



LAKELAND CARE

Local. Compassionate. Dependable.

Member Newsletter

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

Hello Lakeland Care Members and Families,

The beauty of Wisconsin's changing fall colors has almost past, and winter is nearly upon us. These fall-to-winter months are a great time to focus on things to help keep us healthy and safe throughout the coming winter months, like immunizations.

Have you had your flu shot yet? Supplies are available now in a variety of locations near you. Last year's severe flu season led to thousands of deaths, and this year's flu is expected to be just as severe. This preventive step is important both to you and to those around you: getting your flu shot lessens your chance of getting the flu, decreases the severity if you do get sick, and helps prevent spreading the flu to others. Not sure how to get your shot? Just ask your Lakeland Care team, they'll be glad to help.

This year marks the official end of waiting lists for people in need of long-term care services in seven counties served by Lakeland Care including Brown, Door, Kewaunee, Marinette, Menominee, Oconto and Shawano. Now, new members can join Lakeland Care simply by visiting their local Aging and Disability Resource Center (ADRC). Also this year, Lakeland Care has expanded to help support the long-term care needs of members of the Menominee Tribe and the Oneida Nation. Lakeland Care is honored that these two Tribes have chosen us to support their Family Care program services. Welcome to Lakeland Care!

Like the character Dorothy in the Wizard of Oz, most of us know "there's no place like home." Here at Lakeland Care, we support your ability to live at home, and make sure all options to help you stay there are considered before moving to a facility to get the care you need. Why?

Living at home lets you follow your own rules and maintain cherished community connections. Your family, friends, and neighbors can visit you any time. Living at home keeps you connected to the world around you through your local grocery store, the park down the street, your doctor's office and your church. Home can bring a personal sense of calm, comfort and connection. And, home is usually where you'll live a healthier life because you're less likely to catch illnesses from others.

Lakeland Care's teams support you through all stages of life and want you to stay at home as long as it remains safe for you to be there. Your care team is trained to work with you to provide the resources necessary for you to live your best life. Lakeland Care is a local organization that provides you with the care and services you need to live at home, which is important to you and for you.

Lakeland Care has many important resources available to support you. Have you checked out our website lately? It's now even easier to use. New features include a user-friendly directory of Lakeland Care providers to help you find the right service to meet your needs. And, we've shared some great stories about other members just like you, who are living well in their community. For more information about Lakeland Care programs and services go to: www.lakelandcareinc.com.

Thank you for choosing Lakeland Care! We're glad to be your local, compassionate, and dependable partner.

Sincerely,

Katie Mnuk, CEO

Fall 2018

There's No Place Like Home...



Lakeland Care wants to help you live well in your own home and remain connected to your family, friends and community. We support you by putting your needs and goals first. We know living at home is important to you, and for you.

Living in your own home has many benefits. You can plan your own day, and decide when to do certain things such as when to wake up and when to eat meals. You can do what you want, when you want.

Living in your own home means you can change your routine and surroundings to give you comfort and happiness. Remaining in your home

can bring a sense of calm, comfort and connection to cherished memories. You are less likely to get sick from others when you live in your own home.

Lakeland Care's goal is to help you live as freely as possible. Everybody, including people with disabilities and seniors, should be able to live at home with supports and be a contributing member to the community.

Living at home keeps you connected to your community - your grocery store, pharmacy, and your church. You can maintain your friendships, and your family and friends can visit you at any time.

Living at home may become hard due to sicknesses that affect your independence, health and safety. Options exist to support you to stay in your own home. Help with bathing, transportation, housekeeping, and home-delivered meals are just some of the services Lakeland Care offers.

Living at home is a more cost-effective option than moving to an assisted living setting. Your care team will consider assisted living only after all options to keep you living well and safe at home have been fully explored.

Your care team is one of the most important benefits to being a Lakeland Care member. Your care team is trained to support you with the necessary resources to make your life easier and safer while still living at home. Your care team will support you, your family and friends to be involved in your life.

There really is no place like home. Your Lakeland Care team is here to make your dream a reality. Lakeland Care is committed to making sure you are safe and cared for in your home.

Flu Season is here – Take Action to Fight Flu this Season

Flu is a serious contagious disease that can lead to hospitalization and even death. You have the power to protect yourself this season with these three actions to fight flu.

1. Get a flu vaccine. Everyone 6 months of age and older should get a flu vaccine by the end of October, if possible. The single best way to protect against the flu is to get vaccinated each year.
2. Take everyday actions to stop the spread of germs. Try to avoid close contact with sick people, and if you become sick, limit your contact with others. When possible, stay home for at least 24 hours after your fever is gone. Cover your nose and mouth with a tissue when you cough or sneeze, and wash your hands often with soap and water. If soap and water are not available, use an alcohol-based hand rub.
3. Take flu antiviral drugs if your doctor prescribes them. If you get the flu, prescription medicine called antiviral drugs can be used to treat flu illness. Antiviral drugs can make illness milder and shorten the time you are sick. They may also prevent serious flu complications.

If you would like further information on the flu, how to prevent the flu, and assistance in obtaining a vaccination, please talk to your care team.

Content adapted from www.cdc.gov/flu

Meet Stephanie: Living in an Interdependent World



“If you want to do something, you just have to figure out how to do it. There are not many things I won’t try at least once,” says Lakeland Care member, Stephanie.

Stephanie, a 31 year old woman living in Green Bay, was born with Osteogenesis Imperfecta (O.I.), also known as “brittle bones disease.” O.I. is a congenital condition manifested by weak bones and for some, short stature. After graduating high school in 2005, Stephanie attended St. Norbert College and graduated with a Bachelor of Arts Degree in Political Science. Given her interests in disability rights and advocacy Stephanie considered going to law school after graduation, but instead decided to work on disability policy in Washington, D.C. She describes her time living and working in the D.C. area as a “challenging, growth experience.”

Stephanie came back to Wisconsin in 2010 and became a volunteer working with inmates at the Brown County Jail through the Norbertine Volunteer Community. She credits this experience for influencing her choice to go back to school to obtain her Master’s Degree in Pastoral Counseling from Loyola University in Chicago. After living in Chicago for three years Stephanie moved back to Green Bay and rented for a while until her current accessible apartment became available. Stephanie is grateful to have an accessible place to live because she knows that not everyone with a disability is as fortunate; affordable housing is an issue across the United States, but it’s acutely difficult for people with disabilities.

“There have been times where I have had to re-think about what ‘independence’ means as a person with a disability. I have redefined my relationship with my disability to think more about being ‘interdependent’ and recognizing that allowing others to help me live a life full of vitality isn’t about being incapable, rather, it’s about honoring my limits and strengths,” she says.

Stephanie joined the Family Care Program in 2017 and is grateful for the support that Lakeland Care provides. She says, “With Lakeland Care, I have the sense that I’m more than just a member. I’m more than my medical diagnosis. For me, that’s really important – to be seen beyond my wheelchair.” The services she receives allow Stephanie to truly live “independently/interdependently” in a way that’s safe and comfortable.

Stephanie uses a power wheelchair during waking hours and in the past, she’s struggled to receive a wheelchair that meets her needs. “Being a little person presents its own set of unique needs and to have a wheelchair that enables me to successfully navigate the world means more than words can capture.” She also utilizes in-home technology; she uses her smart phone and tablet to lock her doors and turn her lights off and on by simply pressing a button. This kind of technology supports Stephanie to live more safely than before, when she had to climb on furniture to turn her lights on and off.

“Disability or no disability, anyone, by virtue of being human, will encounter road bumps. It’s how we navigate them that can make the difference.”

Stephanie is engaged throughout the Green Bay community, working with different volunteer groups and advocating for improved services for those living with mental health diagnoses. She co-facilitates a class on self-advocacy skills for high school students with varying disabilities, helps medical students practice certain skills, and has her own counseling practice. She also volunteers at the local homeless shelter and at a local drop-in resource center for people experiencing homelessness. Stephanie says “Being an engaged member of my local community, volunteering, and doing my best to leave the world a little better than the day before helps me stay true to my belief that, whether we want to acknowledge or not, we ARE all interdependent. I’m glad that I chose Lakeland Care and it’s because of my care team that I can continue to be me – disability and all.”

Screening for Dementia and Alzheimer's

Alzheimer's disease is the second most feared disease behind cancer. Nearly 22% of Americans rate Alzheimer's as the disease they are most afraid of getting. Lakeland Care staff are working to identify changes in members that may be early signs of the onset of dementia, Alzheimer's, or other memory problems.

Lakeland Care is responsible to assure its members stay qualified for the Family Care Program through a screening process developed by the Department of Health Services (DHS) at least annually. In addition to making sure members stay qualified, our team of Functional Screeners has started an early dementia screening for members who meet specific conditions. The conditions are as follows:

- over the age of 65,
- no current diagnosis of dementia, Alzheimer's Disease, Intellectual or Developmental Disability or Traumatic Brain Injury,
- is not on Hospice,
- is able to talk, and
- has not been screened for Dementia within the past 6 months.

Lakeland Care uses three screening tools. The purpose of the early dementia screening is to find potential memory problems. Early planning for dementia provides an opportunity to teach members, caregivers and families about dementia and allows for future planning. Early discovery and planning can be very important to making member lives better and keeping members in their homes.

Nearly three-quarters of Americans know or have known someone with Alzheimer's; 42 percent of Americans have or have had a family member with the disease. Nearly 89 percent of Americans say that if they were showing signs of confusion and memory loss, they would want to know if the cause is due to Alzheimer's disease.

Stats from <http://www.alz.org/care/overview.asp>

Nearly 800,000 Americans die each year from heart disease and stroke. Most of the major risk factors can be managed or prevented.

Risk factors and solutions for managing them



High blood pressure – Make control your goal.



High cholesterol – Work with your doctor on a treatment plan to manage your cholesterol.



Diabetes – Work with your doctor on a treatment plan to manage your diabetes.



Tobacco use – If you don't smoke, don't start. If you do smoke get help to quit.



Unhealthy diet – Eat a healthy diet, low in sodium and trans fats and high in fresh fruits and vegetables.



Physical inactivity – The Surgeon General recommends adults engage in moderate-intensity exercise for 2 hours and 30 minutes every week.



Obesity – Work to maintain a healthy weight.

Image from www.cdc.gov

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



www.facebook.com/lakelandcare

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Check out Lakeland Care's Updated Website!

We've made a few updates to our website that we would like to share with you! Our homepage layout has changed slightly. When you go to www.lakelandcareinc.com you will now see a tab for "Family Care." To access all of the Family Care information, click on the Family Care tab and you will still be able to access all the great Family Care information that we previously had on our website.

We also made several enhancements to our Provider Directory! You can now:

- Search multiple counties at once
- See results of residential providers by location of provider
- Search by target groups served (Alzheimer's, AODA, Corrections, Dementia, Developmentally Disabled, Handicapped Accessible, Has Hoyer, Infirm of Aging, Mentally Ill, Physically Disabled, Population Over 60, Population Under 60, Terminal Illness, Traumatic Brain Injury) in addition to searching by Provider Name, Specialty, and County.

To access the Provider Directory, visit www.lakelandcareinc.com, click on Family Care and then the "Find a Provider" button is in the top right hand corner.



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.

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Family Care is Wisconsin Medicaid

In order for you to remain enrolled in Lakeland Care's Family Care program, you must maintain your Wisconsin Medicaid (MA) eligibility. The Centralized Document Processing Unit (CDPU) sends Medicaid renewal packets to you yearly and you must complete it every year to be eligible for Medicaid.

You will be asked to submit verification of your:

- Current assets (such as bank accounts and life insurance cash value)
- Gross pension amounts
- Veterans Affairs (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. If you need help with the renewal process, Enrollment Coordinators at Lakeland Care can assist you by calling 1-877-227-3335.

The asset limit for most Family Care members is \$2,000. If your assets exceed \$2,000, you will be determined ineligible for the Family Care program. If your assets exceed \$2,000, this is a good opportunity for you to perhaps set up a burial fund. You may also choose to pay into the Estate Recovery Program. Members who are participating in the Medicaid Purchase Plan (MAPP) program may have up to \$15,000 in assets. For more information, please contact your care team.

The regional Economic Support Specialist may determine that you need to pay a cost share to be eligible for Medicaid. If you live in a facility, you will be charged a room & board fee. Lakeland Care will send you a bill every month for your cost share and room & board. If you are paying for any medical expenses out of pocket such as dental bills, eyeglasses, and some over the counter items, be sure to inform your Care Manager. These expenses may be considered Medical Remedial Expenses (MRE's) that can be used to reduce your monthly bill from Lakeland Care.

For your convenience, Lakeland Care has an automatic payment program for bill payment. If you choose, payment of your monthly charges can be automatically withdrawn from your bank account. If you would like to set up an automatic payment, contact your local Enrollment Coordinator to enroll in this program. Enrollment Coordinators can be reached at 1-877-227-3335.

TOP TIPS FOR FIRE SAFETY

-  Install smoke alarms on every level of your home, inside bedrooms and outside sleeping areas.
-  Test smoke alarms every month. If they're not working, change the batteries.
-  Talk with all family members about a fire escape plan and practice the plan twice a year.
-  If a fire occurs in your home, **GET OUT, STAY OUT and CALL FOR HELP.** Never go back inside for anything or anyone.

Content from www.redcross.org

Member Advisory Committee Members Needed

We are looking for members or legal representatives from Northeastern or North Central WI to join our Member Advisory Committee. Committee members give input related to Lakeland Care's performance, and the potential effects of changes in the long-term care and health care industries on members. Please email info@lakelandcareinc.com or call 877-227-3335 if you are interested in joining!

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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.

HIPAA/Privacy:

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

Member Privacy Right in Focus: Alternative Communication

Your right to request alternative communication means you have the right to request that Lakeland Care to communicate with you in a different way or at a different location. Some examples are:

1. Requesting to be contacted on your cell phone instead of your home phone.
2. Requesting certain information be sent to you electronically through email instead of in paper form.

If you would like to request alternative communication, you have to fill out the Request for Alternative Communication form. You can request this form from your care team. Lakeland Care will do its best to accommodate your request.

Fraud, Waste and Financial Abuse:

It is everyone's responsibility to help prevent and detect fraud, waste, and financial abuse. As a member, you can help prevent fraud, waste, and financial abuse. Make sure to update your care team about changes in your needs, when you will be away from home, or in the hospital. Also, be aware of potential fraud, waste and financial abuse and know how to report it.

Examples of Fraud, Waste and Financial Abuse:

- Abuse of hours by SDS workers
 - * Do not sign time sheets in advance for your SDS workers.
 - * Verify the hours your SDS workers worked, then sign their time sheet at the end of each pay period. This will also ensure your signature is not forged.
- Selling resources that were funded through the Family Care program (e.g. transportation vouchers, durable medical equipment)
 - * Do not give away or sell these resources for personal gain. These items are for your use only.
 - * If you no longer need the resources provided, update your care team.

How to Report:

Fraud, Waste and Financial 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.

HIPAA/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

Email: compliance@lakelandcareinc.com

You may also contact your Care Team!

Success in these efforts is essential to maintaining a system that is affordable for everyone.

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

Special Points of Interest in this Edition:

- Message from the CEO
- There's No Place Like Home
- Flu Season is Here
- Meet Stephanie
- Screening for Dementia and Alzheimer's
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- Lakeland Care's Updated Website
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- Protecting Our Members

DHS Approval 10/29/18

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:

Crivitz	308 Henriette Avenue
Fond du Lac	N6654 Rolling Meadows Drive
Green Bay	2985 S. Ridge Road
Manitowoc	3415 Custer Street
Oshkosh	500 City Center
Rhineland	232 S. Courtney Street
Shawano	607 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**

