



LAKELAND CARE

Local. Compassionate. Dependable.

Network News

Keeping Providers Informed

Dear Lakeland Care Providers,

On October 23rd, Lakeland Care, Inc. (LCI) held its third Provider Network Advisory Committee (PNAC) meeting of 2018. I am pleased to share that we had an excellent turn out; over 20 different providers attended. If you have yet to attend a PNAC meeting, I would encourage you to join the committee and attend in 2019. My goal is to have 50 individuals representing our providers in attendance at future PNAC meetings and I would love for you to join us and share in the powerful voice we have together.

The following is a summary that our CEO, Katie Mnuk shared.

- LCI has completed our annual business plan for the Department of Health Service (DHS). Final rates have been issued and the business plan has been approved by DHS.
- Lakeland Care leadership attended the Fall Wisconsin Health Care Association/Wisconsin Center for Assisted Living (WHCA/WiCAL) Provider CEO/Family Care MCO Round-table conference. Below is a brief highlight of items discussed:
 - Workforce shortage and how providers are addressing this issue
 - Possibility of MCO's moving towards value-based purchasing
 - Development of a letter template for providers to share with members when contracting issues come up between an MCO and a provider
 - Creating a stakeholder committee to discuss changes to the Family Care program and ways to strengthen the program
- The Family Care program is seeing an increase in services to individuals coming from the Corrections System. Internal discussions are being had, as this is a relatively new population for the Family Care program. Lakeland Care is focusing on the safety of the public, while still ensuring the member's needs are being met in the community.

As always, thank you for being a part of our provider network and serving our members, allowing them to live the most independent life possible. I hope you have had a truly wonderful holiday season and spent time with family and friends!

Thank you,

Mike Kristmann,
Network Relations Director
Lakeland Care

There's No Place Like Home



Lakeland Care is renewing our commitment to the Family Care program core value of supporting members to live well in their own home or apartment, among family and friends. We also want members to be integrated into their communities to the fullest extent possible.

Lakeland Care partners with our providers and members to ensure members are supported with the right level of service, at the right time and in the right place, to meet their needs and long-term goals. Our care teams will be focusing on maintaining members in the most integrated setting possible.

Lakeland Care also recognizes that circumstances may exist where placement in a residential setting may be more effective, and/or cost-effective to support the member's needs. Lakeland Care will serve members in residential settings when member's health and safety needs indicate this is necessary.

In the coming year, Lakeland Care will be strengthening efforts on ensuring that we support the member in their natural setting, with necessary supports prior to considering a more restrictive placement. Thank you for your time and continued commitment to Lakeland Care members.

Meet Alex, Lakeland Care Member



Alex is a 30-year old woman who leads an independent life. She is active in her community and meets up with friends for activities. She enjoys going to the zoo, playing bingo, watching movies, swimming, riding her bike, going to the library and out to eat. In Special Olympics, Alex plays flag football and recently went to nationals in Washington, D.C. Occasionally, she volunteers at the Humane Society.

Alex also has a job working in her community. She's a housekeeper at a local hotel, where she independently performs her work duties and receives positive reviews from her supervisor.

Alex has overcome much in her life. Abused as a young child, she then lived in foster care homes until she turned 18. After that she moved to a group home and then lived in a private adult family home for three years. Now, Alex lives in her own apartment in Oshkosh and she's proud of the independence she's achieved.

As a member of Lakeland Care, Alex set a personal goal to live on her own without assistance, and she's been working hard to achieve that objective. In 2017 she moved into her own apartment and since then Alex has steadily been decreasing her supportive home care workers' check-ins with her. With their support Alex has begun to independently schedule and attend her medical and dental appointments, and she has reduced the frequency of assisted shopping trips.

Alex has a great attitude and has already achieved much in her life, but she wants to continue to learn and grow. She enjoys being responsible for herself and appreciates the support she receives from her guardian Lisa, her caregivers, and her care team from Lakeland Care. Soon, she hopes to move in with her boyfriend of three years, get her driver's license, and become her own guardian. Alex is excited about her future and will continue to work hard for what she wants. She's focused on achieving her goals so she can live the life of her dreams.

2018 Q3 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 Lakeland Care 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.

HIL, The Winds – Jenah S.

“Thank you to Jenah for going above and beyond for a member during his end of life journey. Jenah put her personal needs and family to the side and stayed with him through the evening and night so that she could be with him when he passed. Jenah showed the utmost compassion and respect towards the member and his family during a difficult time. She ensured that an already difficult journey was a bit easier by being there, listening, and helping where needed. Jenah made sure the member remained comfortable and the family only had to focus on him. She truly has a heart for those she cares for it shows each and every day.” – Nominated by Jessica

Theilman Home Improvements LLC – Eric T.

“Thank you to Eric for his sensitivity and kindness toward our members. Eric’s respect, patience and understanding of concerns, stressors and the impact of the work to be done on the home owner /member was appreciated and contributed to a comfortable environment and working atmosphere for all involved. The shower was installed efficiently, in a timely fashion. The space was trimmed out nicely leaving a clean new showering area. Eric matched the paint exactly and provided choices for our member with products when he was able. The space is usable and accessible. Eric’s professional demeanor and competent approach to the remodel was noticeable and appreciated.” – Nominated by Rebecca and Candy

Lamers Bus Lines, Inc. - Karen H.

“We would like to recognize Lamers Bus Lines Inc. for the outstanding services provided to our members. In particular, Lakeland Care would like to recognize Karen H. and her consistent ability to provide excellent customer service. It was reported to Lakeland Care’s Network Relations and Quality staff that Karen is reliable, timely in her communication, and goes above and beyond to meet members’ needs in providing transportation services. Due to Karen’s ability to consistently provide extraordinary customer service, Lakeland’s care managers call her first to arrange transportation.” – Nominated by Network Quality Department and Network Relations Department

Provider Incident Reporting Training is Now Available

Provider Incident Reporting Training is now available for providers and provider staff members on Lakeland Care’s website. Our homepage layout has changed slightly. Now when you go to www.lakelandcareinc.com you will now see a header for “Family Care”. To access all of the Family Care information, click on the Family Care header.

To access the trainings, click on the “Providers” header and select “Provider Education and Training.” The Incident Reporting Training is located under “Risk Management”. Here, you will find a video training as well as the test and test answers for providers and provider staff to utilize. Lakeland Care plans to have training related to Medication Error Risks and Prevention available on our website in the first quarter of 2019.



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

www.facebook.com/lakelandcare



Compliance Updates



HIPAA & Program Integrity:

Lakeland Care has a duty to protect its members and ensure they are receiving the best care possible. One way Lakeland Care 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 Lakeland Care 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:

There are three types of HIPAA violations that can occur. These violations are classified as incidental, accidental and intentional.

1. Incidental violations occur when the use or disclosure of member PHI cannot be reasonably prevented.
 - Example: Someone overhears a conversation with or about a member from outside a closed room.
 2. Accidental violations occur when member PHI is mistakenly disclosed to an unauthorized person.
 - Example: Sending an email that contains member PHI to the wrong recipient.
 3. Intentional violations occur when someone carelessly or deliberately uses or discloses member PHI without consent.
 - Example: Intentionally disclosing member PHI to a person without consent knowing that it is wrong.
- HIPAA violations need to be reported to LCI within ten (10) days of discovering the violation.

Program Integrity - Fraud, Waste, and Financial Abuse:

Program Integrity is the prevention, detection and prompt correction of fraud, waste, and financial abuse. The Service Verification Audit helps Lakeland Care maintain program integrity by regularly conducting random reviews of claims submitted by our contracted providers. Each provider could be selected for this audit every 1-2 years. At which point, Lakeland Care requests one form of supporting documentation verifying the hours the provider billed are for the hours the agency provided. If you have any questions when you receive this request, please do not hesitate to reach out to the Compliance Department.

Reporting Fraud, Waste and Financial Abuse:

Everyone has a responsibility to report a suspected fraud, waste, or financial abuse violation of Lakeland Care 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: fraud@lakelandcareinc.com

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

HIPAA/Privacy Violations:

All HIPAA/Privacy violations need to be reported immediately.

Contact: Julianne Cox, Compliance Director		Brintney Cournoyer, Compliance Specialist
920-425-3947 (phone)	OR	920-425-3836 (phone)
julianne.cox@lakelandcareinc.com		brintney.cournoyer@lakelandcareinc.com

Email: compliance@lakelandcareinc.com

After-Hours On-Call Phone Number for Service Authorizations Only



Lakeland Care’s after-hours on-call phone number for providers is intended to be utilized outside of our normal business hours, which are 8:00am to 4:30pm Monday through Friday, for the purposes of authorizations only.

In recent months, we have seen a significant increase in the number of providers utilizing the on-call phone number for emergency purposes.

To access the on-call phone number for authorizations please call 866-359-9438.

Network Relations Team Contact Information

Mike Kristmann	Network Relations Director	920-906-5100	mike.kristmann@lakelandcareinc.com
Lauren Doro	Network Relations Manager - Fond du Lac	920-906-5819	lauren.doro@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
Jill Wroblewski	Provider Specialist - Green Bay	920-425-3883	jillian.wroblewski@lakelandcareinc.com
Joe Ware	Provider Specialist - Oshkosh	920-456-3231	joseph.ware@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 Assistant - Fond du Lac	920-906-5867	loryn.strook@lakelandcareinc.com
Emily Batson	Network Relations Assistant - Fond du Lac	920-906-5874	emily.batson@lakelandcareinc.com

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
RHINELANDER | 232 S. Courtney Street*
SHAWANO | 607 E. Elizabeth Street*
STEVENS POINT | 5474 Hwy 10 East*
WAUSAU | 501 S. 24th Avenue, Suite 100*

lakelandcareinc.com
1-877-227-3335

*By appointment

