



LAKELAND CARE

Local. Compassionate. Dependable.

Network News

Keeping Providers Informed

Dear Lakeland Care Providers,

We want to thank you for your continued partnership with Lakeland Care and dedication to provide our members with the highest quality service. Without you providing services to our members, we could not fulfill our mission statement:

Enriching individuals' lives by honoring their values through high quality, cost effective care and supports.

We would like to share some exciting news: we have expanded to serve additional members! In July, Lakeland Care began supporting new members living nearby in Florence, Forest, Oneida and Vilas counties. In addition, Lakeland Care has been awarded the opportunity to support Family Care members living in Langlade, Lincoln, Marathon, Portage and Wood counties. We are now serving individuals in 22 Wisconsin counties!

As providers, if you serve any of those counties and would be interested in adding a location or possibly expanding your service area, please reach out to us at network.relations@lakelandcareinc.com or 877-227-3335. Network adequacy is extremely important to us and expanding our geographic footprint offers an opportunity for you as providers to grow with us. With this expansion, we opened offices in Rhinelander, Wausau and Stevens Point. In addition, our Network Relations team will be growing to accommodate the larger service area.

Since I last wrote to you, Lakeland Care hosted its first revised Provider Network Advisory Committee (PNAC) meeting earlier this year. At this meeting, we covered topics related to the philosophy of Lakeland Care, provider challenges, Lakeland Care rate setting methodology, the caregiver shortage and the future goals of the PNAC. Our goal with this committee is to continually improve communication both from Lakeland Care and from providers. We heard feedback from providers who wanted to hear organizational updates from our CEO Katie Mnuk; this is something we will continue at future meetings. We also understand how important training is to our provider network, and will continue to offer training opportunities as they become available. If you would like to join this committee, please email Mike Kristmann at mike.kristmann@lakelandcareinc.com.

Please take a moment to review this edition of the Lakeland Care Provider Newsletter, as there are important updates on company policy, a new provider recognition program, helpful tips and reminders.

Again, I want to thank you for the working partnership we have created and your commitment to the members of Lakeland Care.

Sincerely,

Mike Kristmann, Network Relations Director
Lakeland Care, Inc.

Summer 2017

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STAY CONNECTED WITH LAKELAND CARE



Lakeland Care Provider Recognition Program - C.A.R.E. Award

The Lakeland Care Network Relations team is excited to announce the roll out of our provider recognition program effective August 1, 2017. The C.A.R.E. (Compassion, Accountability, Respect and Enrichment) Award will be a way for Lakeland Care IDT staff to recognize the outstanding service of our providers and individual caregivers. Each quarter an internal committee will pick three providers/caregivers from all the submissions by IDT staff, the committee will utilize the C.A.R.E. principles to pick the recognized providers. Caregivers and providers will be presented a certificate for their work, as well as be recognized on the Lakeland Care website, Facebook page and Provider Newsletter.

In addition, the Network Relations team at Lakeland Care will present a Provider of the Year Award to one provider/caregiver who has consistently shown an exceptional level of C.A.R.E and quality service over the past year. This provider/caregiver will receive a plaque and certificate in recognition of their ongoing dedication; they will also be recognized on our Lakeland Care website, Facebook page and Provider Newsletter.

Network Relations Changes



As previously mentioned Lakeland Care is expanding, with that we are restructuring some of the counties of responsibility for our local Provider Specialists:

Dan Zirbel: Portage, Fond du Lac, Wood

Melissa Lyon: Kewaunee, Door, Calumet, Manitowoc

Courtnee Buttles: Outagamie, Winnebago

Shawano Provider Specialist: Shawano, Marathon, Waupaca, Menominee

Jill Wroblewski/Rachel Miller: Oconto, Marinette, Brown

Yvonne Brooks: Vilas, Oneida, Langlade, Forest, Florence, Lincoln

Preventing Fraud, Waste, and Abuse – It's Everybody's Business!

Lakeland Care and other agencies that administer the Family Care program are funded through the Medicaid health system. Medicare and Medicaid provide health insurance to 1 in 3 Americans; the elderly, those with low incomes, and people with certain disabilities.

As part of Lakeland Care's efforts to improve the healthcare system, we have made a commitment to preventing fraud, waste, and abuse, and ensuring appropriate use of public resources. Success in this effort is essential to maintain a system that is affordable for everyone.

Fraud, Waste, and Abuse costs taxpayers and insurance companies billions of dollars each year.

Definitions:

Fraud: Billing for services/supplies that were not provided.

Waste: A medically unnecessary service.

Abuse: Improper billing practices, such as up coding.

Examples of Fraud, Waste, and Abuse

- Billing for a treatment, procedure, or service which was not actually provided or performed.
 - A member resides in an assisted living facility or adult family home but leaves the facility for 2 days every other weekend. The facility continues to bill Lakeland Care for the days the member is not there.
- Obtaining personal gain from services that are no longer needed or desired or using program funds to receive items that are not for personal medical needs.
 - A member is receiving a monthly supply of incontinence supplies. The amount supplied per month is too many for the member's needs. Her husband, who does not have Family Care benefits, now needs briefs. The member begins sharing her briefs with her husband.



Report Concerns:

Fraud and abuse should be reported regardless of the source, which may include:

- A Lakeland Care provider/supplier
- An employee of a Lakeland Care provider/supplier
- A Lakeland Care member
- An employee of a Lakeland Care member who participates in the Self-Directed Supports (SDS) option
- A Lakeland Care employee

Anyone wishing to report a suspected fraud or abuse violation of Lakeland Care resources (services, money, equipment, etc.) may remain anonymous, and should contact Lakeland Care's Program Integrity Compliance Office via one of the below methods. Please include as much detail in your report as possible (who, what, when, where, why, how, how much, etc.).

Phone: 920-906-5100

Email: fraud@lakelandcareinc.com

Mail: Lakeland Care

Attn: Program Integrity Compliance Officer

3415 Custer St, Ste C

Manitowoc, WI 54220

Attention Licensed AFH, CBRF and RCAC providers: Update to our Head in the Bed Policy

It is impermissible, under federal regulations governing Family Care, to use Medical Assistance (MA) funds to pay for duplicative services for a member in two locations at the same time. It is also impermissible to use Family Care funds to pay for room and board costs.

LCI will not accept claims for payment when any of the following occur: member death (date of death is allowed if member is served in the facility that day), member disenrollment from MCO or Family Care program, member ineligibility, member temporarily staying elsewhere such as respite or vacation, or member elopement. To avoid redundant billing, LCI will honor the full daily rate on the first date of service, "move-in" day but LCI will not accept claims for the last date of service, "move-out" day. Providers are paid for the "move-out" day partial date of service by receiving a full day of payment on "move-in" day.

LCI may consider exceptions to the policy if the member's ability to reside in the community long-term is jeopardized due to the loss of the specific setting in which the member resides.

SAVE THE DATE!
Monday, October 9, 2017

You're invited to join Lakeland Care for a very special event!

Ms. Tonier Cain is a nationally recognized advocate and educator in Trauma Informed Care, and she will be presenting her message:

"Where there's breath, there's hope."

<http://healingneen.com/>

This event is being offered **FREE** of charge to all Lakeland Care Providers and will be held at the Radisson Paper Valley Hotel, Appleton, WI.

Watch your mail and/or email for an invitation coming soon that will include details on registration. Reserve Early!

Become trauma informed!

Provider Highlight: Innovative Services, Inc.

Innovative Services, Inc. started in 2004 in the Green Bay, Wisconsin area with the mission and vision to give individuals the best quality of life in the community. Innovative Services has continued to grow throughout the state of Wisconsin, with regional administrative offices in Green Bay, Appleton, Stevens Point, La Crosse and Superior.

One of the many services Innovative Services offers is a Community Supported Living Program (CSL). The foundation of a Community Supported Living program begins with evaluation of an individual's capabilities and desires. From that information, Innovative Services builds a specific and appropriate support plan (Individual Support Plan or ISP) that ensures the individual's desired outcomes are realized with a primary focus on achieving maximum independence through enabling the individual to attain his or her own outcomes whenever possible. Through inquiry and asking questions that focus on strengths, capacities, and gifts, we help people see their own potential and the opportunities to share these gifts with others and the community.

What makes CSL unique:

- Fostering CHOICE and embracing the dignity of RISK. All the clients we work with live in their own home. Some may live with family or friends and others have roommates. Clients are encouraged to make their own choices. Our role is to educate and provide options. We support client choice and assist in working through the outcome of the choices made.
 - Direct Care staff look at their role more as a facilitator rather than as a caregiver.
 - Task based, not time based. We don't live our lives on a rigid schedule, and we don't expect our clients to either! We want our clients to enjoy their independence, so once we've helped them with whatever it is they need assistance with that day, it's on to the next. Likewise, if something comes up and a client needs support after we leave; we will go back. The goal is to keep support flexible and based on what works for the client.
 - Encouraging side by side work. We want to work ourselves out of a job, and the best way to do that is to maximize the independence of our clients. Increasing independence can include:
 - Encouraging client participation (and know that it may vary daily),
 - Teaching new skills and identifying minimal ways for assistance (i.e. verbal cues, utilizing pictures, or simply allowing clients to direct the tasks).
 - Finding new ways to engage clients and encourage the natural relationships that they already have with those other than paid supports.
- These are just a few examples, but you will find many more! This is where you can use your creative side, which can be very rewarding for both you and the client.
- Community connections: utilize natural supports (family, friends, community groups)
Find client interests and connect them with opportunities to engage in groups that share those interests - everyone has something to contribute!

The Community Supported Living program model has been such a successful and cost-effective program for people that Innovative Services now operates multiple CSL programs in all five Innovative Services regions throughout the state of Wisconsin.

Examples of what supports we may offer through Community Supported Living:

- Advocacy: helping tie clients to resources that may be beneficial to them.
- Community connecting
- Transportation
- Home and Housekeeping
- Personal Care
- Medication Assistance and Administration
- Wound care
- Mental Health Services
- Emergency and Crisis Response
- Technology to Support Client Independence

INNOVATIVE
SERVICES, INC.

"We choose to go to the moon not because it is easy, we choose to go to the moon because it is hard..." -JFK

Flipped Job Fair

Lakeland Care hosted its first Flipped Job Fair on April 27, 2017. You might ask...what is a flipped job fair? Well, it's simple, instead of employers highlighting what their company has to offer to potential employees, Lakeland Care members put their skills on display for employers to come see what they can do. With the help of a grant from the Board for Persons with Developmental Disabilities (BPDD), Megan Acheson (Lakeland Care Employment Services Coordinator) helped 16 members (2 not pictured below) display their skills to potential employers. This event was a great way for members to sharpen up those interview skills and we are hopeful several members find a match with a potential employer.



Time saving tip

Have Lakeland Care, Inc. added as an additional interest on your business insurance policy. That way it is automatically forwarded to us each year when your policy renews. One less thing for you to worry about!

Have you seen Lakeland Care's Refreshed Website?

Lakeland Care's updated website is more user-friendly, easier to navigate, and includes a searchable Provider Network Directory. The new searchable Provider Directory is a great resource for current and prospective members to explore all of Lakeland Care's providers. If you have any questions about the new website or the Provider Network Directory, contact network.relations@lakelandcareinc.com.



Home

Lakeland Care was one of the first Managed Care Organizations to provide the Family Care benefit in the state more than 16 years ago. We can help meet your long term care needs.

Meet Rick, Lakeland Care member

Richard 'Rick' has been a member of Lakeland Care since 2013. Rick is faced with a progressive neurological disorder that continues to weaken his ability to do some of the things he enjoys. It's not important to Rick to focus on things that might have been, instead he focuses on the things he can do. Rick's positive attitude and infectious smile are a true testament to his perseverance and focus on staying positive.

Rick was faced with living in a nursing home, where doctors said he would never leave. Rick decided that he "wanted to go back to living, instead of worrying about stuff". Now, Rick lives in an apartment in North Fond du Lac, where he is able to surf the internet, read, visit with the ladies down stairs or visit the nearby park. Rick also enjoys politics and manages to keep busy studying up on the ever changing political arena. Rick feels lucky to be able to have access to the community that he grew up in.

Rick is one of eight children in his family, and is the first born of triplets. His siblings continue to provide support when he needs it, and Rick refers to his sister as an "angel without wings." She comes over to his apartment on Friday for dinner and a movie – Rick truly enjoys this time with his sister.

Rick has agency caregivers and nurses that support him on a daily basis, and feels lucky to "have workers do things, like I like it." Rick states that these workers "get close like family" and they are "good people that are here for me."

Rick refers to his care management team at Lakeland Care as "miracle workers". Rick feels that "all of the weight is off of his shoulders, and he has everything he needs right now to live in his apartment". "As new things pop up, my team is there for me."

When you ask Rick what he would tell others about Lakeland Care, he says "When you are in trouble and need help to remain independent, work with Lakeland Care. They will help you navigate through getting your life straightened out."



"I always know my care team at Lakeland Care is there to help me along the way. They have been wonderful to work with."

"I have confidence in my care team. They always make everything okay and take the weight off my shoulders."



Network Relations Team Contact Information

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