



LAKELAND CARE

Local. Compassionate. Dependable.

Member Newsletter

You can rely on us for long-term support and services you need to live independently.

Dear Lakeland Care Members and Families:

Welcome to the latest edition of the Lakeland Care, Inc. member newsletter.

Thank you for choosing Lakeland Care for your Family Care services. We're honored to have supported members' independence since the Family Care program began more than seventeen years ago.

This past summer, we were excited to be chosen to work with new Family Care members living in Forest, Florence, Oneida and Vilas Counties. And, Lakeland Care is now a Family Care option for people living in Langlade, Lincoln, Marathon, Portage, and Wood Counties. To all of you who have recently joined Lakeland Care as a member, we're pleased to be working with you to support you to live independently, be active in your community, and achieve your long-term care goals.

At Lakeland we support our members "where they're at," which means we come to meet with you wherever you choose, whether that's in your home, at work, or somewhere else. But in case you want to meet in our office we've opened several new Lakeland Care locations in Central and North Central Wisconsin in Rhinelander near Trig's, in Stevens Point on Highway 10 on the west side of town, and in Wausau at 501 S. 24th Avenue. And of course, you can always reach your care team by phone.

Lakeland Care now supports more than 5,000 members and families living in 22 Wisconsin counties in the Fox Valley, Northeastern, Central and North Central Wisconsin. Our provider network includes more than a thousand local businesses to provide you with many choices in how you receive support, and we also offer you the opportunity to self-direct most of your care and services. As we've grown and expanded over the years, Lakeland Care teams have remained dedicated to helping you maintain your independence at home and in your community.

Like Lakeland Care, Wisconsin's Family Care program continues to grow. Beginning this year, Family Care will become available almost everywhere in Wisconsin, no matter where you live. It's taken almost 18 years for the program to grow statewide, so this is quite an accomplishment and a testament to the success of individuals like you who've been enrolled in the program.

Lakeland Care continues to be your Local, Compassionate and Dependable resource for the supports you need. And, we continue to enhance our supports available for you: recently, we became certified as a Dementia-Friendly business in Wisconsin.

You are at the center of all we do at Lakeland Care. As we continue to improve our service to you, I hope you will share your feedback to let us know how we're doing. We always welcome your thoughts, and any ideas on how we can improve our work with you.

Sincerely,

Katie Mruk, CEO

Winter 2018

Lakeland Care Welcomes New Members in Central Wisconsin

This past summer, people in nine more Wisconsin counties were able to choose Lakeland Care Inc. (LCI) for their Family Care needs.

New members and families in Florence, Forest, Oneida and Vilas Counties are just beginning their Family Care journey as they move from their county-operated services. Opening Family Care in these four new counties will end area waiting lists and provide you with more flexible services and supports. Lakeland Care focuses on supporting members' independence in their homes and communities.

Lakeland Care is also now a choice for people living in five Central Wisconsin counties (Langlade, Lincoln, Marathon, Portage and Wood). We're excited to serve members living there. New Lakeland Care offices are open in Rhinelander, Wausau and Stevens Point.

Lakeland Care is now available to serve all eligible people living in Central and Northern Wisconsin. While these local offices are available to you, we really enjoy meeting with you in your home or your community. We will work with you wherever you are!

Throughout the 22 counties it serves, Lakeland Care's teams work with you and your family using our Guiding Principles:

Teamwork
Respect
Accountability
Customer Service
Communication

Lakeland Care is your **local**, **compassionate** and **dependable** resource for long-term care services and supports. We're excited to welcome hundreds of new members and families in Northern and Central Wisconsin who have already joined Lakeland Care and are working with their local care teams!

Ask the Lakeland Care Expert...

Dear Lakeland Care Expert:

**Power of Attorney for Healthcare or Power of Attorney for Finances:
How do I know which is right for me?**



Great news, both documents may be right for you! A person can have both a Power of Attorney for Health Care and a Power of Attorney for Finances in place. Each document serves a different purpose.

The Power of Attorney for Health Care lets your doctors and support system know what medical treatment you would want. It also allows someone to make medical decisions for you in the event you cannot express your wishes yourself.

The Power of Attorney for Finances is a vital part of your financial and estate planning. It allows you to select someone to make key financial decisions for you. If you allow, this person could manage your money, pay your bills, file taxes and assist you to sell your car or home.

For each kind of document you can name one or more people as your agents. The agent's job is to uphold the wishes you express in your documents. Your agent should be someone you trust, someone who is organized and someone who is financially responsible. You may also want to select someone who is trusted by others in your family. Your agent should be someone you know will communicate well when carrying out your wishes as you had intended. Contact your LCI Care Team if you would like to create a Power of Attorney.

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Meet Jon, Lakeland Care member



Jon's life is built around his talent and passion for art. Jon was born in 1981 with Osteogenesis Imperfecta, a congenital condition manifested by weak bones that make him very susceptible to fractures and also shortened his height. Though this condition limits his physical ability, it heightened his sensitivity to the world around him and his love of creation led Jon to begin drawing as a very young child. His artistic expression blossomed as he grew older and by age 11, Jon was painting with oils and at 16, he started working with glass. Jon loves to keep busy and create things and primarily works with oil paint, stained glass and lampworking.

Growing up, Jon would break bones every couple of months but now it's been 12 years since his last broken bone. Art has kept Jon physically and mentally active. Jon has earned a Bachelor of Fine Arts from the University of Wisconsin-Oshkosh with an emphasis in drawing, painting, and sculpture. He enjoys going to art shows where he can sell his art, and all money Jon makes from selling his work goes back into his business to create more art.

Operating a business on his own can be a challenge, but knowing he can do it keeps Jon motivated to succeed. Jon looks forward to the future and has a goal to be financially independent. Currently Jon creates all of his art in a studio attached to his home. He also enjoys teaching others and conducts workshops at nearby schools.

Jon's very independent, but looks to his care team to help support him. He knows he can count on his Lakeland Care team for support with wheelchair maintenance and routine activities like cleaning and grocery shopping. Jon lives with a roommate who helps him out and his home is adapted to meet his height challenges. Jon knows he will need help in the future and will look to Lakeland Care's team for help when needed. Jon drives an accessible van, allowing him to be independent to drive where he needs to go. Jon enjoys meetings with his Lakeland Care team and show them his most recent art creations, and he likes knowing he has someone to call on when a challenge arises.

Jon's love for life shines through in his artistic creations, and he doesn't let anything stop him. Jon's care team enjoys his art work which is inclusive in the way he portrays physical disabilities. Through his work Jon is a true example of someone using his disability to highlight his own strength, and strengths in others.

Jon has exhibited various pieces of artwork throughout North America including the Kennedy Center for the Performing Arts in Washington D.C., the Chicago Cultural Center, and the Joseph D. Carrier Gallery in Toronto, Canada. In addition, Jon's work is held in public collections at the University of Wisconsin-Oshkosh and Ripon College in Wisconsin and MacMurray College in Illinois.

Our Mission:

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

Local. Compassionate. Dependable.

Preventing Fraud, Waste & Abuse

IT'S EVERYBODY'S BUSINESS!

As a member of Lakeland Care, Inc. (LCI), your long-term care supports 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.

Fraud, Waste and Abuse costs taxpayers and insurance companies billions of dollars each year! As part of LCI's efforts to improve the healthcare system, we have made a commitment to detecting, correcting, and preventing fraud, waste, and abuse. Success in this effort is essential to maintain a system that is affordable for everyone.

Examples of Fraud, Waste and Abuse

- Billing for a treatment, procedure or service which was not actually provided or performed.
- A member participating in the Self-Directed Supports (SDS) option has a budget to assist with their personal care and housekeeping needs. The member is admitted into a nursing home for a rehab stay. The member is no longer receiving help from the SDS employee but continues to pay them.
- 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 receives Meals on Wheels daily. The member does not like the meals so the member sells the meals to her son.
- A member is receiving a monthly supply of incontinence supplies. The amount supplied is too many for the member's needs, so she shares the incontinence supplies with her husband.

Your Role as a Member:

- Prevent:
 - o Report accurate information about your needs, update your team when you are away from home or in the hospital.
- Detect:
 - o Keep the examples in mind and be aware of potential fraud, waste or abuse.
- Report Concerns:
 - o If you have questions about what is appropriate use of LCI funded services, ask your team.
 - o If you suspect Family Care-related fraud, contact LCI's Program Integrity Compliance Officer at
 - Phone: 920-906-5100
 - Fax: 920-906-5161
 - Email: fraud@lakelandcareinc.com
 - Mail: Lakeland Care, Inc.
Attn: Program Integrity Compliance Officer
N6654 Rolling Meadows Drive
Fond du Lac, WI 54937

You may remain anonymous, if you prefer.



As a Lakeland Care member, at any time you can request additional information about your member rights and protections, our Member Handbook and our Provider Network Directory. For more information, contact your care team.

Apple Oatmeal Cookies

Ingredients:

- 1 cup all-purpose flour
- 1 tsp ground cinnamon
- 1/4 tsp ground nutmeg
- 1/2 tsp baking soda
- 1/4 tsp salt
- 1/2 cup butter, softened
- 1/2 cup brown sugar
- 1/4 cup granulated sugar
- 1 large egg
- 1 tsp vanilla extract
- 1 and 3/4 cup old-fashioned rolled oats
- 1 medium apple (peeled, cored and chopped)



Instructions:

In large bowl, mix flour, cinnamon, nutmeg, baking soda and salt (set aside). Beat butter, brown sugar and granulated sugar until smooth. Add in egg and vanilla and mix well after each ingredient. Slowly add dry ingredients and mix until just combined. Mix in the oats, then the chopped apple until fully combined. Cover and refrigerate dough for at least 30 minutes. Preheat oven to 350 degrees. Line baking sheets with parchment paper. Remove dough from the refrigerator and scoop rounded tablespoon pieces onto prepared baking sheets. Bake at 350 degrees for 12 - 14 minutes. Remove from the oven and allow to cool on the baking sheet for 5 minutes, then transfer cookies to a wire rack to finish cooling. Store cookies in an airtight container on the counter for up to three days.

Steps to Reducing Falls

Many older adults recognize that falling is a risk, but they believe it will not happen to them or they will not get hurt, even if they have fallen in the past. Follow these simple steps, provided by the National Council on Aging (NCOA), to help reduce falls.

- Enlist their support in taking simple steps to stay safe. Ask your older loved one what concerns they have about falling, suggest that they can discuss it with their health care provider who can assess their risk.
- Discuss their current health conditions. Find out if your loved one is experiencing any problems with managing their own health. Encourage them to speak openly with their health care provider.
- Ask about their last eye checkup. If your loved one wears glasses make sure they have a current prescription and they are using the glasses as advised by their eye doctor.
- Notice if they are holding onto walls, furniture, or someone else when walking or if they appear to have difficulty walking or arising from a chair.
- Talk about their medications. Some medications can lead to balance issues and dizziness.
- Do a walk-through safety assessment of their home. Make sure there is adequate lighting, there are two secure railings on the stairs and install grab bars in the tub/shower and near the toilet.

**STAY CONNECTED
WITH
LAKELAND CARE**



Do you have an Advanced Care Plan?

Are you among the 70% of Americans without an advanced care plan?

According to a recent HealthDay article, 2 out of 3 Americans have not completed advanced directives.

Give Peace of Mind through an Advanced Directive

Advanced directives are legal documents that allow you to tell others your wishes about end-of-life care and other health care decisions ahead of time. They give you a way to share your wishes with family, friends, and health care professionals. They help avoid confusion later on. Anyone who is of sound mind and age 18 or older can complete an advanced directive. An advanced directive goes into effect only if you are incapacitated and unable to speak for yourself. This could be the result of disease or severe injury at any age.

Under Wisconsin law there are two forms of advanced directives for health care – the living will and the power of attorney for health care.

A **living will** (also called a Declaration to Physician) tells which treatment you want if you are dying or permanently unconscious. In it, you can accept or refuse medical care.

A **health care power of attorney** names someone as your “agent” to make all health care decisions for you if you lose the ability to make decisions for yourself. Your agent should be someone you trust to make decisions for you and someone who will honor and carry out your health care wishes.

Getting Started

Start by thinking about what type of care and treatment you would want in a medical emergency. Talk with your family and loved ones about your health care wishes. It may be helpful to talk with your doctor about how your current health might influence your health in the future.

Make your Wishes Known

Write down your wishes in an advanced directive. The Wisconsin Department of Health Services has standard advanced directive forms available on their website at: www.dhs.wisconsin.gov/forms/advdirectives/index.htm

These forms are also available from your Lakeland Care team and may also be available from your physician or hospital. Your Lakeland Care team can assist you in completing them correctly. Share completed copies with your family, physician, and your team.

When No Advanced Directives are in Place

If you become unable to speak for yourself and do not have an advanced directive, the state of Wisconsin may assign someone to make medical decisions on your behalf. This may or may not be a family member. This person will often not know your wishes about end of life care.

Advanced directives can be developed at any time, whether you are sick or well. They assist you to plan for the “what ifs” that may occur across an entire life, such as being injured in a car accident at a young age. They are not just for older adults. The directives can be revised and updated throughout a person’s life as health and living circumstances change.

Resources:

Advanced care planning: healthcare directives. (2017, August 24). Retrieved from <https://www.nia.nih.gov>

Advanced Directives. Retrieved from <https://medlineplus.gov/advancedirectives.html>

Preidt, Robert. (2017, July 7). 2 of 3 Americans don't have 'advanced directive' for end of life [Web log post]. Retrieved August 25, 2017 from <http://medlineplus.gov/advancedirectives.html>

Finding Mental Health Care that Fits Your Cultural Background

What is Cultural Background?

Culture is a particular group's beliefs, customs, values and way of thinking, behaving and communicating. Cultural background affects how someone:

- Views mental health conditions
- Describes symptoms
- Communicates with health care providers such as doctors and mental health professionals
- Receives and responds to treatment

What is Cultural Competence?

Cultural competence is the behaviors, attitudes and skills that allow a health care provider to work effectively with different cultural groups. Finding culturally competent providers is important because they understand the essential role that culture plays in life and health. A culturally competent provider includes cultural beliefs, values, practices and attitudes in your care to meet your unique needs.



TIPS FOR FINDING A CULTURALLY COMPETENT PROVIDER

Research Providers

- Contact providers or agencies from your same cultural background or look for providers and agencies that have worked with people who have a similar cultural background.
- Ask trusted friends and family for recommendations.
- Look online or ask for referrals from cultural organizations in your community.
- If you have health insurance, ask the health plan for providers that fit your cultural background.

Ask Providers Questions

- Are you familiar with my community's beliefs, values and attitudes toward mental health? If not, are you willing to learn about my cultural background and respect my perspective?
- Do you have experience treating people from my cultural background?
- Have you had cultural competence training?
- Are you or members of your staff bilingual?
- How would you include aspects of my cultural identity, such as age, faith, gender identity or sexual orientation, in my care?

Other Things You Can Do

- Tell the provider about traditions, values and beliefs that are important to you.
- Tell the provider what role you want your family to play in your treatment.
- Learn about your condition, particularly how it affects people from your culture or community.
- Look around the provider's office for signs of inclusion. Who works there? Does the waiting room have magazines and pamphlets for you and your community?

Article from Nami Wisconsin (www.namiwisconsin.org)



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**N6654 Rolling Meadows Drive
Fond du Lac, WI 54937**

**Special Points of Interest
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- Finding Mental Health Care

DHS Approval 1/16/18

For more information about the Family Care Program, contact the Aging and Disability Resource Center (ADRC) in your county:

www.dhs.wisconsin.gov/adrc

For more information about Lakeland Care, contact us:

Ashwaubenon

2985 Ridge Road
(920) 425-3900

Crivitz

308 Henriette Avenue
(715) 854-3333

Fond du Lac

N6654 Rolling Meadows Drive
(920) 906-5100

Manitowoc

3415 Custer Street
(920) 652-2440

Oshkosh

500 City Center
(920) 456-3200

Rhineland

232 S. Courtney Street
(715) 420-2450

Shawano

707 E. Elizabeth Street
(715) 201-0407

Stevens Point

5474 Hwy 10 East
(715) 544-1650

Wausau

501 S. 24th Avenue, Ste. 100
(715) -298-6202



www.lakelandcareinc.com