Say This	Not That
Work one-on-one with our Registered Dietitian Nutritionist, Jocelyn, to focus on your nutrition goals.	Free 1:1 nutrition consultations are offered by appointment.
Our Registered Dietitian Nutritionist, Jocelyn, can work with you over the phone, at your home, or in our office.	Nutrition Counseling is available through appointment by our registered dietitian.
Our Registered Dietitian Nutritionist, Jocelyn, can offer guidance on meal planning.	The dietitian on staff can provide nutrition counseling.

How to Use Social Media for Marketing

- Make an effort to form relationships with other organizations through social networking. For example, like and share others' posts on your own channels.
- Promote nutrition coaching frequently.
- Share personal testimonials of clients, with their permission.
- Maybe provide a freebie or useful advice. For example, "Try reducing the salt in your next recipe by just 1/4th. Most people don't notice this small reduction of salt in recipes! Talk to our Registered Dietitian Nutritionist, Jocelyn, about more helpful ideas."
- Utilize the Nutrition and Aging Resource Center for posts to share or re-use on the social media pages. (E.g. Nutrition and Health Related Holidays Social Media Toolkit)
- Promote the RDN on social media - link to their professional accounts (if they have any). It may make the client more comfortable if they get to know the RDN as well.
- Pick one or two platforms that work and consistently show up there.

Focus on Website

The website is a very important tool for advertising. Ensure your website looks great, is user friendly, and is easy to navigate.

Think to yourself, would I want to use this website when looking for information and services for myself or a loved one?

- Add links to social media pages.
- Allow a way for participants to contribute or make donations online.
- Look into running paid targeted Facebook ads and Google ads.
- Look into Google Search Engine Optimization.
- Share participant testimonials online with participant's permission.
- Try offering a reward or incentive for those who do provide a testimonial.
- Include contact information for RDN nutrition coordinator, etc.

When people see your face and hear your tone of voice, they develop a trust in you, and they'll justify their decision to work with you based on that feeling."
- Sara Aase, Journal of the Academy of Nutrition and Dietetics

Using Videos for Marketing

Videos may increase engagement on social media channels, educate consumers, and reach audiences in a different way. Scan other websites with nutrition or cooking videos you enjoy, take notes, and ask the following questions:

- How long was the segment?
- What do you like about the video?
- Did the video lead you to take further action?
- Did anything detract from the video, such as jerky movement or poor sound quality?

Marketing video tips:

- Invest in good equipment like a webcam and microphone. Sound is important. People take 70% of their information from the sound, not the picture, so it has to be clear.
- Make sure the space is well-lit with no odd shadows.
- One- or two-minute segments are typically best in terms of clip length.
- Interviews should be close up.
- Neutral or dark colors are more flattering on camera.

Examples of Marketing Videos

- Cooking demonstrations
- Event videos
- Expert interviews
- Participant interviews
- Educational or how-to videos

Additional Resources

- Marketing NRCNA Issue Brief: More information about general marketing and examples.

Best Practices Nationwide

Lifecare Alliance in Columbus, Ohio

LifeCare Alliance developed "SixtyPLUS". This program integrates the community-based organization with the local emergency services department to refer older adults to services. RDNs provide Medical Nutrition Therapy (MNT) to home delivered meal clients, and some outcomes include improvements in A1C and cholesterol levels.

Open Hand Atlanta

Open Hand Atlanta targeted rural areas that didn't have access to RDNs at their local senior center. A telenutrition platform was used to provide group nutrition education and individual MNT in a virtual setting. Equipment was provided at the senior centers to conduct the virtual programming.

New York City Department for the Aging

New York City Department for the Aging works with dietetic interns from local dietetic internships programs/colleges/universities to set up nutrition appointments, help with cooking demonstrations, conduct post-counseling surveys, and help lesson play for nutrition education. Nutrition counseling is conducted by RDNs virtually via videoconferencing, and the interns help educate older adults to use technology. The department distributed flyers at senior centers to market the program.

Tennessee

One AAA in Tennessee developed a partnership with a local university's dietetics program. The AAA works with the program director to coordinate students' conducting telephone nutrition counseling sessions with nutrition program participants.

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Appendix

Appendix A: Sample Nutrition Contract

DISCLAIMER: This is a sample contract. Use your own counsel to adjust as you see fit.

Contract for Registered Dietitian Nutritionist (RDN) services between (insert full name of person or organization 1) and (insert full name of person or organization 2).

This agreement is made by and between , an independent 501(c)(3), (Address) hereinafter 'Agency' and, (Company or Individual), (Address), hereafter 'Dietitian' or 'Contractor'. The term of this contract shall be from (insert start date) to (insert end date)

The parties agree to the following:

Services

The Contractor will provide the following services of Nutrition Counseling.

I. Nutrition Counseling will consist of the provision of individualized advice and guidance to individuals (hereafter referred to as a "consumer"), who are at nutritional risk, because of their health or nutritional history, dietary intake, medications use or chronic illnesses, about options and methods for improving their nutritional status. Nutrition Counseling will be performed by a licensed RDN in accordance with state law and policy. Nutrition Counseling consists of a one-on-one session(s) between a qualified RDN and participant.
II. Nutrition Counseling will be provided only to eligible consumers. Nutrition counseling is available to consumers that are 60 years old or older and determined to be at high-nutrition risk and/or have a medical condition that has the potential to put them at high nutritional risk.
III. The service will be delivered at the consumer's home, via the telephone or at a location that is approved by the Agency. If applicable, mileage for RDN must be approved by Agency prior to service delivery.
IV. The number of nutrition counseling sessions per consumer is based upon their individual needs and available funding. Contractor must obtain approval of any consumer in need of more than two (2) sessions.
V. Contractor shall inform consumers about Agency and general services as appropriate and forward any contact information to Agency for follow up with the consumer's permission.
VI. Contractor will maintain confidentiality and follow all applicable laws, rules, and guidelines.

Agency Responsibilities

The Agency will do the following:

I. Provide the Contractor with Nutrition Counseling referrals.
II. Process payment upon receipt of monthly reports in a timely manner, not to exceed thirty (30) days from Agency's receipt of invoice.
III. Provide Contractor with demographic or Consumer specific information and documentation as appropriate.
IV. Conduct outreach and marketing efforts to educate providers and potential Consumers about the availability of nutrition counseling through our partnership with Contractor.
V. Maintain confidentiality and follow all applicable laws, rules, and guidelines.

Payment

The Contractor will be paid for nutrition services as described in services.

I. Contractor shall be paid (insert price) per unit of service. Each unit shall consist of 15 minutes of Nutrition Counseling provided to a consumer.
II. Agency shall reimburse any mileage incurred for sessions held at the consumer's home or alternate location. Mileage must be approved by Agency prior to Contractor providing service. Mileage shall be reported in the Agency prescribed form and at the federal mileage rate. As of (date), that rate is (rate) per mile.
III. The total amount for this agreement shall not exceed (maximum amount) per Calendar Year. Contractor shall invoice Agency directly for services rendered.

Reports

Contractor will submit required reports for payment to be issued.

I. Aging and Disability Consumer Intake Form for each Consumer
II. Purchase of Service Billing Form that identifies the number of service units for each Consumer
III. Mileage Reimbursement Request Form

TERM/TERMINATION

Term. This Agreement shall commence as of (insert start date) and shall remain in effect until (insert end date). Notwithstanding the foregoing, this Agreement may be terminated earlier in accordance with the terms set forth below.

Termination by Either Party for Convenience. At any time during the term of the Agreement, either party may terminate this Agreement for any reason by giving thirty (30) calendar days' notice in writing to the other party of the intention to terminate.

Termination Due to Default. If either party defaults in the performance of a material obligation under this Agreement and fails to cure such default within thirty (30) days after receipt of a written notice given by the other party demanding that the default be cured, the non-defaulting party may terminate this Agreement immediately upon giving a written notice of termination.

Termination by Agency Due to Funding or Direction from the Iowa Health and Human Services, Division of Aging and Disability. In the event of reduction, suspension, discontinuance, or other unavailability of funds provided by the Iowa Health and Human Services, Division of Aging and Disability, Agency may immediately terminate this Agreement without penalty. In the event, the Iowa Health and Human Services, Division of Aging and Disability directs Agency to directly provide the services contemplated in this Agreement, Agency may immediately terminate this Agreement without penalty. All outstanding amounts owed will be promptly paid and Agency will work with Contractor to notify Consumers of the change in services.

Termination Due to State Action. This Agreement is contingent upon the approval of the Iowa Health and Human Services, Division of Aging and Disability which has the right to review and approve all subcontracts between Agency and its Contractors. If the Iowa Health and Human Services, Division of Aging and Disability or any other state agency refuses to approve this Agreement, Agency may immediately terminate this Agreement. All outstanding amounts owed will be promptly paid and Agency will work with Contractor to notify Consumers of the change in services.

Rights on Termination. Termination of this Agreement for any reason shall be without prejudice to any rights which shall have accrued to the benefit of either party prior to such termination. Termination of this Agreement shall not relieve either party from obligations which are expressly indicated to survive termination, including, without limitation, the obligations arising in this contract.

INDEMNFICIATION AND LIMITATION OF LIABILITY

Each party agrees to hold the other harmless from any loss, claim or damage arising from the negligence or willful misconduct of its employees or agents. Throughout the term of this Agreement, each party will maintain general liability and professional liability insurance policies of at least $1,000,000 per event or occurrence and $3,000,000 in the aggregate. IN NO EVENT WILL AGENCY BE LIABLE FOR ANY INDIRECT, PUNITIVE, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH OR ARISING OUT OF THIS AGREEMENT, HOWEVER ARISING, EVEN IF AGENCY HAS BEEN PREVIOUSLY ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. IN NO EVENT WILL AGENCY'S AGGREGATE LIABILITY FOR ALL CLAIMS ARISING OUT OF OR IN CONNECTION WITH THE SERVICES, THIS AGREEMENT, AND OTHERWISE EXCEED THE AMOUNT OF FEES ACTUALLY PAID OR PAYABLE BY AGENCY FOR THE APPLICABLE SERVICES WHICH ARE THE SUBJECT OF THE CLAIM.

RELATIONSHIP OF THE PARTIES

The parties to this Agreement understand and agree that their relationship is that of independent contractors. Nothing contained herein shall be construed or implied to create a partnership of joint venture between the parties, nor shall either party be considered an agent or employee of the other party.

NON-COLLUSION AND ACCEPTANCE

The undersigned attests that he/she is the contracting party, or a representative, agent, member, or officer thereof; that he/she has not, nor has any other member, representative, agent, or officer of the firm, company, corporation, or partnership represented him/her, directly or indirectly, to the best of his/her knowledge, entered into or offered to enter into any combination, collusion, or agreement to receive or pay; and that he/she has not received or paid, any sum of money or other consideration for the execution of this Agreement other than that which appears upon the face of this Agreement.

Signature		Date	
Signature		Date	

Appendix B: ADRC Scripts

Call Center and Referral Staff scripts

If consumer is screening at high nutrition risk, you should contact them and say something like this:

Hello (insert name), How are you doing today?

This is (insert name) from (insert AAA Name) in (insert City). I am contacting you today as you filled out a nutrition risk screening recently and that determined that you are eligible for a one-on-one consultation with a Registered Dietitian Nutritionist (RDN).

Many topics could be discussed such as heart disease, high blood sugar, weight management, digestive concerns, chronic pain, blood pressure, and nutritious meals on a budget.

The amount of time needed may be up to the Dietitian and participant but may include multiple visits. If this something you are interested in?

(If yes):
(Connect the individual with the local Area Agency on Aging's RDN. Also provide their name, email address, and phone number. The Registered Dietitian will follow up with them to receive nutrition counseling).

When receiving a call from someone who is experiencing problems with an ongoing nutrition related health concern or a new diagnosis such as Diabetes, Kidney Disease, Obesity, malnutrition, etc., you can say something like this:

You mentioned having some difficulties with (insert Chronic Health concern such as Diabetes, Kidney Disease, Obesity, Heart Disease, Arthritis, etc.) *OR you mentioned some interest in speaking with a Registered Dietitian Nutritionist related to your health.

I wonder if you would be interested in one-on-one nutrition counseling provided by a Registered Dietitian Nutritionist? Many topics may be discussed such as diabetes, heart disease, high blood sugar, high blood pressure, weight management, digestive concerns, chronic pain, and nutritious meals on a budget.

The amount of time needed may be up to the dietitian and participant but may include multiple visits. Is this something you are interested in?

(If yes):
(Connect the individual with your RDN. Also provide their name, email address, and phone number. The RDN will follow up with them to receive nutrition counseling).