



Network News

Keeping Providers Informed

Dear Lakeland Care Providers,

This past July we asked all providers to complete a survey that would help us evaluate how Lakeland Care can improve our business partnership. We received a lot of great data and many comments, sharing ideas for change and things we do well. Currently, we are analyzing this information and will share more on the changes we make based on your feedback. Thank you for taking the time to complete the survey!

At a recent Provider Network Advisory Committee (PNAC) meeting, we asked for feedback on our new electronic records system. The feedback was taken back to our developer and improvements were made. During our July PNAC meeting, we displayed our new provider portal which is going live November 1st, 2019. Training dates are being scheduled for providers in October. There are many improvements to this new system, and it will be extremely user friendly.

By becoming a PNAC committee member, you will stay up to date on happenings within Lakeland Care. To sign up, please email me at mike.kristmann@lakelandcareinc.com. Here is a brief update from our last Provider Network Advisory Committee meeting, held July 17th, 2019.

- Request for Proposals (RFP) - State issued requests for GSRs 9 (Fond du Lac, Winnebago, Manitowoc), 10 (Waupaca, Outagamie, Calumet) and 13 (Shawano, Menominee, Brown, Door, Kewaunee, Oconto, Marinette) – 13 of 22 LCI counties
 - LCI won bids to continue serving in 9,10,13
 - In GSR 13, Inlusa won the bid and will replace Care Wisconsin
 - In GSRs 9 and 10, Inlusa won the bid and will replace Community Care Inc. (CCI)
 - CCI has filed a protest – DHS issued a “stay” for GSRs 9 and 10 pending review and the resolution of that protest. Business will remain as usual until the review is complete.
- Room and Board Rate Setting - DHS is reviewing standardized calculations, with a potential roll out in 2021.
- Electronic Visit Verification (EVV) - On August 19, 2019, the Centers for Medicare and Medicaid Services (CMS) granted Wisconsin’s Department of Health Services (DHS) approval of its electronic visit verification (EVV) good faith effort exemption request. With this approval, DHS will implement the EVV requirement for personal care services in calendar year 2020 without the risk of being fined for noncompliance.
- The Long Path- DHS planning initiative
 - Looking ahead 10-15 years at the current long-term care system and how to make improvements for current and future generations of older adults and people with disabilities. DHS is looking for board engagement across the state, this will be a 2 to 3 visioning initiative with the Long-Term Care Advisory Council as the steering committee. More information will be available later this year and early 2020.

Respectfully,

Mike Kristmann
Lakeland Care’s Network Relations Director

Community Integration Department

Lakeland Care is very excited to announce the creation of the Community Integration Department. This team consists of two Employment Specialists, a Self-Directed Supports (SDS) Specialist and a Wellness and Prevention Specialist, led by the Community Integration Manager, Rose White. This team is a key resource in supporting Lakeland Care's re-commitment to the Family Care core value of individuals living well in their community. Living well involves inclusion and participation in activities, events, and for the purpose of this article, the opportunity to participate in competitive integrated employment.

The role of the Employment Specialists is similar to the role of the former Employment Services Coordinator. The Employment Specialists serve as a resource and support to IDT staff and providers, specific to Competitive Integrated Employment, Prevocational Services, and Day Services. Providers should still contact IDT staff for member-specific matters, as the Employment Specialists are a resource and support for more high level, global matters. In the near future, the Employment Specialists will be scheduling meet & greets and tours with providers. For more information about the Community Integration Department and Employment Specialists, feel free to contact Rose White, Community Integration Manager at Rose.White@lakelandcareinc.com

Meet Your Network Relations Staff

Lakeland Care's Network Relations Division will be using the Provider Newsletter as an opportunity to highlight a different member of the Network Relations team. Each quarter a new team member will be highlighted allowing providers to learn more about the Network Relations staff they work with.

Jillian Wroblewski is the Network Relations Supervisor located out of LCI's Green Bay office. She supports the Provider Specialist's throughout Lakeland Care's 22 county service region and has been with LCI since May 2015.

Jill relocated to Green Bay from the Milwaukee area where her previous experience includes insurance verification for numerous PT/OT clinics, emergency intake at Milwaukee County Mental Health and grant-funded work at the Waukesha Memorial Hospital's Regional Cancer Center.

"Although member contact within Network Relations is minimal, I enjoy collaborating with providers as well as interdepartmentally at LCI to ensure continued member success and seeing the positive impact our work has out in the community."

When she's not working, Jill enjoys baking, traveling, watching Marvel movies, spending time with friends & family and photographing weird roadside attractions.



Q2 2019 C.A.R.E. Award Winners

Lakeland Care continues to recognize outstanding providers through the C.A.R.E. (Compassion, Accountability, Respect and Enrichment) Award. 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 chooses three providers/caregivers from all care team submissions and the committee utilizes the C.A.R.E. principles to honor the recognized providers.



HME Home Medical, Amy Plagenz and Cory Te Kulve

It was reported to LCI Network Relations and Quality staff that HME Home Medical assisted our member when he was not able to operate his ceiling lift. It was determined that there was an issue with the hand control. HME Home Medical communicated promptly and professionally with the care team and our member when assessing the ceiling lift defect. Assessment and repair were completed timely.

“HME Home Medical assisted with moving a members ramp to three locations within a month. HME Home Medical timely provided a quote to move the ramp for each location. When it was learned that the property where the ramp was located was being rented to new tenants, HME Home Medical moved the ramp and stored it until the care team could review the pending quotes. HME Home Medical remained in contact with the care team when weather delayed a scheduled install. HME Home Medical also communicated with the member to ensure he remained updated. HME displayed very courteous customer service and flexibility with this unique situation.” – Nominated by Network Quality and Network Relations departments



Advanced Medical Transport, Grant Bornbach

“Thank you for your assistance with our member as she underwent the most difficult time in her life. You were the person to take her to treatment each day and ensured her safety above and beyond what any provider would be expected to do. Beyond that, you also took it upon yourself to help her recover from a traumatic event and ensured that her care team and other providers were aware so they could further assist her once you dropped her off. Your high level of accountability in ensuring her safety and wellbeing along with the respect and compassion you showed her, exemplifies Lakeland Care’s high-quality standards and we look forward to continuing to work with you for our member’s safety and enrichment for years to come.” – Nominated by Elysia W. and Ann H.



Veleke AFH, Mickey Veleke

“Thank you for always being there by going the extra mile for the Lakeland Care members you serve. You are so great at coordinating appointments, teaching daily living skills and providing fun! The extras such as camping, volunteering, and community activities, have such a positive impact on Lakeland Care members. Thank you for being so amazing!” – Nominated by Corissa G.

Implementation of new systems: TruCare, eVIPs, and LCI Data Clarity Provider Portal Coming November 1

Over the last few years, Lakeland Care, Inc. (LCI) has been evaluating our current electronic records system, MIDAS. Lakeland Care currently uses MIDAS for all functions within Care Management, provider management and provider portal. In the fall of 2018, after extensive evaluations were done on various systems, LCI made the decision to move towards a new system. Casenet was the provider of choice, with their TruCare program. TruCare is a great system to meet all of LCI's Care Management needs however it does not have the ability for everything to be done with one all-encompassing system, which allows us to have systems specific to each purpose we need. Symplar/Vistar's provider management software eVIPs was chosen for the provider management system. eVIPs will house all provider data management including credentialing, contracting, network management, quality improvements, and ongoing monitoring and compliance. A new provider portal called LCI Data Clarity Provider Portal will be made available to provide authorizations. Much work has been done internally on these new systems. LCI will be transitioning to these systems effective November 1, 2019. Here are a few highlights providers need to be aware of.

New Systems:

Care Management System- TruCare (go live 11/1/19)

Provider Management System- eVIPs

Provider Billing- LCI will continue to use WPS (no changes to providers)

Provider Portal- a new provider portal for service authorization (go live 11/1/19)

Trainings:

LCI contracted providers will receive training on the new Provider Portal in the month of October. Watch for more information to come on the trainings.

While LCI will still be using WPS for billing after November 1, 2019 there will be some changes for Lakeland Care Providers with the transition of systems.

- 1. Member ID on WPS claims submissions:** Transitioning from a nine-digit SSN to a nine-digit WPS assigned member ID. Either number for claim submissions (any date-of-service) is acceptable. Providers are encouraged to use the new WPS assigned number instead of the SSN.
- 2. Beginning 11/1/19,** the new WPS member number will display on the paper Provider Remittance Advice (previously, the SSN was not displayed).
- 3. Service Authorizations:** Existing service authorizations should be used for dates-of-service through 10/31/19. New authorizations will be generated for any dates of service prior to or after 11/1/19. Providers must bill the appropriate authorization number that corresponds with the date of service submitted on the claim.
- 4. Move-It spreadsheet submission process:** Providers are encouraged to bill the new WPS assigned member number starting in November of 2019. Dates-of-service cannot span the 11/1/19 date. There are no other changes to this process.
- 5. Claim submissions:** Providers are encouraged to bill the new WPS assigned member number. Dates-of-service cannot span the 11/1/19 date. Providers must bill the appropriate authorization number that corresponds with the date of service submitted on the claim.

For more information on any of the new system please reach out to Network Relations Manager, Lauren Doro at Lauren.Doro@lakelandcareinc.com or 920-906-5100

Free Training: Medication Error Prevention Training Part 1 & Part 2

The trending of incident data gathered by Lakeland Care, Inc. (LCI) throughout 2018 and to-date in 2019, shows that Medication Errors are among the highest percentage of total incidents reported by LCI contracted providers. Approximately 25% of provider incidents reported each quarter involved medication errors. Fortunately, the majority resulted in no harm to LCI members. However, based on those statistics and the fact that medication errors are preventable, Medication Error Prevention Training Part 1 was made available for providers and provider staff members on Lakeland Care, Inc.'s website in January of 2019. Now, Medication Error Prevention Training Part 2 will be available on LCI's website in late September 2019.

To access these free trainings, go to www.lakelandcareinc.com and click on the "Family Care" header. Click on the "Providers" header and select "[Provider Education and Training](#)". The Medication Error Prevention Training Part 1 and Part 2 are located under "Risk Management". Each part includes a recorded video training as well as a test and test answers for providers and provider staff to utilize. Part 1 of the training includes medication error definitions, contributing/controllable factors and consequences associated with medication errors. Part 2 of the training on Medication Error Prevention includes a short review of Part 1 training as well as high-risk medications and utilizing consistent techniques to prevent errors. Combined with a discussion specific to the provider's medication administration processes, each part of this training could be used for one hour of a staff member's continuing education requirements, utilized in a plan of action for frequent medication errors as part of a process improvement plan, or serve as an educational component for a plan of correction.



Make It Your Business to Fight the Flu

FIGHT FLU

Promoting the Seasonal Influenza Vaccine

What's the best way to prevent influenza?

The best way to prevent influenza (flu) is with yearly vaccination (inactivated, recombinant or nasal spray flu vaccines). Yearly vaccination is important because influenza is unpredictable. The seasonal flu vaccine protects against the influenza viruses that research indicates will be most common during the upcoming season. It is recommended that all people ages 6 months and older who do not have a contraindication to the vaccine, receive it annually. People with severe, life-threatening allergies to the flu vaccine or any ingredient in the vaccine, should NOT get the flu shot.

Why get vaccinated?

By getting vaccinated, you help protect yourself, your family, your patients and your clients. Influenza (flu) can be a serious disease that can lead to hospitalization and sometimes even death. You can get the flu from patients and coworkers who are sick with it. Influenza viruses are spread mainly by droplets made when people with flu cough, sneeze or talk. These droplets can land in the mouths or noses of people who are up to about 6 feet away or possibly be inhaled into the lungs. Less often, a person might get the flu by touching a surface or object that has flu virus on it and then touching their own mouth or nose. If you get the flu, you can spread it to others even if you don't feel sick. Flu vaccination can reduce flu illnesses, doctors' visits, and missed work and school due to flu, as well as prevent flu-related hospitalizations. There is data to suggest that even if someone gets sick after vaccination, their illness may be milder. Since health care workers may care for or live with people at high risk for influenza-related complications, it is especially important for them to get vaccinated annually. Flu vaccines CANNOT cause flu.

Why should employers encourage their employees to get vaccinated?

The annual direct costs, such as hospital and doctor's office visits and medications of influenza (flu) in the United States are an estimated \$4.6 billion. The flu causes U.S. employees to miss approximately 17 million workdays due to the flu, at an estimated \$7 billion a year in sick days and lost productivity. Sick employees are simply not capable of performing at their best. Studies show that workers with the flu demonstrate impaired performance of simple reaction-time tasks by 20 percent to 40 percent, which can increase the probability of error or injury. During the flu season, the flu is responsible for 45 percent of workdays lost and for 49 percent of low productivity days among working adults ages 50-64. Flu vaccination lowered the risk of having to go to the doctor by about 60 percent for people of all ages, according to the CDC.

Benefits of Workplace Vaccination

Benefits to Employers:

- Reduces cost by decreasing time missed from work to get vaccinated
- Reduces cost by reducing absences due to illness, resulting in improved productivity
- Vaccination often already covered under employee health plans
- Improves morale

Benefits to Employees:

- Reduces absences due to sickness and doctor visits
- Improves health
- Convenience
- Improves morale

Benefits will vary based on investment by employers in championing vaccination and number of employees vaccinated.

Make It Your Business to Fight the Flu Continued

What kind of vaccine is it and how is it given?

The most common influenza vaccine is made from inactivated (killed) viruses. Influenza vaccine in the United States contains either 3 or 4 strains of the influenza virus. The vaccines are given as intramuscular injections or the Nasal Spray Flu Vaccine. The nasal spray vaccine is approved for use in non-pregnant individuals, 2 years through 49 years of age. People with some medical conditions should not receive the nasal spray flu vaccine, and should consult their physician prior. The Nasal Spray vaccine does contain live viruses, however they are weakened so that they will not cause influenza illness.

The CDC recommends two strategies this season for businesses and employers to help fight the flu:

- **Strategy 1: Host a flu vaccination clinic in the workplace.** To minimize absenteeism, employers frequently offer on-site seasonal flu vaccination to employees at no or low cost to their employees. This option can work well if the employer has an on-site occupational health clinic. If you don't have a clinic, pharmacies and community vaccinators can be contracted to provide seasonal flu vaccination services on-site.
- **Strategy 2: Promote flu vaccination in the community.** Make sure your employees know where they and their families can get seasonal flu vaccines in their community. Additionally, find out what health care providers, pharmacies and clinics provide seasonal flu vaccines. Partner with a pharmacy or provider to get your employees vaccinated.

Flu Resources for Business information can be found at the CDC website:

<https://www.cdc.gov/flu/business/index.htm>

Seasonal Flu Prevention Print Resources for Businesses available at the CDC website:

<https://www.cdc.gov/flu/resource-center/freeresources/print/print-businesses.htm#Vaccination>

Additional information for employees to take home can be found at the CDC website:

<https://www.cdc.gov/flu/resource-center/freeresources/print/index.htm>

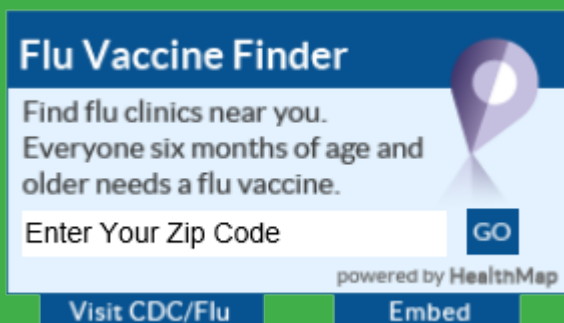
Refer to the Centers for Disease Control (CDC) vaccine schedules for complete recommendations:

<http://www.cdc.gov/vaccines/schedules/hcp/adult.html>

Refer to the CDC for a complete list of vaccination contraindications and precautions:

<https://www.cdc.gov/vaccines/hcp/acip-recs/general-recs/contraindications.html>

<https://vaccinefinder.org/>



Flu Vaccine Finder

Find flu clinics near you.
Everyone six months of age and older needs a flu vaccine.

Enter Your Zip Code

GO

powered by HealthMap

[Visit CDC/Flu](#) [Embed](#)



Summary of 2019 Provider Contract Changes

Lakeland Care is annually required to review and update the Lakeland Care Service Provider contract to meet requirements with the updated Managed Care Organization and Department of Health Service contract. Below is a summary of the additions to the Lakeland Care Service Provider contract for 2019. As an LCI contracted provider it is your responsibility to read and understand these contract changes. If you have questions on the additions, please contact your Provider Specialist.

Section V. A. 1. Maintenance of Licensure and Certification – Added the following language: If newly licensed or certified as a residential provider, Provider shall ensure the setting has been determined by the certification agency or the Department to be in compliance with the home and community-based setting requirements under 42 C. F.R. 441.301(c)(4). Provider shall agree to provide verification of compliance with the home and community-based setting upon request of the Purchaser. An exception to the requirement is a setting that was operating prior to March 17, 2014 that is subject to heightened scrutiny and is awaiting a determination of compliance from the Center for Medicare and Medicaid Services (CMS).

Section V.A.2. Changes in Licensure or Certification – Specific that Purchaser needs to assure on-going compliance of Licensure or Certification.

Section VI.B. Accessibility – Added the following new section: Accessibility: Provider agrees to provide, as appropriate, physical access, reasonable accommodations, and accessible equipment to members with physical and/or mental disabilities.”

Section VI.D.5. Cultural Competence Standard – Specified that Provider incorporate members with disabilities and regardless of gender, sexual orientation or gender identify into Providers cultural competency.

Section VII.A.1 Identification and Reporting of Member Incidents, Emergencies, and/or Adverse Events – Specified that provider must document long with identify and report all member incidents, emergencies, and/or adverse events to Purchaser.

Section VII.A.3 Cooperation with Purchaser’s Investigation of Member Incidents, Emergencies, and/or Adverse Events – Added the following language: Provider shall fully cooperate with any investigation of an actual or alleged member incident, emergency, and/or adverse event conducted by the Purchaser, the Department, the Federal Department of Health and Human Services, CMS, law enforcement, or any other legally authorized investigative entity.
Section XI.A. Member Rights to File Grievances and Appeals – Specified that provider will cooperate and not interfere with time frames in member’s appeals, grievances and fair hearings.

Section XII.A.1 Member Records – Added the following language: Provider will protect from unauthorized disclosure all information, records, and data collected under the provider agreement. Access to this information shall be limited to persons who, or agencies such as the Department and CMS which, require information in order to perform their duties.

Section XII.D Record Retention Period – Specified that Provider will agree to comply with all applicable Federal and State record retention requirements and Provider shall provide records or documents to Purchaser at no charge.

Section XVI.A. Background Checks Requirements – Added the following language: All co-employment and fiscal employer agents under contract are required to perform background checks that are substantially similar to the background checks required under Wis. Stat. § 50.065 and Wis. Admin. Code Ch. DHS 12 on individuals providing services to self-directing members who have, or are expected to have, regular, direct contact with the member.

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



www.facebook.com/lakelandcare

Compliance Updates

Lakeland Care, Inc. (LCI) and other agencies that administer the Family Care program are funded through Medicaid. Medicare and Medicaid provide health insurance to 1 in 3 Americans: the elderly, those with low incomes, and people with certain disabilities. We are committed to ensuring our members' confidentiality and preventing fraud, waste, and financial abuse. Our contracted providers are held to the same standards. Our success in these efforts is essential to maintaining public confidence and trust in the Family Care program and LCI.

HIPAA/Privacy:

Do you know what HIPAA is and what it regulates?

HIPAA is the Health Insurance Portability & Accountability Act of 1996. It provides the framework for the establishment of the nationwide protection of patient confidentiality, the security of electronic systems, and the standards and requirement for the electronic transmission of health information. HIPAA requires us to protect our members' PHI in all media including, but not limited to, any verbal discussions (in person, on the phone), anything written on paper (including scratch paper), computer systems (Microsoft, email, electronic medical records), and any computer hardware/ equipment (laptops, fax machines, cellular phones).

Auxiliary Aids and Interpreter Services

LCI provides and coordinates services to current and prospective members with Limited English Proficiency, to the Hearing Impaired, and to those who require an interpreter or other type of assistance with special communication needs. LCI uses appropriate auxiliary aids or interpreter services to ensure adequate quality of service when a language barrier exists that prevents adequate service. LCI pays for the use of appropriate auxiliary aids or interpreter services when it relates to LCI matters. Interpreter services may include, but are not limited to, oral interpretation and written translation of vital documents. Interpreters may also assist with obtaining sensitive and confidential member information.

LCI's Providers are required to ensure the delivery all services to LCI members in a culturally competent manner by being sensitive to cultural diversity including members with Limited English Proficiency and diverse cultural and ethnic backgrounds. Therefore, Providers are responsible for providing appropriate auxiliary aids or interpreter services to LCI members with any special communication needs to ensure adequate quality of service. Providers must pay for any auxiliary aids or interpreter services at their own expense for all service provider related matters.

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

Network Relations Team Contact Information

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WAUSAU | 501 S. 24th Avenue, Suite 100*

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1-877-227-3335

*By appointment

