



LAKELAND CARE

Local. Compassionate. Dependable.

Network News

Keeping Providers Informed

Dear Lakeland Care, Inc. Providers,

As we begin a new year I reflect on our accomplishments as a Family Care Provider and yours as a provider serving the members of Lakeland Care. At Lakeland Care, several milestones were reached in 2017, including providing service for over 5,000 members and reaching 1,000 contracted providers in our provider network. These are great milestones to reach because they symbolize the coordinated efforts and successes both you and Lakeland Care share together. In another testament to the success of the Family Care Program, all but one county in the State of Wisconsin now offer the Family Care Program.

Internally we've been hard at work to better serve you. Recently we expanded the Network Relations Division to now include a Network Quality Department. This department works directly with providers to ensure an excellent standard is met when providing services to our members. If you would like to learn more ways the Network Quality team can help you, please call our Network Quality Manager, Jane Brackett at 920-425-3882.

In addition, we've bolstered administrative support by bringing Jordan Lefeber and Loryn Strook on to the Network Relations team. Both Jordan and Loryn are available to answer questions or to assist providers in any way possible. Our Network Relations Administrative Services Associates can be reached at networkrelationsupport@lakelandcareinc.com.

As I mentioned in the last Provider Newsletter, Lakeland Care expanded into North Central Wisconsin in July 2017. We are now seven months into our expansion in the GSR-4 region, which includes Florence, Forest, Langlade, Lincoln, Marathon, Oneida, Portage, Vilas and Wood Counties. Largely due to expansion, in 2017 we contracted with over 200 new providers. We are still looking to add provider capacity in those counties. Please let us know if you are interested in expanding with us at network.relations@lakelandcareinc.com.

Wisconsin's Family Care program has operated for more than sixteen years in parts of Wisconsin and together with you, we're proud of the quality and cost-effective services we've been able to collectively offer our members during that time.

Thank you very much for the services you provide to the members of Lakeland Care.

Sincerely,

Mike Kristmann, Network Relations Director
Lakeland Care, Inc.

Contents

Introducing...The Network Quality Department

Q3/Q4 C.A.R.E. Award Winners

Preventing Fraud, Waste and Abuse - It's Everybody's Business

Provider Highlight: Headwaters, Inc.

Cultural Competency

Time Saving Tip

Advanced Directives

Meet Jon, Lakeland Care Member

New WPS Function

Network Relations Team Contact Information

Lakeland Care Office Locations



Introducing... The Network Quality Department

Lakeland Care's Network Relations Division has grown! In September 2017, Lakeland Care developed the Network Quality department within the Network Relations Division. The Network Quality Specialists on our team should be familiar to you. Their titles changed from Provider Compliance Specialists to Network Quality Specialists. They will continue to follow-up with you regarding member incident and quality-related reports. They will be included with Care Management, Quality and Network Relations staff in meetings with providers. You may also see and/or hear from them when they complete required follow-up to the Division of Quality Assurance (D.Q.A.) Survey and Statement of Deficiency (S.O.D.) process. You will find their names and county assignments listed below.

Jane Brackett, RN, Network Quality Manager (NQM) oversees the Network Quality Department. Previously, Jane worked in Lakeland's Quality Division as a Quality Specialist for over two years prior to taking on this new role. She is also responsible for supervising the Durable Medical Equipment (DME) Coordinator(s). We all look forward to working with you toward meeting the needs of our members with high quality, cost-effective care.

<i>Network Quality Specialist</i>	<i>Counties Covered</i>
Jennifer Eiting	Winnebago, Waupaca, Fond du Lac, Calumet, Outagamie
Rachel Miller	Marinette, Oconto, Shawano, Menominee, Vilas, Oneida, Lincoln, Marathon, Wood, Portage, Langlade, Forest, Florence
Debbie Verhyen	Brown, Manitowoc, Kewaunee, Door

***STAY CONNECTED
WITH
LAKELAND CARE***



2017 Q3/Q4 C.A.R.E. Award Winners

As mentioned in our last newsletter, Lakeland Care rolled out the C.A.R.E. (Compassion, Accountability, Respect and Enrichment) Award in August 2017. The C.A.R.E. Award is a way for our care teams to recognize the outstanding service of our providers and individual caregivers. Each quarter an LCI committee will pick three providers/caregivers from all the submissions and the committee will utilize the C.A.R.E. principles to honor the recognized providers.

2017 Q3 C.A.R.E Award Winners:

Unlimited Possibilities – Kara V.

“Thank you for doing so much for my member. He has shown a dramatic improvement in health and wellness, both physically and mentally since moving to Mather Street. Your compassion is evident as he chooses to apologize after a behavior. You are prompt in your reporting to Care Management after a medical appointment or behavior (both of which have dramatically lessened since moving to Mather AFH). I have observed that respect is mutual in your interactions during my impromptu visits or during phone calls from my member in which he often reports what has happened within the last 24-48 hours. My member’s life has been greatly improved and enriched since moving to the AFH that you manage for Unlimited Possibilities. My member’s family is very pleased with all of the positive changes that have occurred since the move.” – Nominated by Jennifer Welhouse

Almost Family HHC – Jamie J.

“Thank you for your continued commitment to approaching member’s care holistically. Your dedication to members has been recognized not only among your fellow professionals but the members themselves are grateful for your care. You are always willing to lend a hand or spend that extra time with a member to ensure understanding and it is appreciated by all.” – Nominated by Michelle Sparks

Touch of Care – John/Carrie J.

“Thank you so much for helping me with transporting members from the hospital, to doctor appointments, and special requests like last minute facility tours. You both always go above and beyond and do it with a smile! Our members are so happy with your kind and courteous service. I can’t thank you enough!” – Nominated by Angela Vlies

2017 Q4 C.A.R.E Award Winners:

ARC of FDL, Smith AFH - Karen B.

“LCI would like to recognize the efforts of Karen in providing support and 1:1 care in meeting our members needs while hospitalized. Karen provided exemplary advocacy, care and service. Karen went above and beyond to ensure that he was supported in the hospital for as long as possible as he was nearing end of life. Karen continued her dedication to our member and his family by offering to assist with funeral arrangements and planning his memorial service.”
– Nominated by Network Quality Department

Above and Beyond - Lori E.

“Thank you for working with our member. You have managed to develop a relationship with him in which he trusts you and allows you to care for him. You are able to work with him even when he is having his “bad” days. You are a constant support in his life and I appreciate your willingness to continue to work with him after all this time. I feel confident in your ability to recognize when you need to alert they agency or his Lakeland Care staff when you are concerned with his wellbeing. You are willing to assist with taking him to doctor appointments, which is very helpful as well. As he has very little contact with any family or friends, he would struggle if he did not have a person in his life who is reliable and consistent as you have been.” – Nominated by Julie Wempner

Atrium Post Acute Care - Oconto Falls - Kim V. and Kathy R.

“Thank you for going above and beyond for our member with not only coordinating and providing transportation at no cost to the behavioral health center in Minnesota when we were unable to get a transportation provider, but also for all you have done to support our member and her family through some difficult times. Your past and ongoing support is truly appreciated!” – Nominated by Dawn Mullins

Preventing Fraud, Waste, and Abuse

IT'S EVERYBODY'S BUSINESS!

Lakeland Care, Inc. (LCI) 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.

Lakeland Care is committed 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 of public resources 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 4 days a month. The facility continues to bill Lakeland Care for the 4 days the member is not there.
 - A provider bills Lakeland Care for transportation services for a member on days which transportation was not provided.
- 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 DME supplies required. The member does not like the DME supplies so the member sells the supplies to a friend.

Report Concerns:

Fraud, waste, 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; and/or
- A Lakeland Care employee.

Anyone wishing to report a suspected fraud or abuse violation of Lakeland Care resources (services, money, equipment, etc.) should contact Lakeland Care's Program Integrity Compliance Office by 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

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



Looking to serve additional Lakeland Care members to fill your openings?

Please contact your Lakeland Care Provider Specialist instead of our care teams.

Provider Highlight: Headwaters, Inc.



Headwaters, Inc.

Empowering Lives

In 2018 Headwaters, Inc. will be celebrating 50 years of supporting people with disabilities to live and work in their communities. Services have changed and grown over those 50 years, but commitment to helping people with disabilities reach their full potential has not. Current services include:

- **CHILDREN & FAMILY SERVICES** – including Early Head Start Home Visitation services. Early Head Start–Home Visiting is a comprehensive federal initiative aimed at enhancing the development of infants and toddlers while strengthening families.
- **COMMUNITY DAY SERVICES** – through life skills coaching and personal connections, individuals are supported to become more active members of their community.
- **COMMUNITY SUPPORTED LIVING** – providing customized support for individuals in their homes that can include anything from drop in support several times a week to ongoing support 24 hours per day, 7 days per week.
- **COMMUNITY EMPLOYMENT SERVICES** – individually tailored services to recognize each person’s employability and potential contributions to the labor market.
- **JUMP! START** – a partnership with Nicolet College and area school districts to develop and provide transitional post-secondary education opportunities for students with disabilities.
- **PRE-VOCATIONAL TRAINING** – including training in the development of soft skills and other work skills that lead to successful competitive employment in the community.
- **TRANSITION SERVICES** – assisting youth in transition to develop work and life skills to help them gain employment in the community, and increase their level of independence.

During the last 2 years Headwaters has been part of the WI BPDD (Board for People with Developmental Disabilities) Building Fuller Lives Project. This has assisted Headwaters in developing wrap around community based day services to augment people’s employment in the community.

Here’s what a couple of Lakeland Care members had to say about the services and support they receive –
“My services have helped me learn the skills to live on my own.” – Jamie

“My job in the community is very good, and I love where I work. Headwaters helps me with my work skills, and helped me get a job. I feel good when I’m working.” – David

Headwaters representative said, “We’re proud to partner with Lakeland Care to help people with disabilities achieve their goals, and to support them to have a meaningful life by working and contributing to their communities.”

Cultural Competency

What is Cultural Competency?

Cultural and linguistic competence is a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals that enables effective work in cross-cultural situations. "Culture" refers to integrated patterns of human behavior that include the language, thoughts, communications, actions, customs, beliefs, values, and institutions of race, ethnic, religious, or social groups. "Competence" implies having the capacity to function effectively as an individual and an organization within the context of the cultural beliefs, behaviors, and needs presented by consumers and their communities. (Adapted from Cross et al, 1989).

Why is it Important?

Cultural competency is a key ingredient to improving the delivery of health and long term care services. It is the way members, providers, medical professionals, and others can come together and talk about health and care concerns without cultural differences hindering the conversation. Care services that are respectful of and responsive to the health and care beliefs, practices, and cultural and linguistic needs of diverse members can help bring positive care outcomes.

Each of the communities Lakeland Care serves are diverse in their resources, values, and people. Lakeland Care requires providers to provide exemplary customer service to everyone. Culturally competent providers work effectively in cross-cultural situations.

Culture and Language May Influence:

- health, healing, and wellness belief systems;
- how illness, disease, and their causes are perceived, both by the member and the provider;
- the behaviors of members who are seeking care and their attitudes toward care providers; and
- the delivery of services by the provider.

Providers that view the world through their own limited set of values can compromise access for members from other cultures.

Growing populations in racial and ethnic communities and linguistic groups, each with their own cultural traits and health profiles, presents a challenge to the health care delivery service industry. The provider and the member each bring individual learned patterns of language and culture to the health care delivery experience, which must be understood to achieve equal access and quality health care.

Lakeland Care monitors providers in its network to ensure that all providers are culturally competent in serving Lakeland Care members. In 2018, the Lakeland Care Provider Network Team will be contacting Lakeland Care providers to learn more about how you, as providers, train and monitor your staff to ensure cultural competency. This is a requirement in Lakeland Care's contract with the Department of Health Services. The relevant contract language is below:

Cultural Competency

1. Cultural Competency and Values

The MCO shall encourage and foster cultural competency among MCO staff and providers.

The MCO shall incorporate in its policies, administration, provider contract, and service practice the values of honoring members' beliefs, being sensitive to cultural diversity including members with limited English proficiency and diverse cultural and ethnic backgrounds, and fostering in staff/providers attitudes and interpersonal communication styles which respect members' cultural backgrounds.

The MCO shall have specific policy statements on these topics and communicate them to subcontractors.

2. Cultural Preference and Choice

The MCO shall permit members to choose providers from among the MCO's network based on cultural preference, including the choice of Indian members to choose to receive services from any Indian health care provider in the network as long as that provider has capacity to provide the services.

Being culturally competent provides a foundation to identify common ground, set goals, and work effectively to produce better outcomes!

Advance Directives Education

Everybody has different thoughts about how they want to be cared for and what type of care they want to receive. Making these types of choices can be hard to think about, but it is important for people to talk about their wishes in case they were to become unable to make their own decisions. Below is some education on advanced directives should a member or family member ask for guidance in developing these important documents. As a provider, you can help inform people about the importance of this advance planning.

Advance directives are legal documents that convey healthcare and financial choices if someone cannot make the choices themselves. The documents let people decide ahead of time what treatments they want. Some types of advance directives allow people to select someone who will make sure their wishes are followed. Completing an advance directive is simple and does not require the assistance of an attorney.

In Wisconsin it is required that a legal decision maker is identified. In order to be a legal decision maker, a person must be named as an 'agent' through the advance directive or have been appointed as a guardian through the court system. This means that a spouse, adult child or other family member has no legal ability to make decisions unless a document is developed.

There are different types of advance directives:

Power of Attorney for Healthcare (POA-HC): This document asks them to select someone they know and trust to make medical decisions for them when they are unable to make decisions themselves. This person is called a health care agent. This document can be completed at any time. The document will not be 'active' until two doctors say they are no longer able to make decisions on their own. It's important they talk to the person they choose to make decisions for them so they feel comfortable making the right decisions.

Power of Attorney for Finance (POA-F): This document allows them to select someone to make money decisions for them. This person could be given permission to manage their money and pay their bills. This could include selling their personal items such as a car or home. This document can be completed at any time and they are able to select when it becomes active.

Living Will: This document informs their doctor of their wishes for the types of medical care they want to receive when they can't tell the doctors themselves. This document does not give anyone else permission to make decisions for them. Their doctor will review the wishes and try to honor them. Doctors honor their wishes the best they can, however, they will do whatever is felt to be in the best interest medically.

<i>Type of Advance Directive</i>	<i>Who makes decisions?</i>	<i>Does it go into effect right away?</i>	<i>Most common information found in these documents</i>
Power of Attorney for Healthcare (POA-HC):	An adult over age 18 that they trust and is willing to make medical decisions for them if needed.	No Two doctor signatures are needed in order for someone to make decisions on their behalf.	Their preferences regarding: <ul style="list-style-type: none"> • Types of machines used to keep them alive • Feeding Tubes • Admission to a nursing facility • Continuation of treatments • Organ and tissue donation • Withholding fluids and food • Other special provisions or limitations
Power of Attorney for Finances (POA-F):	An adult over age 18 that they trust and is willing to make financial decisions for them if needed	Yes Unless listed differently within the document.	Their preferences regarding: <ul style="list-style-type: none"> • How bills should be paid • What financial accounts they have and how they want them handled • Real Estate • Assets
Living Will:	Their doctor or treating medical professional This document does not formally appoint another individual to make decisions for them; it simply expresses what their wishes are.	No A doctor will only use this document if they are unable to speak for themselves.	Their preferences regarding: <ul style="list-style-type: none"> • Types of machines used to keep them alive • Feeding tubes • Organ and tissue donation • CPR • Withholding fluids and food

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.

New WPS Function Coming in July

Beginning July 1, 2018, WPS will be implementing a new feature called a claims offset function. This means if a provider has a claims overpayment it can be recouped through future claims.

This will only affect providers that owe Lakeland Care claims overpayment funds.

- Any open refund requests (money owed to Lakeland Care) for the previous 12 months (based on the date of the request) will be transitioned to an offset.
- All identified offsets, new or from the previous 12 months will result in the provider receiving notification and will have 60 days to pay the request. If repayment is not made, WPS will offset future claims.
- All offset recovery dollars are taken in full; there is no percentage of recovery amounts available.
- After an offset is completed against a future claim a Provider Remittance Advice (PRA), will be sent now that a claim was paid, similar to what a provider sees today. However, there is a bottom note section, which will state that the funds were offset due to an overpayment on a different claim(s).
- For questions related to this new function please contact a Lakeland Care Claims Customer Service Associate at 920-906-5100.

Network Relations Team Contact Information

Mike Kristmann	Network Relations Director	920-906-5100	mike.kristmann@lakelandcareinc.com
Lauren Lemberger	Network Relations Manager - Fond du Lac	920-906-5819	lauren.lemberger@lakelandcareinc.com
Jeremy Kral	Network Relations Manager - Green Bay	920-425-3869	jeremy.kral@lakelandcareinc.com
Jane Brackett	Network Quality Manager - Green Bay	920-425-3882	jane.brackett@lakelandcareinc.com
Dan Zirbel	Provider Specialist - Fond du Lac	920-906-5171	daniel.zirbel@lakelandcareinc.com
Melissa Lyon	Provider Specialist - Manitowoc	920-657-2181	melissa.lyon@lakelandcareinc.com
Jill Wroblewski	Provider Specialist - Green Bay	920-425-3883	jillian.wroblewski@lakelandcareinc.com
Courtnee Buttles	Provider Specialist - Oshkosh	920-456-3231	courtnee.buttles@lakelandcareinc.com
Nate Johnson	Provider Specialist - Oshkosh	920-456-3205	nate.johnson@lakelandcareinc.com
Wendy Jacob	Provider Specialist - Green Bay	920-425-3885	wendy.jacob@lakelandcareinc.com
Jennifer Eiting	Network Quality Specialist - Oshkosh	920-456-3217	jennifer.eiting@lakelandcareinc.com
Debbie Verhyen	Network Quality Specialist - Green Bay	920-425-3889	debbie.verhyen@lakelandcareinc.com
Rachel Miller	Network Quality Specialist - North Central WI	715-420-2446	rachel.miller@lakelandcareinc.com
Yvonne Brooks	Provider Specialist / Employment Specialist - North Central WI	715-420-2465	yvonne.brooks@lakelandcareinc.com
Megan Acheson	Employment Services Coordinator - Fond du Lac	920-906-5181	megan.acheson@lakelandcareinc.com
Raella Florea	DME Coordinator - Fond du Lac	920-906-5106	raella.florea@lakelandcareinc.com
Loryn Strook	Network Relations ASA - Fond du Lac	920-906-5867	loryn.strook@lakelandcareinc.com
Jordan Lefeber	Network Relations ASA - Fond du Lac	920-906-5865	jordan.lefeber@lakelandcareinc.com

For more information about Lakeland Care, contact us:

ASHWAUBENON | 2985 S. Ridge Road
CRIVITZ | 308 Henriette Avenue
FOND DU LAC | N6654 Rolling Meadows Drive
MANITOWOC | 3415 Custer Street
OSHKOSH | 500 City Center
RHINELANDER | 232 S. Courtney Street
SHAWANO | 707 E. Elizabeth Street
STEVENS POINT | 5474 E. Elizabeth Street
WAUSAU | 501 S. 24th Avenue, Suite 100

lakelandcareinc.com
1-877-227-3335

