



# 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:

Summer is finally here! For many, it's a time to relax and enjoy great weather, and I hope you have that opportunity. No matter the season, here at LCI we continue to work hard each day to help you achieve your goals and live your dreams. Your care team is a key part of that effort, so please continue to provide feedback and share your goals with them, so we can best support you. At Lakeland Care, you are at the center of everything we do.

If you're of working age, your care team may have recently talked to you about a job. We want to know, do you want to work and if so, what do you want to do? If your goals include work, we're here to help you explore what that means. What kind of work will make your day complete? What do you like to do? We will help you build the skills you might need, to find and keep a job.

Do you ever wonder about how to share your views with us? As a member or family member, Lakeland Care likes to hear your perspectives and ideas. There are lots of ways to share your views with us. Every year, the UW Survey Center sends out satisfaction surveys to people in Family Care. These surveys are sent to a random subset of Lakeland Care members, usually in the summer. Please watch for that survey in your mailbox. If you receive one, I hope you will fill it out and send it back. Your feedback each year helps us keep improving our work with you.

Even if you don't get a survey you can still be heard. If you'd like a voice in Lakeland Care activities on an ongoing basis, please consider joining our Member Advisory Committee. The group includes members and family members like you, plus some community and provider representatives. We meet four times each year. At these meetings Lakeland Care staff share information about Family Care and member-related information, and hear feedback and ideas from you.

The Member Advisory Committee is a great way to be more involved with Lakeland Care and help us continue to improve. We want to be sure all of the areas Lakeland Care serves have a voice there. If you join, you can attend meetings in person or from your local LCI office, or by phone or computer. We'll help you be heard. For more information about the Committee, see page 4. And, let us know if you're interested in joining.

Lakeland Care continues to grow and improve, so I want to alert you to a change coming for us later this year. Lakeland Care is switching to a new internal computer system. What will that mean for you? While your care plan may look different, the services on your care plan will not change because of this upgrade. Some of our papers will look different, and some may even be shorter and easier to follow. Your team continues to be your resource about your care and supports, so whenever you have any questions please reach out to them.

Lakeland Care is your local, compassionate and dependable Family Care resource. We're glad you've chosen to work with us to meet your goals and live your dreams!

Enjoy your summer,

Sincerely,

Katie Mnuk, CEO



# PROVIDING MEMBERS WITH EXCELLENT CARE

Our goal is to provide all members of Lakeland Care with excellent care!

Excellence in care begins with the connection (or relationship) each member has with their care team. The primary goal of your care team is to be sure you feel respected in the relationship you have with them. We want you to feel heard, personally cared for, included in decision-making, and have the people you want involved in supporting you be a part of the care plan we develop together.

What else do we focus on?

- Timely responses to your requests. We want to be sure you get the help you need. The care team will respond to any requests quickly and decisions will be made with your involvement, to be sure you are getting the supports and services you need.
- Development of a care plan that identifies your needs and goals. It will include the ways Lakeland Care will be supporting you in accomplishing what is important to you. We are committed to your success!
- It is our goal to always exceed your expectations. If you have concerns, or your needs are not being met, we want to hear from you. This is how we will improve our care to you.

# WISCONSIN MEDICAID RENEWALS

Did you know the Family Care program is a form of Wisconsin Medicaid (MA)? Members enrolled with Lakeland Care need to complete yearly reviews to maintain eligibility. This review process is called MA recertification. Yearly, all members receive a renewal packet that is sent by the Centralized Document Processing Unit (CDPU). Each member is asked to submit verification of current assets such as bank accounts, life insurance cash value, gross pension amounts and VA benefits. It's very important to complete the renewal and provide the verification as soon as the renewal packet is received to avoid delays in processing your recertification. If the renewal isn't completed on time, you could experience an interruption in your Medicaid services. The renewal process can be confusing so please reach out to Lakeland Care Enrollment Coordinators and your care team for assistance!



# YOUR OPINION MATTERS:

## Member Satisfaction Survey

Thank you to our members who participated in the 2018 Member Satisfaction Survey. In 2018, the Department of Health Services (DHS) began conducting the Member Satisfaction Survey instead of Lakeland Care. The DHS randomly selected current Lakeland Care members to survey.

Lakeland Care members responded at a rate of 46.6% which is fantastic for a mailed survey. Lakeland Care's positive response average exceeded the industry average in all twelve satisfaction questions. The results reflect that we are continuing to strive towards providing excellence in member care and services. Thank you again for taking the time to provide your feedback.



Similar to 2018, the DHS will be conducting the 2019 Member Satisfaction Survey. Even though Lakeland Care does not conduct 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 your care team. 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 may arrive in your mailbox from the University of Wisconsin (UW) Survey Center sometime between July and September if you are randomly selected to participate.

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**

## SELF DIRECTED SUPPORTS (SDS)



A core value of Family Care is promoting member self-determination and independence. At Lakeland Care, members have the choice to participate in Self-Directed Supports (SDS). SDS provides members the opportunity to coordinate their services and supports. SDS allows members to be involved and have responsibility of their care plans to achieve their long-term care outcome (LTCO)s.

Through SDS, members can choose to hire family, neighbors, friends, or can advertise for potential employees. The member is considered the legal employer of the SDS employee(s) and is responsible for recruiting, hiring, establishing wages, training, supervising, and, if necessary, terminating their SDS employees. The member chooses and works with a Fiscal Management Service (FMS) agency who is responsible for all employee payroll functions.

If you feel SDS is right for you, please contact your care team for further information on how you can self-direct your services and supports.



**Stay connected with Lakeland Care! Follow us on Facebook!**

**[www.facebook.com/lakelandcare](http://www.facebook.com/lakelandcare)**

# LET YOUR VOICE BE HEARD:

## Join Lakeland Care's Member Advisory Committee!

If you would like a voice in Lakeland Care activities on an ongoing basis, please consider joining our Member Advisory Committee! We're searching for members and representatives to join our committee who live in these counties:

- Door
- Lincoln
- Langlade
- Marathon
- Marinette
- Menominee
- Oconto
- Oneida
- Portage
- Shawano
- Vilas
- Wood

The group includes members and family members like you, plus some community and provider representatives and meets four times a year. At these meetings Lakeland Care staff share information about Family Care and member-related information, and hear feedback and ideas from you. If you join you can attend meetings in person, or from your local Lakeland Care office, or by phone or computer. We'll help you be heard. The Member Advisory Committee is a great way to be more involved with Lakeland Care and help us continue to improve.

If you are interested in joining or would like more information, please call us at 877-227-3335 or email [info@lakelandcareinc.com](mailto:info@lakelandcareinc.com).

## MEET CAROL, LAKELAND CARE MEMBER



Sometimes, an apartment is more than just a place to live. Carol's life in the community centers around her apartment. She loves living there, and decorated it with help from her friends Dawn and Gene, her team from Lakeland Care, and her rep-payee. Carol fixes her own breakfast and lunch, administering her medications and takes care of herself. She keeps the apartment clean and does her own laundry.

As a little girl Carol had a stroke which left her with weakness on one side of her body. As the result of the stroke Carol lived with family until her early 20s, then later lived in adult family homes. After many years living with others Carol decided she was ready to live on her own. She moved into her apartment at age 56.

Carol loves her jobs and is able to work independently. Her apartment is close to where she works cleaning at a local gas station, a restaurant and a church. Since moving into her own place Carol has had a lot more involvement with her family; her dad, sister and brother all come to visit her there. She also looks forward to visits with Dawn and Gene from the adult family home, who've been like family to her for 17 years.

Carol has made lots of friends within her apartment complex, where she frequently walks for exercise and attends other activities. Through Family Care Carol is set up with Self-Directed Supports (SDS) services that assist her with things like shopping and money management. Carol's SDS workers have also helped her learn to ride the city bus so she can be even more independent.

Carol is very active. She participates on Special Olympics' bocce ball and bowling teams, and placed second in the Special Olympics bowling tournament. Every year Carol attends the Christian Special Touch Camp, which she absolutely loves.

Carol loves living in her apartment, and her life has been enriched through living, working and recreating in her community. She enjoys leading a more independent life.



# SUN SAFETY TIPS



Protect yourself and family from skin cancer!

## ***Stay Sun-Safe Outdoors***

- Seek shade, especially during midday hours. This includes 10 am to 4 pm, March through October, and 9 am to 3 pm, November through February. Umbrellas, trees, or other shelters can provide relief from the sun.
- Be extra careful around surfaces that reflect the sun's rays, like snow, sand, water, and concrete.
- Wear sun protection gear like a hat with a wide brim and sunglasses to protect your face and eyes.
- Sunglasses protect your eyes from UV rays and reduce the risk of cataracts and other eye problems. Wrap-around sunglasses that block both UVA and UVB rays offer the best protection by blocking UV rays from the side.
- Wear a long-sleeved shirt and pants or a long skirt for additional protection when possible. If that's not practical, try wearing a T-shirt or a beach cover-up.
- Apply a thick layer of broad spectrum sunscreen with a SPF of 15 or higher at least 15 minutes before going outside, even on cloudy or overcast days. Reapply sunscreen at least every 2 hours and after swimming, sweating, or toweling off.

## ***Choose Sun-Safety Strategies that Work***

Broad spectrum sunscreen with a SPF of 15 or higher is important, but it shouldn't be your only defense against the sun. For the best protection, use shade, clothing, a hat with a wide brim, and sunglasses, as well as sunscreen.

Content from [www.cdc.gov](http://www.cdc.gov)



## MEMBER EMPLOYMENT NEWS

Lakeland Care would like to thank all of our members and the people close to them who have been participating in discussions about opportunities to participate in Competitive Integrated Employment. We hope that you have found those conversations as valuable as we have! Based on the results of these discussions, Lakeland Care is supporting members to move forward in their individual path to their desired careers.

Everyone between the ages of 18 and 45 will have participated in conversations about their interest in Competitive Integrated Employment by mid-year, and members age 46 and older are also welcome to talk with their Lakeland Care team about how they can pursue enjoyable, rewarding work situations, if they would like to. Lakeland Care is here to support you along the way to the career you want!

## ASK THE LAKELAND CARE EXPERT...

**Dear Lakeland Care Expert:**

**Power of Attorney for Healthcare or Power of Attorney for Finances:  
How do I know which is right for me?**

Great news, both documents may be right for you! A person can have both a Power of Attorney for Health Care and a Power of Attorney for Finances in place. Each document serves a different purpose.

The Power of Attorney for Health Care lets your doctors and support system know what medical treatment you would want. It also allows someone to make medical decisions for you in the event you cannot express your wishes yourself.

The Power of Attorney for Finances is a vital part of your financial and estate planning. It allows you to select someone to make key financial decisions for you. If you allow, this person could manage your money, pay your bills, file taxes and assist you to sell your car or home.

For each kind of document you can name one or more people as your agents. The agent's job is to uphold the wishes you express in your documents. Your agent should be someone you trust, someone who is organized and someone who is financially responsible. You may also want to select someone who is trusted by others in your family. Your agent should be someone you know will communicate well when carrying out your wishes as you had intended. Contact your care team if you would like to create a Power of Attorney.





# PROTECTING OUR MEMBERS

As a member of Lakeland Care (LCI), your long-term care supports are funded through the Medicaid health system. LCI has a duty to protect you and ensure you are receiving the best care possible.

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

Committing fraud is a person lying on purpose to obtain money or services that he/she (or another person like a SDS worker) would not have otherwise received.

## **Examples of Fraud:**

- A member signing time cards for a SDS worker for hours they did not work.
- A member selling items received through the Family Care program for money.

## **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](mailto: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](mailto: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.***

## 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](http://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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Local. Compassionate. Dependable.

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UMS

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

## Special Points of Interest in this Edition:

- Message from the CEO
- Providing Members with Excellent Care
- Wisconsin Medicaid Renewals
- Your Opinion Matters - Member Satisfaction Survey
- Self-Directed Supports
- Let Your Voice Be Heard: Join Lakeland Care's Member Advisory Committee
- Meet Carol, Lakeland Care Member
- Sun Safety Tips
- Member Employment News
- Ask the Lakeland Care Expert
- Protecting Our Members
- Member Rights

DHS Approval 6/10/19

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

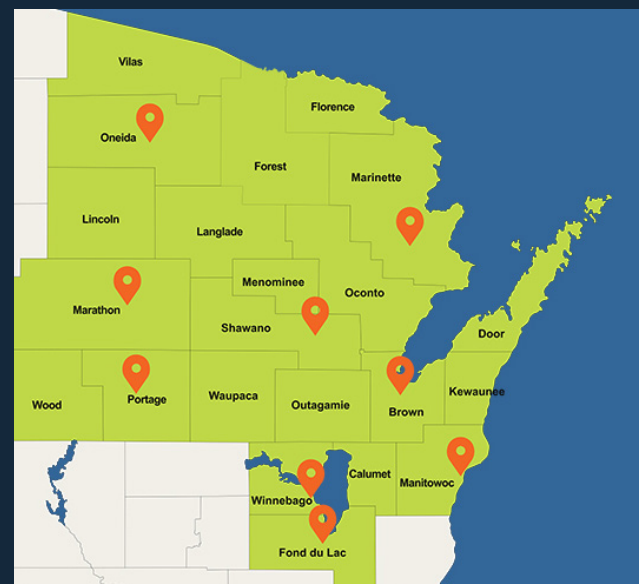
[www.dhs.wisconsin.gov/adrc](http://www.dhs.wisconsin.gov/adrc)

## For more information about Lakeland Care, contact us:

<b>Crivitz*</b>	308 Henriette Avenue
<b>Fond du Lac</b>	N6654 Rolling Meadows Drive
<b>Green Bay</b>	2985 S. Ridge Road
<b>Manitowoc</b>	3415 Custer Street
<b>Oshkosh</b>	500 City Center
<b>Rhineland*</b>	232 S. Courtney Street
<b>Shawano*</b>	607 E. Elizabeth Street
<b>Stevens Point*</b>	5474 Hwy 10 East
<b>Wausau*</b>	501 S. 24th Avenue, Suite 100

**[www.lakelandcareinc.com](http://www.lakelandcareinc.com)  
1-877-227-3335 | TTY 711**

*\*By appointment*



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