



LAKELAND CARE

Local. Compassionate. Dependable.

Member Newsletter

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

Dear Lakeland Care Members and Families,

For those who are new members to Lakeland Care, welcome! We are honored you have chosen us to support you in reaching your long-term care goals. Lakeland Care now supports more than 5,300 members in 22 counties in Northeastern, North Central, Central Wisconsin, and the Fox Valley. Lakeland Care is *your* local partner, with teams and providers that work with you in a *compassionate* and *dependable* manner.

Lakeland Care's roots in Family Care run deep. More than 18 years ago we opened as a county program. Over the years as we've grown we've never lost sight of our reason to be here: you.

Lakeland Care is member-centered, so you are our focus. Our care managers and nurses are dedicated to working with you to develop your own unique plan to help you be successful. What are your hopes and dreams? What do you want to achieve? Lakeland Care will help you reach those goals.

Achieving your goals, meeting your expectations and providing high quality care and support all start with the relationship between you and your Lakeland Care team. You are the center of that team, and we want you to be actively involved in all discussions and decisions. It's your care plan, designed together with you, to meet your needs and goals.

We want to be sure you can talk comfortably with your nurse and care manager, ask them questions and share your thoughts and concerns. These interactions help your team understand your needs and how to best support you. Is your team helpful to you? Can you reach them when you need something? This is how we support you to live the life you want, so if we are ever missing the mark in any way please talk with your team about that. Our relationship with you is at the heart of all we do.

At Lakeland Care, we know that good communication makes great relationships. The bond within your team is what helps us support you on your journey through life. We're glad that you've chosen Lakeland Care, and we want to exceed your expectations as we travel that road together.

Sincerely,

Katie Mruk, CEO

We Focus on You



Lakeland Care exists to support each of you; and therefore we are committed to providing exceptional customer care. Each member we serve is unique and has different strengths, abilities, supports, and needs. At Lakeland Care, we believe it is important to respect the uniqueness of each individual member. Shortly after you enroll with us, your Care Team begins to learn more about who you are as an individual by asking you questions about your life, what is important to you, your needs, and your goals. Based upon this conversation, and all of the information you share, together with your Care Team a Care Plan (Member Centered Plan or MCP) will be developed.

As part of our commitment to providing exceptional customer care, we expect our Care Teams to demonstrate the following actions:

- **Open communication.** Open communication between you and your Care Team is necessary to help your Care Team get to know you. We expect that our Care Teams will take the necessary time to understand your unique needs. In addition, it is important that you know how to reach your Care Team and identify how often you want to talk or meet with your Care Team to ensure your needs are being met.
- **Develop a connection or bond as a team.** Teams succeed when a strong bond is developed amongst all members. We expect our Care Teams to treat you with respect and compassion as this will assist in developing a strong connection that will help you achieve your goals. This bond is most likely to occur when you feel understood, personally cared for, are included in decision making, and have the active support of those who know and love you.
- **Commitment to your success.** Your Care Team is committed to helping you be all you can be. You and your Care Team have developed a Care Plan designed to help you meet your needs and goals. We expect your Care Team to continually evaluate and modify your Care Plan to ensure your needs are met and you achieve your goals.

We strive to always meet your expectations. We also recognize there may be times when your experience with Lakeland Care does not meet your expectations due to a lack of communication, connection, or commitment. In these instances, we encourage you to talk with your Care Team to address your concerns and ultimately improve your experience. After all, we are here to serve you.

Your Opinion Matters - Member Satisfaction Survey

Every year, Lakeland Care asks members what they think of us and the services they receive through the Member Satisfaction Survey. Starting this year, the process will be changing. The Department of Health Services (DHS) will be conducting the Member Satisfaction Survey instead of Lakeland Care.

Even though Lakeland Care is not conducting the survey we encourage you to complete it. The survey is a great way for you to share with us how we are doing from your perspective. We use the survey results to learn areas where we are supporting you well and how we can serve you better. The survey results help us identify areas that need improvement and influences the training we offer our Care Managers and Nurses. Your results will remain confidential and will not impact your services in any way. It is important for us to hear from you so we know how to serve you best.

The Member Satisfaction Survey should arrive in your mailbox from the University of Wisconsin (UW) Survey Center some time between July and September.

Please watch your mailbox for an envelope with this return address: **Wisconsin Department of Health Services
C/O UWSC
Sterling Hall, Room B607
475 North Charter Street
Madison, WI 53706-1507**

Meet John, Lakeland Care member



John has always been very mechanically inclined. Born and raised on the family's dairy farm in Kewaskum, he grew up working with his dad and focused on bottling and delivering milk. Later, John found a job working as a custodian/janitor at the Holy Trinity Church and School and was employed there for almost 50 years. On the job, John received free lunch but when he retired from work he lost the meal plan and later was diagnosed with diabetes.

Living on his own in a small town, John experienced some deficits in self-care. He was not maintaining good nutrition or taking his medications correctly. These challenges prompted John's family to encourage him to move to Maple Meadows in Fond du Lac to be closer to his brother, Steve. Once he moved, Steve understood that John needed additional assistance so they went to the Aging and Disability Resource Center and enrolled John into Lakeland Care's Family Care program in September of 2015.

At Maple Meadows, staff assist John with his personal care and provide medical oversight to help John maintain his physical health. John keeps busy with activities there and also enjoys passing time watching TV. John is very satisfied living at Maple Meadows and enjoys having the support of Lakeland Care.

John's family is also a strong source of support. They assist him with his finances, personal shopping, decision-making and transportation throughout the community. John's brother Steve takes him out a few times a week to spend time with family and friends, which is very important to him. Every Sunday John sees his family at their weekly family dinner; what started as just a few people coming together has now evolved into a meal bringing over 25 family members together each week. John also joins Steve and Steve's father-in-law every week for a "boys night out."

At first, Steve was nervous about enrolling John into the Family Care program, but he couldn't be happier with the results. Regarding his experience with Lakeland Care, Steve says "the relationship with John's care team has been wonderful," and "everything has been seamless and effortless for the family and they truly appreciate that everyone at Lakeland Care is concerned about John's well-being." Steve adds, "John enjoys what he is doing and has a wonderful life."

Congratulations to Project SEARCH Graduates



Pictured (left to right): Codey Chouinard, LCI member; Ann Derge, LCI RN Care Manager; Travis Van Lanen, LCI member; and Emma Schubert, LCI Care Manager

Lakeland Care members Codey Chouinard and Travis Van Lanen recently participated in the completion ceremony for the 2017-2018 Project SEARCH class at Bellin/HSBS St. Vincent Hospitals. Project SEARCH is a business-led collaboration that provides opportunities to young adults with disabilities (referred to as interns) to acquire and maintain employment through training and career exploration. Project SEARCH provides total immersion in competitive integrated employment generally in a larger business within a community. Students with disabilities get started with Project SEARCH by applying for a workforce alternative for their last year of high school. Both Codey and Travis participated in three different work rotations at Bellin/HSBS St. Vincent hospitals instead of attending their last year of high school. They learned valuable skills, gained work experience and are now ready for the next phase of their lives.

Are you interested in learning more about Project SEARCH? For more information, visit www.projectsearch.us.

Family Care through a Person Centered Care Approach

Lakeland Care provides Family Care services through use of a Person Centered Care approach. Person Centered Care assures that you, as the member, are at the center of the planning process. It means putting your needs and goals first when support decisions are made. You and your Care Team determine what supports would best meet your needs through an ongoing process of assessment, member centered plan (MCP) development, coordination of services, and evaluation of those services. Your active participation assures that your MCP meets your needs and increases or maintains your quality of life.

What Is Person Centered Care

Person Centered Care attempts to balance what is important “for” you with what is important “to” you. Things that are important “**for**” you include your health and safety needs and your ability to maintain or improve your functioning and independence. Your Care Team will work with you to identify and address your health and safety needs. On your MCP, these are listed as your “needs”.

Things that are important “**to**” you include the things that help you feel relaxed, happy, and engaged in life. Examples can include: important people in your life, daily things to do, your routines, your important personal items, and having control in making decisions. On your MCP, these are listed as your “strengths”, “preferences” and “personal outcomes”.

Through use of Person Centered Care, your Care Team assures that your MCP includes the things that are “important for” and “important to” you.

You Have an Active Role in the Process

Person Centered Care is a partnership between you and your Care Team. Your Care Team cannot provide Person Centered Care without you since you are the expert about you. Person Centered Care depends on your ongoing, active participation and the participation of your supports, including guardians, family members, friends, and others who you want involved.

One way you can actively help with Person Centered Care Planning is to share information about you. Please share with your team:

- Your interests, strengths, abilities, values, and personal preferences.
- Your health and safety needs.
- Your preferred daily routines and rituals, including those related to personal care and other homecare tasks.
- Any concerns related to your services and MCP.

Openly sharing this information will assist your Care Team in developing an MCP that will best meet your health and safety needs while keeping your goals a priority. Stay engaged in the process!

Wisconsin Medicaid Renewals

Did you know that Family Care is Wisconsin Medicaid (MA)? In order for members to remain enrolled with Lakeland Care, they must maintain their MA eligibility. The MA recertification must be completed yearly. The renewal packet is sent by the Centralized Document Processing Unit (CDPU). You will be asked to submit verification of your current assets such as bank accounts and life insurance cash value. You must also verify your gross pension amounts and VA benefits. Be sure to complete your renewal, and provide the verification, as soon as you receive the renewal packet, to avoid delays in processing your recertification. Failure to complete the renewal could cause an interruption in your Family Care services. Enrollment Coordinators at Lakeland Care can assist you with this process.

Medicare Advantage Plans

If you're a senior, an adult with a disability, or a concerned family member or friend, you may be looking for health care support. If you're eligible for Medicare, Medicare Advantage plans provide the primary and acute medical care you need.

A Medicare Advantage plan is another way to get your health care through Medicare. It covers all of the same services that original Medicare covers and may also offer extra coverage like vision, hearing, dental, and other health and wellness programs. Plus, with a Medicare Advantage plan you'll have a care team of experts to support you.

If you join a Medicare Advantage plan you'll still have Medicare, but you'll get your Medicare Parts A and B coverage from the Medicare Advantage plan instead of original Medicare. You'll generally get your services from your health care plan's network of providers.

With a Medicare Advantage plan you're always covered for emergency and urgent care. Medicare Advantage plans must cover all of the same services that original Medicare covers. You must continue to pay your Medicare Part B premium unless your Part B premium is paid for you by Medicaid or another third party. All Medicare Advantage plans provide Medicare prescription drug coverage (Part D).

	Original Medicare Parts A & B	Medicare Advantage Plan
Medicare Part A - Hospital Coverage	✓	✓
Medicare Part B - Doctor & Outpatient Coverage	✓	✓
Can include Prescription Drug Coverage		✓
Helps Cover Medical Costs Not Paid for by Medicare Parts A and B		✓
Helps limit the maximum amount you will pay towards healthcare each year		✓
Plan Premiums starting as low as \$0/Month		✓
Dental and Vision coverage may be included		✓

For more information about Medicare Advantage plans, visit <https://www.medicare.gov/>.

Member Rights

As a member of Lakeland Care, it is your right to have access to the Member Handbook and the Provider Directory. You also have the right to information about rights, protections, and responsibilities. These rights and protections are listed within the Member Handbook. The Member Handbook can be found on our website at: www.lakelandcareinc.com under Family Care. If you visit the Members & Families tab, you will see a drop down list where you can click on "Member Handbook." You can also access the Provider Directory and search for a provider on our website by clicking on the "Find a Provider" button at the top of the Family Care homepage. A printed copy of the Member Handbook and/or Provider Directory is also available to you upon your request. Feel free to ask your Care Team for a copy at any time or by calling us at 1-877-227-3335.

We value you as a member of Lakeland Care! Thank you for trusting Lakeland Care to be your local, compassionate, and dependable Family Care provider.

Stay up to date with Lakeland Care happenings on our Facebook Page!
www.facebook.com/lakelandcare



Protecting Our Members

As a member of Lakeland Care, your long-term care supports are funded through the Medicaid health system. Lakeland Care has a duty to protect you and ensure you are receiving the best care possible. Two ways Lakeland Care protects you are by:

1. Being committed to preventing fraud, waste and financial abuse.
2. Being dedicated to protecting your privacy.

Updates that May Affect You:

1. You can now report suspected fraud, waste, or financial abuse anonymously on Lakeland Care's website! Instructions are as follows:
 - Go to Lakeland Care's website - <http://www.lakelandcareinc.com/>
 - Scroll to the bottom of the home page and click "**How to report fraud. Read more**".
 - Click on the Online form submission hyperlink.
 - Fill out the form with as much information as possible. You may remain anonymous.
2. Anyone who makes a good faith report of fraud, waste or financial abuse will be protected from retaliation.

HIPAA/Privacy:

As a member of Lakeland Care you have privacy rights. You have the right to access your medical record, request alternative communication, request your record to be amended, request restrictions on who accesses your record, to receive a Notice of Privacy Practices, and the right to receive an accounting of disclosures.

Member Rights:

You have a right to access your medical record. Your right to access means you have the right to inspect and receive a copy of your medical record. If you want a copy of your medical record, ask for a form called "Request for Access" from your Care Team and fill it out. Once you return the completed form to your Care Team, Lakeland Care will start the process of granting you access to your medical record.

Fraud, Waste and Abuse:

It is everyone's duty to help prevent and detect fraud, waste, and financial abuse. Your role as a member is:

- Prevention: Update your Care Team about changes in your needs, when you are away from home, or in the hospital.
- Detection: Be aware of potential fraud, waste, or financial abuse and know how to report it.

Examples of Fraud, Waste and Abuse:

- Selling resources that were provided to you through the Family Care program.
 - Lakeland Care example: selling travel vouchers or medical devices to others for personal gain.
- Inaccurate timesheets for SDS workers.
 - Lakeland Care example: Do not sign time sheets in advance for SDS workers.
 - Lakeland Care example: SDS workers forging your signature on timesheets for hours they didn't work.

How to Report:

Fraud, Waste and Abuse Reporting

Online: Online submission form at:
<http://www.lakelandcareinc.com>

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.

Privacy Violation Reporting

Mail: Lakeland Care, Inc.

Attn: Compliance Department
N6654 Rolling Meadows Drive
Fond du Lac, WI 54937

Phone: 920-906-5100

Fax: 920-906-5161

You may also contact your Care Team!

Success in this effort is essential to maintain a system that is affordable for everyone.

Understanding Abuse, Neglect and Financial Exploitation

What are abuse, neglect and financial exploitation?

Abuse can happen in many ways. It can be physical, emotional, verbal or sexual. Abuse is willfully causing physical or emotional pain, injury or unreasonable confinement.

Neglect occurs when a caregiver fails to provide enough food, shelter, clothing, medical or dental care. As a result, the person's physical or mental health is in significant danger.

Self-neglect is different from other types of abuse because it does not involve an abuser. Instead, it happens when a person is unable, or fails to care for himself or herself and the person's physical or mental health is at risk. For example, the person does not have enough food, shelter, clothing, medical or dental care.

Financial exploitation is the misuse of another person's money or property.

Signs of Abuse

- Cuts, burns, bruises, broken bones or open wounds
- Inappropriate touch or sexual acts or actions
- Verbal threats (aggressive, demeaning, harassing)
- Inappropriate use or misuse of medication
- Medical treatment or research without permission
- Separation from family and friends
- Unwanted restraint, such as being tied to furniture

Signs of Neglect or Self-Neglect

- Lack of enough food or water to live
- Poor personal care and hygiene
- Lack of medical aids (glasses, hearing aids, dentures, medicine, walker, wheelchair)
- Lack of clean clothing
- Home that is cluttered, dirty and needs repair
- Home that has fire and safety hazards
- Home without proper facilities (stove, refrigerator, heat, cooling, plumbing, electricity)
- Untreated bed sores

Signs of Financial Exploitation

- Money or valuables missing
- Unpaid bills even though the person has enough money to pay them
- Sudden transfer of money to a caregiver or family member
- Money, property or other assets used, taken or sold without permission
- Caregiver or family member controls money but does not use the money to buy what is needed to meet daily needs
- Unexplained changes in powers of attorney, wills or other legal documents.

It's not too late to stop the hurt and harm.

It is hard to let someone know that you think abuse or neglect is taking place. Call your care team if you or someone you know is being abused, neglected or mistreated. Your care team can help in many ways. They can help reduce or eliminate the danger and make things better. When you call, we will ask you:

- What happened
- When it happened
- Where it happened
- Is it still taking place

State laws protect people who report abuse, neglect or financial exploitation in good faith.

If you or someone you know is in immediate danger, call 911.

Freedom to Make Your Own Decisions

Some licensed professionals in Wisconsin must report abuse, neglect or financial exploitation if they believe it is occurring. Wisconsin laws allow able adults to decide where and how they live. Adults may also decide whether they want professionals involved in their lives. Able adults may not refuse to have an abuse worker review their situation; however, they may refuse help that is offered.

A decision to interfere with an adult's right to make his or her own decisions must be made very carefully. The decision must be based on the belief that the adult is in a very harmful or dangerous situation. The problems must be so unsafe or risky that they override the usual right to be left alone.

Content from the Wisconsin Department of Health Services



LAKELAND CARE

Local. Compassionate. Dependable.

PRSR STD
U.S. POSTAGE
PAID
UMS

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

Special Points of Interest in this Edition:

- Message from the CEO
- We Focus on You
- Your Opinion Matters
- Meet John
- Project SEARCH Graduates
- Person Centered Care Approach
- Wisconsin Medicaid Renewals
- Medicare Advantage Plans
- Member Rights
- Protecting Our Members
- Understanding Abuse, Neglect and Financial Exploitation

DHS Approval 6/11/18

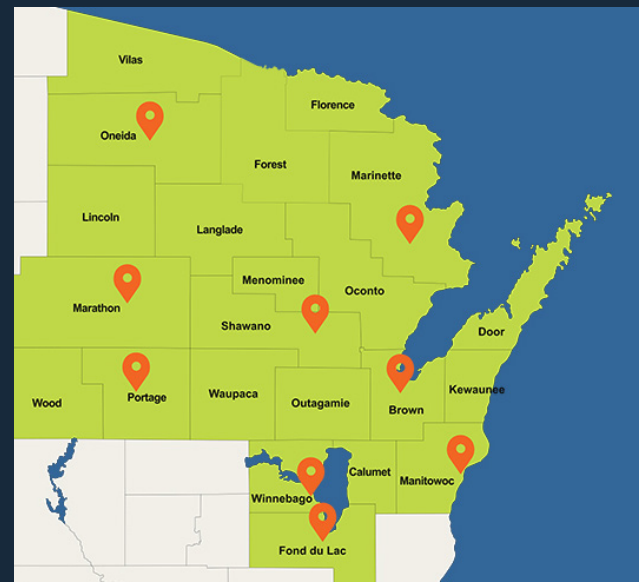
For more information about the Family Care Program, contact the Aging and Disability Resource Center (ADRC) in your county:

www.dhs.wisconsin.gov/adrc

For more information about Lakeland Care, contact us:

Ashwaubenon	2985 S. Ridge Road
Crivitz	308 Henriette Avenue
Fond du Lac	N6654 Rolling Meadows Drive
Manitowoc	3415 Custer Street
Oshkosh	500 City Center
Rhineland	232 S. Courtney Street
Shawano	707 E. Elizabeth Street
Stevens Point	5474 Hwy 10 East
Wausau	501 S. 24th Avenue, Suite 100

**www.lakelandcareinc.com
1-877-227-3335 | TTY 711**



www.lakelandcareinc.com