



LAKELAND CARE

Local. Compassionate. Dependable.

Network News

Keeping Providers Informed

Provider Network Advisory Committee Corner

Direct Care Workforce Funding:

The Wisconsin legislature included a \$60.8 million provision in the state's biennial budget to fund increases for the direct care portion of managed long-term care. The Centers for Medicare and Medicaid Services (CMS) approved the Department's proposed methodology for distributing the Direct Care Workforce Funding at the end of April, 2018. Providers eligible for the direct care funding were required to sign and return a Direct Care Workforce Funding Provider Addendum to Lakeland Care in order to receive quarter one funds. First quarter, Lakeland Care received 407 returned addendums, leaving 45 eligible providers addendums un-returned.

The first quarter payments have been distributed to those Providers that returned the addendum. Providers can still be eligible for future Direct Care Workforce Funding if they return the signed amendment to Lakeland Care.

Pay for Performance:

The Member Satisfaction Surveys for 2018 were sent out during the month of July. As of now, Lakeland Care is unsure of when the survey results will be shared. In 2019, DHS will have two measures related to Pay for Performance: Member Satisfaction Surveys and levels of competitive integrative employment for the Family Care program.

Tribal Update:

As of July 1, 2018, 123 Menominee and 14 Oneida Tribal members have enrolled into the Family Care program through the Tribal Care Management option. Lakeland Care was the Managed Care Organization of choice for the Tribes during this transition.

If you or anyone you know within your organization is interested in joining the Provider Network Advisory Committee, please contact Loryn Strook at loryn.strook@lakelandcareinc.com. We are always looking to add new members!

Updating Password in MIDAS

Reminder: All MIDAS passwords expire every 90 days. Please be sure to keep your password updated as you will be locked out of the portal if the password is not changed prior to your 90 days. Passwords can be changed under the "Additional Information" tab in the MIDAS portal. Once there, scroll down to the "MIDAS Provider Portal Master Login Information" section and select your UA#. Here you can change your password, making sure that it meets the necessary criteria. Be sure to click "Update" when you are finished.

2018 Q1/Q2 C.A.R.E. Award Winners

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. Every quarter an internal LCI committee picks three providers/caregivers from all Care Team submissions and the committee utilizes the C.A.R.E. principles to honor the recognized providers.

2018 Q1 C.A.R.E. Award Winners:

Maplecrest AFH – Joanne D.

“With the closure of WCI, a Lakeland Care member lost their prevocational and day services provider. Joanne worked closely with the Care Team, WCI and Valley Packaging to obtain document signatures from the member’s guardian. This included taking multiple trips to New London to access the guardian at her place of employment in order to obtain signatures. These documents are required in order for the member to start at a new prevocational and day services provider.” – Nominated by Network Quality Department & Network Relations Department

Erickson’s Home Medical – Jessica R.

“Both LCI and our members greatly appreciate that Jessica helps with getting our members their needed products in such a timely manner. Jessica is always pleasant and easy to contact, and follows up immediately on any concerns or requests. Jessica has an awesome personality, and always acts in a professional manner. She is a definite credit to her employer.” – Nominated by Pam

Touch of Care – Katie S.

“Katie always goes beyond what is expected of her and has a great eye for detail to ensure that members are treated with dignity and respect. One member in particular occasionally has skin issues and Katie is able to recognize the start of something before it gets too out of hand, potentially leading to another amputation or hospitalization. We are so thankful that Katie provides a sense of security to our members, decreasing anxiety as they never have to wonder if she is going to show up for her shift or not.” – Nominated by Kelley and Jada

2018 Q2 C.A.R.E. Award Winners:

Darren Walentowski

“Continuing to go above and beyond for our members and making sure that the driveway continues to be clear of snow. It is greatly appreciated that you move the member’s vehicle so she does not have to leave the home in the snow/cold.” – Nominated by Laura

TLC Fleetwood – Theresa P.

“Going above and beyond with our member. Our member has been unable to leave her home in over 5 years due to her mental health diagnosis. She has not allowed a medical provider to complete an exam. You were able to work with her daily, gain her trust and build her confidence. She was able to be established with a Primary Care Physician and have the initial exam completed. You have always taken into consideration her boundaries and respected her limitations. You have provided her with meaningful activity and daily compassion. You have enriched her life mentally, physically and emotionally. Thank you for going beyond and giving her a life that is fulfilling to her.” – Nominated by Jessica and Julie

Wilderness Construction and Landscaping – Brian H.

“It was reported to LCI Network Relations and Quality staff that you continue to provide excellent snow plowing services for our member, even though she lives outside of your usual service area. You also snowplowed for her twice during a snowstorm on the weekend of 4/14/18 - 4/15/18.” – Nominated by Network Quality Department & Network Relations Department

WPS Billing Information

If the provider name and billing address submitted on claims does not match those on file with WPS, the claims are pended for manual processing. This slows payment of those claims and compromises overall efficiency of claims payment. In the future, these claims will be returned as incorrectly billed. To avoid delayed payment, or rejection of claims, please note the following:

1. When billing WPS, Providers must ensure that the billing/servicing address submitted on each claim matches the information that was submitted to LCI at the time of contracting.
2. If a provider has a revision to the billing and/or servicing name, address, Tax ID, or NPI number, they should contact LCI's Provider Specialist prior to billing claims. LCI will send the updated provider record to WPS. (This will not revise the Electronic Funds Transfer (EFT) information within the WPS system.)
3. If a billing provider name or address is updated, the EFT information must be updated within the WPS system or the payments will drop to a paper check. Please contact the WPS EDI Helpdesk at 800-782-2680 to update EFT information.
4. WPS will begin to contact providers that are billing incorrect information on their claims. If WPS is able, the claims will be processed with that first phone call and all future claims will be returned if billed incorrectly.

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/HSHS St. Vincent Hospitals in Green Bay. 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/HSHS 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.

Stay up to date with Lakeland Care happenings on our Facebook Page!

www.facebook.com/lakelandcare



Increased Provider Survey

Lakeland Care, Inc. (LCI) is required per contract with the State of Wisconsin, to “monitor the performance of subcontractors and providers to ensure compliance with provisions of the provider agreement on an ongoing basis”. LCI’s Network Quality Department does this through monitoring, tracking and trending the Incident Management System, the Statement of Deficiencies received from the Division of Quality Assurance and seeking feedback from LCI’s Care Management staff, through use of Provider Surveys.

LCI is making changes to the Provider Survey process. Currently, five providers contracted with LCI are chosen randomly on a monthly basis to seek input from Care Management staff who have authorized services for LCI members within the past six months. Scores for each question are based on a 1 through 5 scale with 1 being poor and 5 being excellent. LCI shares internally with all staff the total score the provider receives.

These are the changes LCI will be implementing beginning August 1, 2018:

- The number of provider surveys completed by Care Management will increase since the number of providers LCI contracts with has increased due to service area growth.
- LCI Network Quality Specialists (NQS’) and Network Quality Manager (NQM) will review the full survey results.
- The results of a specific provider’s survey will be shared with that specific provider via email.
- LCI NQS’ will request a follow-up discussion with a specific provider to discuss results if that provider’s overall score is less than three (good). This is intended to be a collaborative effort to share information and input for provider action that can potentially improve scores. Additional data from incidents and DQA reports, as applicable, will also be gathered for the discussion.
- Within one year LCI will re-survey Care Management staff regarding providers who scored less than three to determine if results were possibly impacted by changes made.

LCI values the service(s) you and your staff provide to LCI members. The goal of this process is to work collaboratively with you and to continue to ensure or perhaps enhance the quality of services LCI members receive.

Member Communications by Licensed Providers

The MCO may not prohibit, or otherwise restrict, a provider acting within the lawful scope of practice from advising or advocating on behalf of a member who is his or her patient for the following:

- The member’s health status, medical care, or treatment options, including any alternative treatment;
- Any information the member needs to decide among all relevant treatment options;
- The risks, benefits, and consequences of treatment or non-treatment; or
- The member’s right to participate in decisions regarding his or her health care.

Background Check Requirements

As required by Lakeland Care’s Family Care contract, Lakeland Care must validate compliance with the provider contract requirements and Chapter 12 Caregiver Background Check Laws. Providers are selected at random to provide Lakeland Care with proof that background checks are being conducted every four years. If you receive this request in the future, please know that the following documentation is required.

Background checks consist of three documents per employee:

1. A copy of this employee’s background information disclosure (BID) form
2. A copy of the response from the Department of Justice (DOJ) Wisconsin Criminal History Record Request
3. A letter from the Department of Health Services (DHS) reporting the status of the employee’s administrative findings or licensing restrictions

Compliance Updates

HIPAA & Program Integrity:

Lakeland Care, Inc. (LCI) has a duty to protect its members and ensure they are receiving the best care possible. One way LCI protects its members is through our commitment to preventing fraud, waste, and financial abuse and ensuring the appropriate use of public resources. Fraud, waste, and financial abuse of public resources costs taxpayers and insurance companies billions of dollars each year. The second way LCI protects its members is by protecting their privacy. Privacy protection is everyone's responsibility. Providers are responsible for protecting member records from unauthorized disclosure and data collection. All unauthorized uses and disclosures of member information must be reported immediately.

HIPAA/Privacy:

The HIPAA Privacy Rule is set of national standards that govern when personal health information (PHI) may be used and disclosed. The Rule permits the use and disclosure of PHI when needed for "TPO". TPO stands for Treatment, Payment and Healthcare Operations.

HIPAA/Privacy Violation Examples

- Allowing individuals who are not employed by the company access to PHI
 - LCI Example: Provider trained an individual who was not employed by them to process claims using member PHI.
- Providers and/or provider employees accessing member/patient information without a valid reason or requirement.

HIPAA/Privacy Violations:

All HIPAA/Privacy violations need to be reported immediately.

Contact: Julianne Filippini, Compliance Director
920-425-3947 (phone)
julianne.filippini@lakelandcareinc.com

OR

Brintney Cournoyer, Compliance Specialist
920-425-3836 (phone)
brintney.cournoyer@lakelandcareinc.com

Email: Compliance@lakelandcareinc.com

Program Integrity - Fraud, Waste, and Financial Abuse:

Program Integrity is the prevention, detection and prompt correction of:

- Fraud, including falsification, bid-rigging, self-dealing, theft and embezzlement (Example: billing for services or supplies that were not provided)
- Waste, including incorrect or needless use of resources (Example: billing for medically unnecessary services)
- Financial Abuse, including over utilization and underutilization (Example: improper billing practices, including up coding)

Reporting Fraud, Waste and Financial Abuse:

Everyone has a responsibility to report a suspected fraud, waste, or financial abuse violation of LCI resources (services, money, equipment, etc.) immediately. Please include as much detail in your report as possible – who, what, when, where, why, how, how much, etc. You may remain anonymous!

Online: www.lakelandcareinc.com
Phone: 920-906-5100
Email: compliance@lakelandcareinc.com

Mail: Lakeland Care, Inc.
Attn: Program Integrity Compliance Officer
N6654 Rolling Meadows Drive
Fond du Lac, WI 54937



Immunizations

Flu Season is Around the Corner!

It's the perfect time to focus on annual influenza vaccinations and any recommended pneumonia vaccinations.

Centers for Disease Control and Prevention (CDC) recommends a yearly flu vaccination for everyone 6 months and older. While flu seasons can differ in severity, during most seasons adults 65 years and older bear the greatest burden of severe flu disease, making it especially important for older adults to get an annual flu shot. In recent years, it's estimated that between 71% and 85% of seasonal flu-related deaths have occurred in people 65 years and older.

While the timing of the flu season is unpredictable, seasonal flu activity can begin as early as October and last as late as May. The CDC recommends that people get vaccinated by the end of October.

The CDC also recommends that individuals with chronic health conditions be diligent in obtaining their annual flu vaccinations. For a complete list of chronic health conditions that increase a person's risk of flu complications, refer to CDC's list of people at high risk of developing flu-related complications: https://www.cdc.gov/flu/about/disease/high_risk.htm.

Pneumonia Can Be Prevented – Vaccines Can Help

Pneumonia, an infection of the lungs, needlessly affects millions of people worldwide each year. Each year in the United States, about 1 million people have to seek care in a hospital due to pneumonia. Unfortunately, about 50,000 people die from the disease each year in the United States. Most of the people affected by pneumonia in the United States are adults.

Pneumonia can often be prevented and can usually be treated. Vaccines and healthy living practices can lower the risk of pneumonia. Certain people are more likely to get pneumonia:

- Adults 65 years or older
- People who have chronic medical conditions (like asthma, diabetes, or heart disease)
- People who smoke cigarettes

In the United States, common causes of viral pneumonia are influenza and respiratory syncytial virus (RSV). This makes it even more important that those more likely to get pneumonia are also vaccinated from influenza.

Encourage Healthy Living Practices

Influenza and pneumonia can be prevented through healthy lifestyle practices:

- Try to avoid close contact with sick people. If you become sick, limit your contact with others.
- Wash your hands regularly with soap and water. Use an alcohol-based hand rub if soap and water is not available.
- Clean surfaces that are touched often.
- Cough or sneeze into a tissue or into your elbow or sleeve.
- Limit contact with cigarette smoke
- Manage and prevent chronic health conditions.

Coordinate Vaccination with Lakeland Care

As a Family Care organization that funds long-term care services with Medicaid dollars, Lakeland Care is required to report annual influenza vaccination and recommended pneumonia vaccination to Wisconsin's Department of Human Services.

Care providers have an important role in ensuring the health and safety of the individuals they assist. Whether you assist individuals with vaccinations through arranging flu clinics, arranging appointments, coordinating transportation, or providing education on the benefits of vaccination, please keep the member's IDT up-to-date on any vaccination efforts. If you assist Lakeland Care members in obtaining or coordinating vaccinations, please communicate this to the member's Care Team.

The CDC provides annual information on influenza and other vaccinations, including annual campaign materials to assist you in providing information to those you serve. Information is updated annually in mid-August and can be obtained here: www.cdc.gov/flu.

Information adapted from www.cdc.gov/flu.

Provider Highlight

“It’s all about people” that is the philosophy behind Agape of Appleton.

Agape of Appleton, Inc. was established in 1974 and is a private, not-for-profit corporation that provides a wide array of community based residential services to individuals with disabilities. Agape believes that all individuals are unique and should be treated with dignity and respect. Agape’s mission is to provide quality residential services for individuals in a variety of community settings.



Agape of Appleton offers Community Living Options:

Community Based Residential Facility (CBRF) and Adult Family Homes (AFH): Agape operates licensed facilities, within Outagamie County and Fond du Lac. These homes provide 24 hour supervision. Homes offer comprehensive service options. Some of these are fully accessible and offer adaptive equipment.

Supported Apartment Living: Agape has a wide variety of options available to support people in their own apartments and homes. Each supported apartment location is supported by a team of trained and dedicated staff that is committed to improving the quality of life for each resident. Staffing patterns and availability vary dependent upon support needs at each location. Agape can provide supervised living environments with overnight support.

Level 5 Foster Home: This home provides supervision and services to children in a caring and supportive environment. Licensed by the State of Wisconsin, the home specializes in providing support to children that need services not met in traditional foster homes.

Regardless of location or staffing pattern, individuals residing at an Agape supported apartment location are offered individualized support services that assist them in achieving their goals toward living independently and improving their quality of life within their community.

Agape of Appleton has developed a program known as “Management Service Day” whereby management and administrative staff perform building maintenance and improvement projects.

At Agape 1, a project involved a rather unique accommodation for a member of Lakeland Care with Autism. One of his few life enriching activities involves using a garden hose to spray water against the side of the building and watching the color change. This had the unfortunate side effect of summertime mud that was constantly tracked into the building. To mitigating the mud issue, a Maintenance Technician led a team of Residential Case Managers and Coordinators in a landscaping project that included the construction of a boardwalk. Once completed, the member began spraying water on his new boardwalk and appears to very happy with the accommodation.

More information about “Management Service Day” is available on Agape’s Facebook page.



Network Relations Team Contact Information

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