

Healthy Families Produce Rx

WELCOME TO THE HEALTHY FAMILIES PRODUCE RX PROGRAM!

Thank you for participating. We are happy to support your family in accessing more fruits and vegetables. Please reach out with questions about the program at any time.

ABOUT THE PROGRAM

- **Your family will receive \$40 in vouchers each month for 6 months.** Please make efforts to use the \$40 each month, unused voucher funds will not roll over to the next month.
- These vouchers can be used for fresh fruits and vegetables only and can only be redeemed at participating locations (see attached map).
- Schedule follow up appointments with your prescribing doctor after 3 months and again at the end of the program.
- To understand your experience in this program, you may be asked to complete surveys and/or participate in a focus group.
- A program coordinator will check in with you periodically and is available to answer questions at any time: HFPRx@strength.org



ABOUT PROGRAM RESOURCES

- A list of healthy cooking and nutrition classes are available on our program website www.healthyfamiliesproducerx.org
- To make the most of your vouchers, visit the program website for recipes and other tips on shopping for, storing and preparing fruits and vegetables.
- Download the Aetna Better Health of Louisiana App for more information on healthy living.

WHERE TO REDEEM VOUCHERS

- Please see the map in this packet or on our website: www.healthyfamiliesproducerx.org



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FREQUENTLY ASKED QUESTIONS

CAN I PURCHASE ANY KIND OF FRUIT AND VEGETABLES WITH THE VOUCHERS?

- As long as the item is a **fresh** fruit or vegetable it can be purchased with your voucher. You decide! Juices, canned and frozen fruits and vegetables are not eligible.

IF I LOSE MY VOUCHER OR IT EXPIRES, CAN I GET A NEW ONE?

- Once you have received the vouchers, you are responsible for using them within the valid dates. Unfortunately, we cannot guarantee replacement of lost vouchers. Please contact the HFPRx coordinator with questions about lost vouchers.

I WENT TO A PARTICIPATING STORE AND THEY WOULD NOT TAKE MY CARD, WHAT DO I DO?

- Call or email the coordinator at:
[225-243-3669](tel:225-243-3669) or HFPRx@strength.org

HOW CAN I GET HELP TO PURCHASE OTHER TYPES OF FOODS FOR MY FAMILY?

- Visit the resource page on our program website:
www.healthyfamiliesproducerx.org



ABOUT PAPER VOUCHERS

- You will receive vouchers for a total of 6 months.
- Each \$40 set of vouchers must be redeemed during the month listed on the voucher.
- You will receive your first 3 months of vouchers when you enroll. The remaining 3 months' worth of vouchers will be given to you at a follow up appointment.
- If you spend less than the amount on the voucher, no change will be given. If you spend more than the amount on the voucher, you will need to pay the remaining amount.
- Each voucher is worth \$10. Participants will receive 4 each month (\$40 worth). You can use them in any combination during that month.
- How do I use my vouchers when shopping at the store?
 - When shopping for groceries, present your voucher to the cashier at the register as you are paying. You can use more than one voucher at a time as long as they are not expired.
- How do I use my vouchers when shopping at a farmer's market?
 - Go to the Market Info Booth to receive market coins for the value of vouchers.
 - You may use these tokens to purchase fruits and vegetables at the farmer's market booths.

OTHER QUESTIONS? Contact us! [225-243-3669](tel:225-243-3669) or HFPRx@strength.org

