



LAKELAND CARE

Local. Compassionate. Dependable.

Member Newsletter

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

Change is the law of life. And those who look only to the past or present are certain to miss the future.
– John F. Kennedy

Dear Lakeland Care Members and Families:

As American President John F. Kennedy once noted, “change is the law of life.”

In the nine years since it was founded, Lakeland Care has changed in many ways:

- We’ve grown to serve thousands of new Family Care members and expanded Family Care to additional regions in Wisconsin;
- Lakeland Care offices now span Northeastern and North Central Wisconsin, from Fond du Lac to Rhinelander, Marinette and Stevens Point;
- We’ve restructured agency operations to improve our efficiency and supports for you;
- We are Trauma-Informed, Dementia-Friendly and strengths based;
- We’ve reorganized our business model into a private nonprofit organization;
- We’ve partnered with American Indian tribes to provide Family Care through Indian Health Care providers; and
- We have introduced new Family Care approaches and added program resources to better serve Lakeland Care members and families.

Over time and throughout these changes, there has been one constant: Lakeland Care remains first and foremost dedicated to the members and families we serve, and we are still the local resource in your community. That will never change. Our continual improvement philosophy means that our evolutions are always intended to improve our service to you.

Late last year, I made the personal decision to retire. Since then, Lakeland Care’s Board of Directors has focused on finding the right person to be Lakeland’s next leader. I’m pleased to share that Sara Muhlbauer is Lakeland Care’s next CEO.

Sara has worked at Lakeland Care since 2009 in a variety of roles including Care Management Supervisor, Provider Network Manager and most recently, Chief Operations Officer. She has worked at Lutheran Social Services in Appleton and in human services at Winnebago and Fond du Lac Counties. Sara volunteers with NAMI Oshkosh and the Oshkosh Housing Authority, and was an active member in the Inclusive Park Project that created Oshkosh’s first accessible park. She lives in Oshkosh with her husband and two sons.

With this transition, you can still expect the same great service from Lakeland Care. Sara was chosen to lead LCI in part because she wholeheartedly supports the concept of putting members first, so you can expect she will continue that focus. Look to hear more from Sara in the next issue of this newsletter.

In closing and farewell, I want to salute the awesome and dedicated team of people working for you here at Lakeland Care. They are top-notch, caring and creative individuals who understand that everyone contributes to their community but we all need support sometimes. And, when that time comes, they are right there to provide a helping hand. Our teams at Lakeland Care are here to support you to live your best life, achieve your goals, and live as independently as possible. So, continue to dream big! Your Lakeland Care team is beside you every step of the way, to help you make your dreams a reality.

It’s been an honor serving you,

Katie Mnuk, CEO

NEW COMMUNITY INTEGRATION DEPARTMENT

Lakeland Care is very excited to announce the creation of the Community Integration (CIE) Department. This newly formed department is part of the Care Management Division and focuses on supporting members of Lakeland Care in having a full life within their community. Our work helps with Community Employment, Self-Directed Supports (helping you manage your care supports directly) and supporting wellness within the community.

Your Care Manager and RN Care Manager are still your first points of contact for communication. This CIE team of specialists helps them help you! We are proud to focus our efforts on keeping you living well in the community you call home!

LAKELAND CARE WINS BID FOR FAMILY CARE

Lakeland Care has won the bid to continue providing Family Care supports to eligible individuals living in seven Northeastern Wisconsin counties including Brown, Door, Kewaunee, Marinette, Menominee, Oconto and Shawano.

“Lakeland Care is honored to continue offering Family Care services in Northeastern Wisconsin,” said Katie Mnuk, Lakeland Care CEO. Family Care’s unique approach to Medicaid funded long-term care focuses on service plans tailored to meet the unique needs of each member served in the program in a high quality, cost-effective manner. “This award means Lakeland Care’s Care Managers and RN Care Managers can continue to work locally with members and families in Northeastern Wisconsin to implement care plans that help each person achieve their life’s goals,” she added.

Every six years the Wisconsin Department of Health Services issues a bid for providing Family Care services in each area. Awards were recently announced for the seven-county Northeastern region and Lakeland Care Inc. was selected to continue providing Family Care services here.

“We look forward to continuing our partnership with Northeastern Wisconsin businesses to support individuals with quality services that help them live independently at home,” Mnuk said.



HOME FIRES - PREPARE & PREVENT!



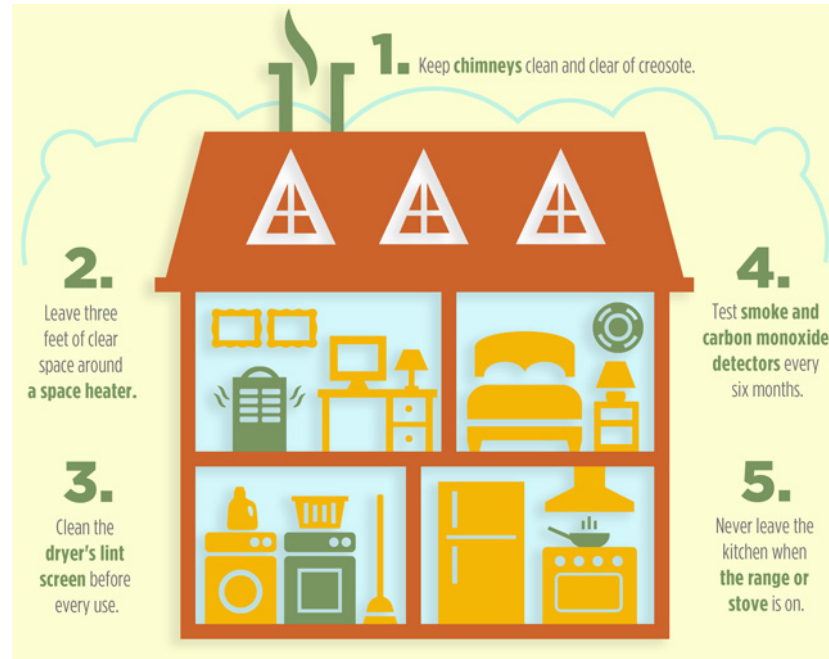
A HOME FIRE OCCURS EVERY
86 SECONDS

Safety Tips:

- Replace electrical cords and systems if damaged
- Use a timer when cooking
- Turn off cooking and heat generating appliances when finished using
- Avoid smoking near furniture, in bed, or near medical oxygen
- Dispose of cigarettes appropriately
- Close doors behind you when you leave a room to contain the fire if one were to start
- Keep rooms and attics free of debris and clutter

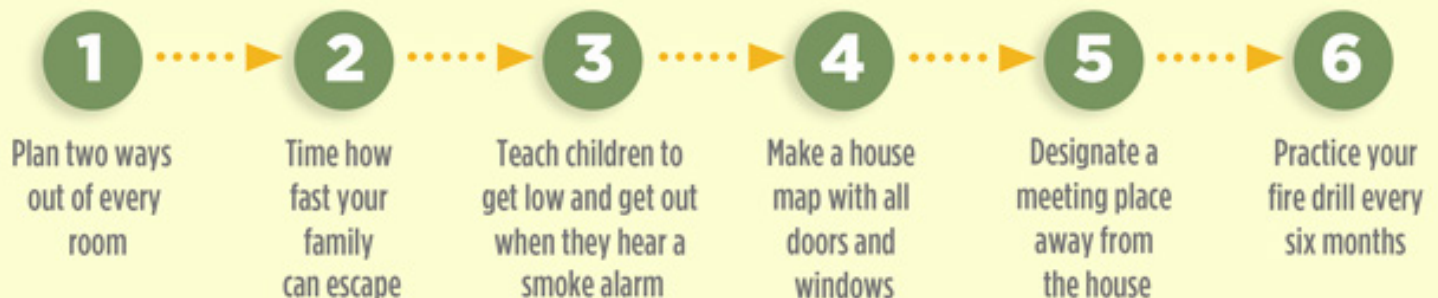
Be Prepared:

- Stay educated about fire safety and prevention
- Get fire extinguishers checked by appropriate fire safety professionals
- When you are not at home, always know where the nearest exit is
- Assess your own or your loved one's ability to evacuate in the event of a fire or emergency
- **Create** and **Practice** a fire escape/evacuation plan



DID YOU KNOW? HOME FIRES CAN LEAVE AS LITTLE AS
2 minutes to escape
ONCE A FIRE ALARM SOUNDS

CREATE AND PRACTICE A HOME FIRE ESCAPE PLAN



If a fire occurs in your home, **GET OUT, STAY OUT and CALL 911.**

Content from www.safekids.org and www.contractorconnection.com

GET YOUR FLU SHOT

What is influenza?

Influenza (also known as the flu) is a serious disease caused by a virus. The flu can make you feel miserable! Fever, cough, shaking chills, body aches, and extreme weakness are common symptoms.

How do you catch it?

You can catch influenza from people who cough, sneeze, or even just talk around you. It is very contagious.

Am I at risk of getting the flu?

Yes! The flu is most dangerous for people with health conditions like heart and lung disease, the very young, the very old, and pregnant women. But anyone can become seriously sick from the flu – even young, healthy people.

How can I protect myself from getting the flu?

Vaccination is the best way to prevent the flu. Everyone age 6 months and older should get vaccinated against the flu every year.

How do I receive the flu vaccine?

It's simple! Contact your doctor's office or your local pharmacy to schedule an appointment. Some doctor's offices and pharmacies have walk-in clinics where no appointment is needed.

Is the flu vaccine safe?

Yes! Unlike popular opinion, the flu vaccine does not cause the flu.

What if I do not like shots?

Ask your doctor about receiving the vaccination through a nasal spray. Anyone between the ages of 2-49 can receive the flu vaccination through the nasal spray.

If you receive your flu shot, please have the following form on the next page filled out by your doctor and return the form to your Care Manager or your RN Care Manager.



ROLL UP YOUR SLEEVE AND PREVENT THE FLU! GET A FLU VACCINATION EVERY YEAR!

Every year, adults in Wisconsin can help protect themselves and their families from the flu by being vaccinated.

Why do you need the flu vaccine?

The flu virus can affect people differently. Even healthy adults can become suddenly sick from the flu and some can become hospitalized or die.

- Do you have questions about the flu vaccine? Call your doctor
- Do you have questions about where to get the vaccine? Call or ask your RN Care Manager.
- Do you have questions about paying for the vaccine? Your insurance covers the cost of the vaccine. Call or ask your RN Care Manager for more information.



LAKELAND CARE MEMBER:

- Take this form with you when you get your flu vaccination.
- Ask the person who gives you the vaccine to complete the form below.
- **Return the completed form to your Lakeland Care nurse care manager by February 28, 2020.**

I give permission to share my immunization records with the Wisconsin Immunization Registry (WIR) and my Immunization Provider to ensure a complete and accurate immunization record and assist in assuring protection from vaccine-preventable disease.

Check here if you do NOT give your permission

TO THE FLU VACCINE ADMINISTRATOR: Please complete the information below and give this form back to the person who received the vaccine or his/her designee. Thank you for your assistance.

Person's First/Last Name & Middle Initial (PLEASE PRINT): _____

Person's Date of Birth (MM/DD/YYYY): _____

Date flu vaccine given (MM/DD/YYYY): _____

- Did you document the flu vaccine in the Wisconsin Immunization Registry (WIR)? (You must be an authorized WIR user to document; <https://www.dhfswir.org/PR/portallInfoManager.do>)

YES _____ NO _____

(What is WIR? See: <https://www.dhs.wisconsin.gov/immunization/wir-healthcare-providers.htm>)

- If you did NOT document the flu vaccination in WIR, please provide the following information:

Vaccine Trade Name _____ Vaccine Type: _____ Lot Number _____

Physical location where the flu vaccine was given (e.g., name of clinic, hospital, pharmacy, community health event etc.) _____

- If the person did not receive the flu vaccine, please state the reason and enter the date it was offered:

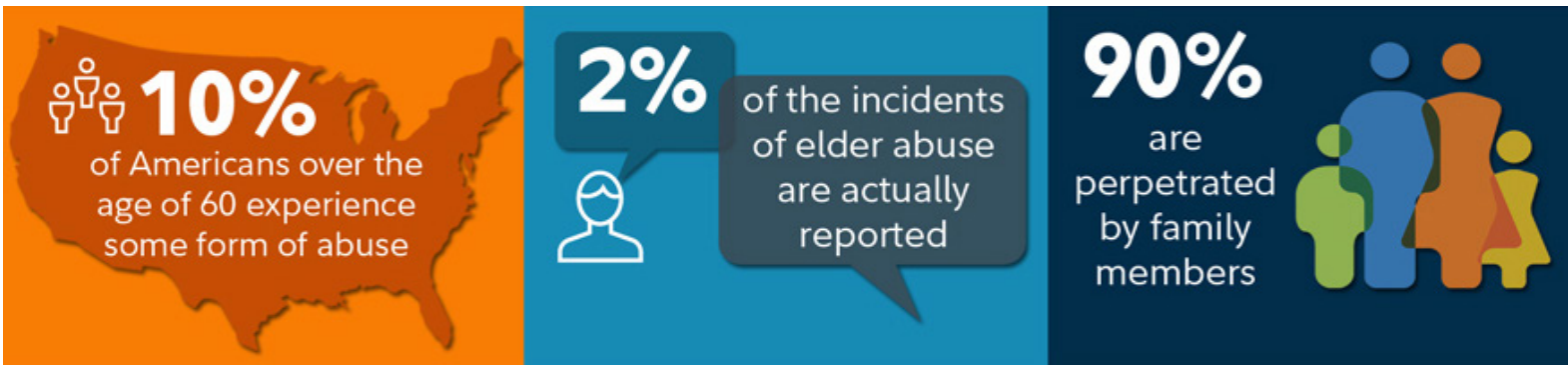
_____ Date (MM/DD/YYYY) _____

Signature of the flu vaccine administrator: _____



PREVENTING FINANCIAL EXPLOITATION

Financial exploitation is the misuse of another person's money or property. It is one of the fastest growing forms of abuse targeting seniors and adults with disabilities.



Protect Yourself or your Loved One!

- Know the signs of financial exploitation and fraud
- Talk with your loved ones about risk, solicitations, and scams on a regular basis
- Get to know who is involved with your financial transactions and maintain open communication
- Monitor cash flow and check bank statements regularly to monitor money going in and out of your account(s)
- Set up a routine to plan for bills - automatic withdrawal/payments, bill pay, etc.
- Do not give out personal information such as financial standing, account information, etc.
- Protect passwords and pins for bank accounts or debit cards
- Do not keep large amounts of cash on you or in your home, especially if you live at a residential setting with other individuals
- Make sure important belongings and medications are kept in a safe, locked place

If you are concerned that you or your loved one may be at risk or experiencing some form of financial exploitation, contact the Adult Protective Services program in your area and your LCI care team.

Source: <https://www.fidelity.com/viewpoints/personal-finance/elder-abuse>



Stay connected with Lakeland Care! Follow us on Facebook!

www.facebook.com/lakelandcare

UPDATE TO NOTICE OF PRIVACY PRACTICES

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. Two ways LCI protects you are by:

1. Being committed to preventing fraud, waste and financial abuse.
2. Being dedicated to protecting your privacy.

NOTICE OF PRIVACY PRACTICES

The Notice of Privacy Practices describes your privacy rights, how your medical information may be used and/or disclosed, and how you can get access to this information. The Notice of Privacy Practices is given to or mailed to all members and/or legal representatives who enroll with LCI. An electronic version of this Notice of Privacy Practices is available upon request.

The following information is a brief overview of the information that is covered in the Notice of Privacy Practices. If you have any questions, please contact LCI.

Your Privacy Rights:

- Right to Request Restrictions.
- Right to Request a Copy of this Privacy Notice.
- Right to Receive a Copy of your Protected Health Information and Claims Records.
- Right to Request a List of Who Your Information Has Been Shared With.
- Right to Request Confidential Communication.
- Right to Request an Amendment or Change to Your Record.
- Right to File a Complaint.

LCI May Use and Disclose Your Protected Health Information To:

- Treat you.
- Run our organization.
- Bill for your services.
- Comply with laws and regulation.
- Conduct research.
- Work with Coroners, Medical Examiners and Funeral Directors.
- Assist with public health and safety issues.

For a complete list of ways LCI can use and disclose your Protected Health Information, please refer to LCI's Notice of Privacy Practices

Where to Find LCI's Notice of Privacy Practices:

LCI members and/or legal representatives can request a paper and/or electronic copy of LCI's Notice of Privacy Practices in the following ways:

- Emailing and/or calling your care team.
- Visiting LCI's website (<https://www.lakelandcareinc.com/>) and clicking "Family Care" at the top of the page.
- Calling LCI at 920-906-5100 or Toll Free at 1-877-227-3335
- Emailing LCI at info@lakelandcareinc.com



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U.S. POSTAGE
PAID
UMS

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

Special Points of Interest in this Edition:

- Message from the CEO
- Community Integration Team
- Lakeland Care Wins Bid for Family Care
- Member Rights
- Home Fires - Prevent & Prepare
- Get Your Flu Shot
- Roll Up Your Sleeve & Prevent the Flu
- Preventing Financial Exploitation
- Update to Notice of Privacy Practices

DHS Approval 10/21/19

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

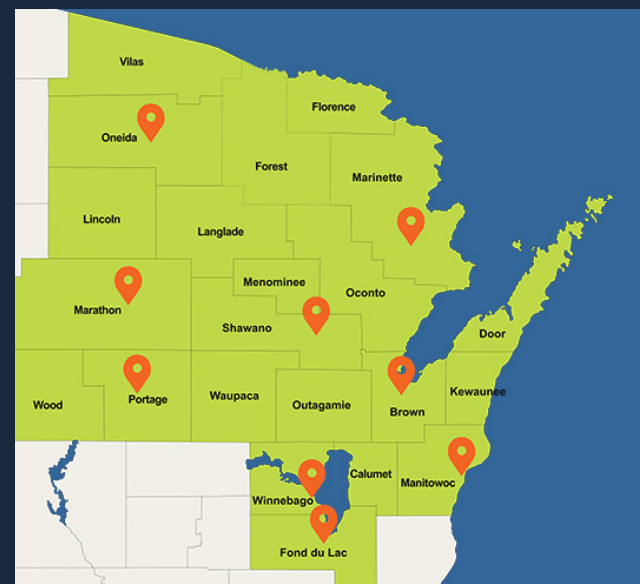
www.dhs.wisconsin.gov/adrc

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**

**By appointment*



www.lakelandcareinc.com