

Dear Lakeland Care Providers,

Lakeland Care Inc. (LCI) values you, as a contracted provider, and the partnership we have. We want to take the time to update you on direction we have received from the Department of Health Services regarding contractual obligations during this pandemic.

Always, but especially during this pandemic, the health and safety of the members that we mutually serve is paramount. We realize many provider agencies are facing staffing shortages and may have limited resources available. It is our intention to support you during these unprecedented times in focusing on priority needs. Therefore, the following changes to the LCI sub-contract expectations will be effective until the COVID-19 pandemic emergency is resolved.

LCI Service Provider Contract Updates:

Section V. General Requirements

V.D.(1) Subcontracts: Language related to Provider giving Purchaser prior notice of intent to subcontract has been relaxed, thereby allowing providers to collaborate with one another quickly during this pandemic. This will result in better more effective outcome resolution.

V.F(a) Quality Management

a. LCI will be suspending the majority of caregiver background check audits to allow you to focus on essential needs for members and your staff.

V.I Confidentiality Records

On March 17th, the Office of Civil Rights (OCR) announced it is empowering health care providers to service people wherever they are during the COVID-19 national emergency. The OCR is temporarily allowing healthcare providers to utilize audio or video communication to provide telehealth services on certain platforms not previously allowed under HIPAA regulations. Therefore, if you need to utilize this platform, the regulations are substantially relaxed right now.

Section VI. Services

VI.B Service Availability: While we are hopeful that you can continue to provide services during this COVID-19 pandemic, we want you to know you will not be penalized for suspending services. Please reach out to LCI if there are ways we can partner together to support you during this time.

The Department of Health Services (DHS) has relaxed our contractual requirements for face to face visits and communications during this time for assessments, care plan reviews, functional screening, and other routine contacts for members residing in nursing homes and licensed settings. As a result, LCI will be decreasing the number of communications during this time to support your efforts.

Communication is very important; however, we recognize the limitations on all our critical resources during this time. Therefore, we ask that you continue to communicate critical needs with us including any members who are ill and confirmed to have the COVID 19 virus, as well as any other significant changes in condition. The subcontract requirements for communication standards are as follows during this time:

VI.D.2 Communication Standards

- a. Change in Condition/Hospitalization and Immediate reportable critical incidents are still required.
- b. Licensure, Reviews and Citations: No immediate reportable is required on this, on hold for now.
- c. Inability to Provide Services. Please communicate to LCI inability to accept new LCI members for services, or changes in your ability to continue services for existing members you serve.
- d. Member Satisfaction Surveys, surveys are on hold for now.
- e. Case Review, Staffing and Service Planning. If it is determined that case review, staffing or service planning is essential to member health and safety, the provider will agree to participated in dialogue via video technology or telephone with LCI staff.

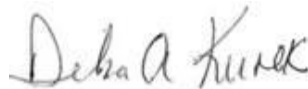
Section X. Payment for Services

X.B.(2) Timely filing of claims will be extended from 90 days to 180 days.

As you all know, the current environment is rapidly changing. We will continue to update you frequently on changes as we receive them. We appreciate all you do to support the members of LCI. Stay healthy!



Mike Kristmann



Deb Kurek

Network Relations Director and Care Management Services Director