

March 18, 2020

Dear Providers,

Thank you for continuing to share your plans for preparation and prevention related to the COVID-19 pandemic. Lakeland Care, Inc. (LCI) will continue to provide updates to you during this time when flexibility and change is a constant. This is also a time when “thinking outside of the box” becomes a norm for all of us. We want to work collaboratively with you and be as flexible as possible to best support members, other residents, and employees of both LCI and your organization.

LCI is here to continue to support you and LCI members. While our offices are operating by appointment only; please know that LCI staff members are teleworking and available via phone and email. Like many organizations, LCI has chosen to reduce the numbers of non-essential, non-emergent in person contacts that are made. Over the next several weeks LCI staff will contact you and LCI members via phone to get updates and look to set up essential meetings through different formats including remote video conferencing.

In order to continue to ensure members health and safety; if you are accepting referrals or admissions, please inform us via: [Network.Relations@lakelandcareinc.com](mailto:Network.Relations@lakelandcareinc.com) and we will keep LCI care teams aware. In this time of uncertainty, we need to continue to work collaboratively and creatively together.

While LCI does not keep durable medical equipment or disposable medical supplies in our offices, the LCI care teams will continue to assess the needs for members and authorize those supplies as needed. Wisconsin Department of Health Services (DHS) has informed LCI that additional funding to prevent hardships for providers will be reviewed and available as needed. Please reach out to us during this time if you have questions or concerns regarding additional funding needed related to COVID-19 pandemic. In the meantime, know the CDC guidelines regarding use of gloves, gowns, masks, know your local health department contacts and discuss strategies for conserving these resources.

In closing, we appreciate all you do to support the LCI membership and will make every effort to ensure we are planning for the best possible outcomes together.

Sincerely,



Mike Kristmann  
Network Relations Director