



# LAKELAND CARE

Local. Compassionate. Dependable.

## Network News

Keeping Providers Informed

Dear Lakeland Care Providers,

It's been a busy time at Lakeland Care, Inc.! As you may know, our organization is going through some major system changes. Although these types of changes can present some temporary challenges, the goal is to improve our ability to serve LCI members and you as our provider partners. Making these changes are a crucial part of staying ahead of the curve and ensures we can navigate the ever-changing Family Care landscape. If you find that you have questions or issues regarding information needed for you to operate as an LCI provider, please do not hesitate to contact us at [networkrelationsupport@lakelandcareinc.com](mailto:networkrelationsupport@lakelandcareinc.com). Thank you for your patience during this transition period.

Below are highlights from the October Provider Network Advisory Committee (PNAC) meeting:

- Meg Hyland, LCI's Quality and Member Supports Director, presented information on the Member Satisfaction Survey. This sparked discussion on ways to better engage members, providers and care teams as a team and work together on care planning. As providers, MCO's, and guardians we must continue to work together to ensure the greatest positive impact for the member. The PNAC also discussed the results of the LCI Provider Satisfaction Survey and how the results will help LCI make changes to improve the ways we do business together.
- We said farewell and good luck in retirement to Katie Mnuk, Lakeland Care's CEO. In addition to saying farewell to Katie, we welcomed Sara Muhlbauer as the incoming CEO. Many of you know Sara very well as she served as LCI's COO and has been in the Family Care industry for many years.

Join us at the January PNAC meeting to welcome Jen Harrison, LCI's new COO. Jen was formerly LCI's Assistant Director of Care Management and has a wealth of experience and knowledge in the Family Care arena. PNAC meetings are held quarterly and all providers are welcome to participate. If you are interested in learning more about topics such as Electronic Visit Verification (EVV), Coordination of Benefits Agreement (COBA), or the DHS proposal for Room & Board rates, please contact me at [mike.kristmann@lakelandcareinc.com](mailto:mike.kristmann@lakelandcareinc.com).

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 a wonderful holiday season and spend time with family and friends.

Respectfully,

Mike Kristmann  
Lakeland Care's Network Relations Director

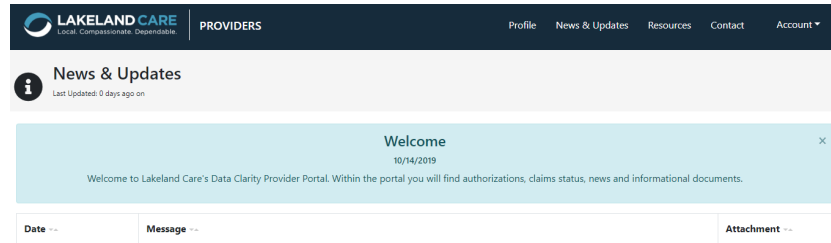
# Lakeland Care's New DataClarity Provider Portal

LCI's new provider portal replaced MIDAS on November 1, 2019. In the portal you can view:

- Authorizations
- Claims status
- News & Updates
- Resources

For information on registering for the portal please contact [networkrelationsupport@lakelandcareinc.com](mailto:networkrelationsupport@lakelandcareinc.com).

Visit Lakeland Care's website for a Provider Portal User Guide:  
<https://www.lakelandcareinc.com/providers/authorization-portal/>.



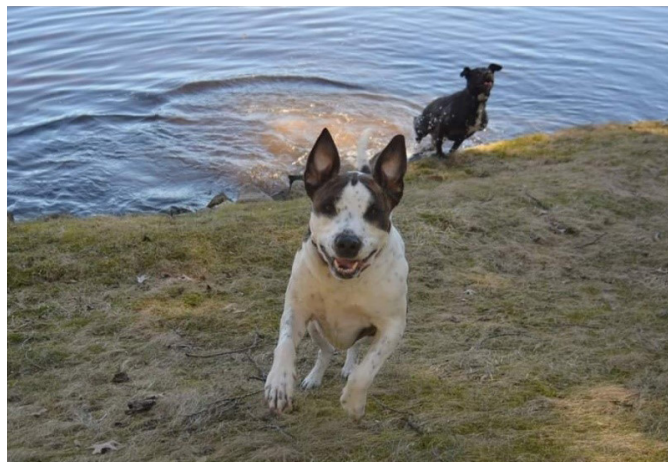
## Meet Your Network Relations Staff

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.

Dan Zirbel is a Provider Specialist based out of LCI's Fond du Lac office. Dan has been with LCI since November 2016 and supports providers located within Fond du Lac County as well as those located outside of LCI's service regions.

Dan was born and raised in Fond du Lac and still resides in the area with his wife, daughter and two dogs. He comes to us from the banking world and prior to that, Dan was a groundskeeper for Marian University. "I enjoy the team atmosphere of Family Care. It is very fulfilling to work with the Lakeland Care team and providers to overcome challenging situations that positively impacts a member's life."

When Dan isn't working, he enjoys hunting, fishing, cars and spending time with his family.



# Q3 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. Each 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.

## Yard Worx Christopher P.



*“Thank you, Christopher, for assisting when our member had a fall outside her house. Chris called 911 and stayed with her until paramedics arrived. He also called the LCI Care Team a few days later to check on our member’s wellbeing. LCI would like to recognize Chris’ willingness to go above and beyond to ensure our members safety.”*

-Positive Quality Alert from Chelsey G., Quality Specialist and Rachel M., Network Quality Specialist

## Steve Wirtz Construction, Maeghan B. and Ryan D



*“Maeghan and Ryan recently assisted our member with a move from an Adult Family Home in Ripon, to one in Fond du Lac. They went above and beyond to make sure that every aspect of the move went smoothly. They were so friendly and helpful to our member, who was struggling with anxiety about the move. In addition to helping move all of his indoor belongings, they even helped us disassemble our member’s basketball hoop, and they set it up for him at his new place. They were simply amazing!”*

-Nominated by Lacey B. Care Manager

## Rise and Shine AFH, LLC, Marissa



*It was reported to LCI Network Relations and Quality staff that, “Marissa was instrumental in making our members move to another facility as stress free as possible. When Marissa brought our member for a tour at the new facility she encouraged him to see everything the facility had to offer. During the move itself Marissa packed his items and initiated communication between the rep payee, physician and new facility. She also documented an extensive list of his upcoming appointments, his current treatments and preferences.”*

-Positive Quality Alert from Rachel M., Network Quality Specialist and Patti B., Quality Specialist



# Free Training: Medication Error Prevention Training Part 2 is Now Available

Incident reporting data gathered quarterly in 2018 by Lakeland Care showed medication errors accounted for approximately 24% of all incidents reported by LCI providers. Fortunately, the majority of those errors did not result in harm to LCI members. In response, LCI developed Medication Error Prevention Training Part 1, for providers to utilize beginning in February 2019. Because quarterly data gathered in 2019 continues to show that medication errors are among the highest percentage of total incidents reported by LCI contracted providers, LCI is pleased to announce the Medication Error Prevention Training Part 2 is now available on LCI's [website](#).

As in Part 1, the training includes a recorded video, a test and test answers for providers and provider staff. In Part 2, along with a review of topics discussed in Part 1, the new topics include: High Risk Medication Classifications, Medication Administration Techniques to Minimize Errors, Improving Medication Documentation Practices.

Providers and provider staff members can access the training on Lakeland Care's website, [here](#). You can also visit [www.lakelandcareinc.com](http://www.lakelandcareinc.com) and click on the "Family Care" header. To access the trainings, click on the "Providers" header and select "Provider Education and Training." The Medication Error Prevention Training is located under "Risk Management."

When combined with a discussion on medication errors at each provider location, this free training can be utilized for one hour of on-going education for LCI contracted provider staff members.



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



[www.facebook.com/lakelandcare](https://www.facebook.com/lakelandcare)

[www.lakelandcareinc.com](http://www.lakelandcareinc.com)

# Healthcare Staffing Shortage

The Wisconsin Department of Workforce Development (DWD) has a state-wide Youth Apprenticeship (YA) Program that can provide employers and students with opportunities, while addressing the healthcare staffing shortage.

The YA program focuses on eleven (11) career clusters that includes a Health Sciences program. The student must be at least 16 years old, in their junior or senior year of high school and spend two semesters in classroom instruction with 450 hours in work-based learning. In addition to other health careers, this one year unit includes Nursing Assistants and Ambulatory/Support Services. Employers are at the center of youth apprenticeships and work closely with YA coordinators at high schools to ensure complete satisfaction with the program.

Students may work before, during or after school hours, as well as during summers and holiday breaks, according to the business' preference. Skilled workplace mentors can be a Certified Nursing Assistant (C.N.A.) or a nurse who supervise and train students on the skills identified for the career cluster while learning the company's culture and core values during their apprenticeship. Often, while the YA students are available for employment for one or two years; many go on to pursue careers in nursing or other healthcare degrees, which may also make them available for future employment opportunities with the same employer.

To learn more, visit the Wisconsin Youth Apprenticeship Program website at:

[dwd.wisconsin.gov/youthapprenticeship](http://dwd.wisconsin.gov/youthapprenticeship).

## Coordination of Benefits Agreement (COBA)

The Centers for Medicare and Medicaid Services developed Coordination of Benefits Agreements (COBA) to standardize the way that eligibility and Medicare claims payment information within a claims crossover context is exchanged. DHS has been working with Managed Care Organizations (MCOs) and the third-party administrators (TPAs) to establish the process to automate claims crossover payments. Currently these claims must be submitted to LCI on paper because there haven't been automation resources to process the claims electronically. This will allow providers that bill both Medicare and Medicaid to complete submissions electronically for the Family Care benefits to help ease the claims submission. WPS is working towards a fall 2020 go live date.



# Update to Lakeland Care's Notice of Privacy Practices

Lakeland Care, Inc.'s (LCI) [Notice of Privacy Practices](#) describes member privacy rights, how medical information may be used and/or disclosed, and how members can get access to their 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 the [Notice of Privacy Practices](#) is also available upon request.

LCI's [Notice of Privacy Practices](#) was recently updated. The following information is a brief overview of the information that is covered in LCI's [Notice of Privacy Practices](#). If you have any questions, please contact LCI.

## Member Privacy Rights:

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

## LCI May Use and Disclose Protect Health Information To:

- Treat the member.
- Run our organization.
- Bill for 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 Protected Health Information, please refer to LCI's [Notice of Privacy Practices](#).\*

## Where to Find LCI's Notice of Privacy Practices:

A paper and/or electronic copy of LCI's Notice of Privacy Practices can be obtained in the following ways:

- Contacting LCI.
- Visiting LCI's website (<https://www.lakelandcareinc.com/>) and clicking "Family Care" at the top of the page.

# DHS Assistive Technology Survey - Response Requested

In 2018, the Long-Term Care Advisory Council tasked DHS with educating individuals in long-term care programs, providers, families, legal decision makers, managed care organization staff, and IRIS consultant agency staff about using technology solutions to assist with supports. The goal for this effort is to alleviate the burden felt with the caregiver shortage. An important step in the education process is to determine what we currently know about assistive technology and how it is currently used.

DHS is currently seeking our assistance in participating in an online survey regarding education about assistive technology and how it is used. Please take a minute to answer the questions in this short survey: <https://www.surveymizmo.com/s3/5195443/AT-Survey-for-Members-and-Providers>.

Your answers to this short survey will assist DHS staff in gathering that information. Thank you for taking a few minutes to participate in this survey.



# Network Relations Team Contact Information

|                 |   |              |  |
|-----------------|---|--------------|--|
| Mike Kristmann  | Network Relations Director - Fond du Lac      | 920-906-5100 | mike.kristmann@lakelandcareinc.com     |
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| Jill Wroblewski | Network Relations Supervisor - Green Bay      | 920-425-3883 | jillian.wroblewski@lakelandcareinc.com |
| Dan Zirbel      | Provider Specialist - Fond du Lac             | 920-906-5171 | daniel.zirbel@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        |
| Jill Wenger     | Provider Specialist - Green Bay               | 920-425-3830 | jill.wenger@lakelandcareinc.com        |
| Yvonne Brooks   | Provider Specialist - Manitowoc               | 920-657-2181 | yvonne.brooks@lakelandcareinc.com      |
| Carrie Dalgetty | Provider Specialist - North Central WI        | 715-420-2478 | carrie.dalgetty@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      |
| Raella Florea   | DME Coordinator - Fond du Lac                 | 920-906-5106 | raella.florea@lakelandcareinc.com      |
| Tracy Trepanier | Network Relations Assistant - Fond du Lac     | 920-906-5867 | tracy.trepanier@lakelandcareinc.com    |
| Emily Beyer     | Network Relations Assistant - Fond du Lac     | 920-906-5874 | emily.beyer@lakelandcareinc.com        |

For more information about Lakeland Care, contact us:

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**MANITOWOC** | 3415 Custer Street

**MARINETTE** | 2003 Marinette Avenue\*

**OSHKOSH** | 500 City Center

**RHINELANDER** | 232 S. Courtney Street\*

**SHAWANO** | 607 E. Elizabeth Street\*

**STEVENS POINT** | 5474 Hwy 10 East\*

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[lakelandcareinc.com](http://lakelandcareinc.com)

1-877-227-3335

\*By appointment

