



Member Newsletter

A note from the CEO

Inclusion is within everyone's ability



Greetings and Happy almost Summer to each of you! I am glad that I have been able to get outside and take some walks when I need a break from my computer or sometimes my family. I am excited for some warmer weather, and the sunshine!

The past few months have been very different for all of us. Trying to learn how to live my life during a long pandemic is very different for me, and probably for you too. For some of you, you might not have even met your Care Team in person yet, while others are missing the opportunity to have your Care Team stop for a visit and see how things are going for you. I'm sure many of you miss seeing your Care Team in person. Some of you have enrolled with Lakeland Care during this time and haven't yet met your Care Team in person! Know that our Care Teams miss meeting with you in person and look

forward to the day they can once again start coming to your home to visit.

While COVID-19 was very unexpected, Lakeland Care was able to quickly change how we do business. Our Care Teams were able to start working at home because we have invested in the resources necessary to make sure Care Teams could work at home. Your Care Team is still here for you and can help you with any questions, concerns or issues that might arise – just give them a phone call.

You will see that this newsletter provides you with some exciting topics such as, new office locations, electronic visit verification, Tribal updates, MyAccess mobile app and COVID-19 information. Additionally, Lakeland Care was recently granted funding to help support Employment Providers in learning how and when to use paid co-workers as a support to our members in Community Employment.

It is important for each of us to be kind to ourselves and each other during this time. We may gain a few pounds, lose a few pounds, not live by our normal schedule, feel more stress or feel more alone. Know that you are not alone, we are all doing the best we can, and you will be okay. Our mental wellness is just as important as our physical wellness, so reach out to your family and friends if you need to talk – your Care Team is here for you too.

We hope you find our newsletter to include information that is important to YOU. We continue to be humbled by your commitment to Lakeland Care, especially now during this difficult time.

Until next time,

*“You. Wherever you are in this journey.
It's going to be okay.”*
- Kristin Diversi

LAKELAND CARE OFFICE UPDATES

As the pandemic continues to affect our communities, LCI remains committed to making member and employee health and safety a priority, therefore, LCI offices will continue to remain closed to the public until further notice. While our offices are closed, our staff are still here to support you virtually! All staff are teleworking and can be reached by telephone or email.

Lakeland Care is actively collaborating with DHS and other MCOs to identify a unified plan to provide guidance regarding necessary Personal Protective Equipment (PPE), protocols and practices in support of care to the members, providers and communities we serve. Additional communication will be forthcoming regarding when and how LCI offices will re-open to the public.

While we are saddened we can't welcome you in person into our offices at this time, we are excited to announce that we have opened a few new locations to better serve you! We look forward to introducing you to our new spaces when it's safe to do so.

Green Bay:

In February 2020, Lakeland Care opened a second office location in Green Bay. We now have office locations at 2985 Ridge Road and 2050 Riverside Drive.

Oshkosh:

After 10 years in our office at City Center, Lakeland Care's Oshkosh location has moved to a new location! As of June 1st, our Oshkosh office will be located at 520 North Koeller Street.

Although office accessibility and locations have experienced some change, the service and support you can expect from LCI employees have not. Our phone numbers remain the same! Please continue to contact your care team directly or the LCI offices (Oshkosh: 920-456-3200 or Green Bay: 920-425-3900).



*We may not be together, but we are here for you!
Stay healthy & Safe! We will see you soon!*



COVID-19

Tips for Staying Safe

REPORT SYMPTOMS

Let staff know how you feel



Some symptoms include fever, cough, shortness of breath, pressure in the chest, and confusion.

WASH YOUR HANDS

Don't forget the soap



Wash your hands with soap for at least 20 seconds. After coming into contact with frequently touched surfaces, such as doorknobs and tables, make sure to wash your hands before touching your eyes, nose, or mouth.

STRESS AND COPING

Take care of your body



Continue taking your prescribed medication, eat healthy, and drink enough water. Get plenty of sleep. Avoid alcohol and drugs.

PERSONAL HYGIENE

Don't spread germs



Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. Don't forget to wash your hands afterward.

SOCIAL DISTANCING

Keep a personal radius



Stay at least six feet away from other people, including in sleeping areas. When sleeping, make sure you are head-to-toe with those around you.

LIMIT NONESSENTIAL OUTINGS

Consider others



When you are out and about, you could pick up germs that could be dangerous to those around you and could make them sick.



WISCONSIN DEPARTMENT
of HEALTH SERVICES

P-02620E (03/2020)

www.dhs.wisconsin.gov/covid-19

COVID-19: MEMBER CARE

As we move into the fourth month of the COVID-19 pandemic emergency, your care team continues to work hard to make sure you have the supports needed to keep you healthy and safe. Over these past few months, we have changed some of our care management practices to help keep everyone safe. To reduce spreading the virus, our care teams are now working from home and have not been meeting with members face-to-face in their homes or facilities. We are using telephone and video technology to communicate with you and your families, providers and each other. We encourage you to reach out to your care team when your condition changes or to ask for additional supports if you have new needs.

Your involvement in the care planning process, including the development and review of your care plan, is still very important. Right now, we are conducting our assessments, care plan reviews and functional screens with you over the phone or through video technology. We appreciate your flexibility with this approach, and we are looking forward to resuming face-to-face visits with you as soon as it is safe to do so.

We are working closely with the Department of Health Services (DHS) as we plan for the 'new normal'. Our priority continues to be supporting you and keeping everyone in our communities safe. We are here for you and those who care for you. We thank you for trusting Lakeland Care to support you through this challenging time. Stay safe.

TRIBAL PARTNERSHIPS ANNIVERSARY

Lakeland Care is excited to share that we are coming up on our two year anniversary of our partnerships with the Oneida Nation and Menominee Indian Tribe. Learn more about the partnership with each tribe below.

The Oneida Nation Tribal Option Program is coming up on our 2 year Anniversary with our Lakeland Care Partnership. It has been a fast paced transition from the former waiver programs to Family Care, but we can officially say we are thriving! For those who do not know me, let me introduce myself, my name is Carrie Lindsey. I am a licensed Social Worker and I currently oversee the Oneida Nation's Tribal Option or Family Care Program. Prior to my supervisory role, I was the waiver program case manager for 19 years. I have been with the Oneida Nation for 22 years. Our program is very unique in that we only serve Tribal members of any Federally recognized Tribe, residing on Oneida Nation of Wisconsin Boundaries in Brown and Outagamie Counties. We are one of two Tribes in Wisconsin administering the Family Care Program. The only difference in our program is the Tribal affiliation requirement. If you have questions, I would be happy to talk to you! You can reach me via email at clindsey@oneidanation.org or via phone at 920-869-4946.

Posoh from the Menominee Indian Tribal Long Term Care Program!

The Menominee Tribe partnered with Lakeland Care, Inc. almost two years ago to provide case management services to enrolled Tribal members under Wisconsin's Family Care program. This partnership allows Tribal members to continue to receive culturally acceptable and appropriate care management services and supports. Menominee Long Term Care prides itself in providing individualized care to support our members. We believe there is no greater cultural competency than a tribe caring for their own members. We live out our mission, vision, and values by providing services that promote independent living to ensure optimum health, and doing so with compassion and integrity. If you have questions about our program, please reach out to us via email to dklaeser@mitw.org, or by phone at (715) 799-5992.

ELECTRONIC VISIT VERIFICATION (EVV)

The federal law requires all States to start using Electronic Visit Verification (EVV) for Medicaid-funded personal care services.

What is EVV?

EVV is an electronic system that confirms authorized services were provided. Your home care workers will be required to send the following information at the beginning and end of each visit to an EVV system:

- Who received the care and who provided the care
- What type of care was provided
- When and where the visit started and ended

Who does this affect?

It affects all personal care (code S5125) and home health services (code T1019) provided through:

- Home Health and Personal Care agencies
- Self-Directed Supports (SDS)

EVV does not apply to agency workers or SDS employees who are live-in caregivers (i.e. workers or employees that permanently reside in your residence). EVV only applies to agency workers or SDS employees that do not live with you.

How is the data captured?

Caregivers may use a mobile phone app, a landline phone, or an EVV digital device in your home to do this. More information will be provided from the Department of Health Services (DHS) if a mobile app or landline phone is not available within your area. Training will be provided to your caregivers on how to use these devices.

When is this going to start?

The training and start dates of EVV for your agency workers and/or SDS employees have yet to be scheduled, but will be scheduled later this year. Your Care Team will communicate ongoing updates to you as more information becomes available.

What is NOT going to change?

- EVV does not mean a change in the care you receive.
- You can still choose your provider.
- You can receive care if needed, before the caregiver clocks in.
- Data will still be secure and compliant with the Health Insurance Portability and Accountability Act (HIPAA).

More information on EVV can be obtained at: <https://www.dhs.wisconsin.gov/evv/index.htm>, by emailing dhsevv@dhs.wisconsin.gov, or by contacting your Care Team.



Stay connected with Lakeland Care! Like us on Facebook!

www.facebook.com/lakelandcare

MANAGE YOUR BENEFITS ON THE GO



In an effort to enhance and simplify benefits management, the Wisconsin Department of Health Services (DHS) and the Wisconsin Department of Children and Families, launched the MyACCESS mobile app. With the MyACCESS mobile app, people are able to:

- See a high-level overview of the programs they are enrolled in.
- Receive reminders of actions they need to take or proof they need to submit.
- Upload, submit and track documents.

Members enrolled with Lakeland Care need to complete a yearly review to maintain eligibility. The MyACCESS mobile app can help you complete the renewal timely. If the renewal isn't completed on time, you could experience an interruption in your Medicaid services. The Family First

COVID-19 Response Act has directed states to maintain Health Care coverage.

For more information on the mobile app check out the MyACCESS Mobile App Web page, <https://www.dhs.wisconsin.gov/forwardhealth/myaccess.htm>.

PARTNERS IN BUSINESS GRANT

Lakeland Care is excited to share that we will be collaborating with employment service providers to pilot a new way to support members working in Competitive Integrated Employment (CIE). The Wisconsin Board for People with Developmental Disabilities has awarded Lakeland Care a grant that includes funding and technical assistance to implement Partners with Business. Beginning in June 2020, Lakeland Care will pilot the Partners with Business model by serving a relatively small number of members. Starting small and getting prepared to provide excellent service mean that it will take some time before Partners with Business is broadly available to members working in CIE.

Partners with Business means that members working in CIE can receive some or all their job support at their place of employment from trained co-workers instead of a job coach from an employment service provider. This approach promotes being integrated and active in your community, since support at work can mainly come from people who also work there. Everyone is welcome to keep their work support the same, there's no pressure to participate in Partners with Business. If you or someone in your life might enjoy this way of being supported at work, more information will be available in late summer 2020, through selected employment service providers.

Did you know?

Your member centered plan (MCP) is also known as your care plan.

Your Care Manager & RN Care Manager are also known as your care team.

COMPLIANCE

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.

HIPAA/Privacy:

As a member of LCI, you have privacy rights. You have the right to receive a Notice of Privacy Practices, access your member record, request alternative communication, request your member record to be amended, request restrictions on who accesses your member record, and receive an accounting of disclosures.

Member Privacy Right in Focus: Requests for Alternative Communication

You have the right to request to be communicated with in a confidential manner or at a confidential location that you designate. As such, you may request to receive confidential protected health information (PHI) by alternative means or at an alternative location. Examples of why you may want an alternative means of communication are:

1. You may want to receive certain confidential information via email instead of traditional mail.
2. If you share a voicemail mailbox with someone, you may request LCI to not leave voicemails if you do not wish for anyone else to hear the message.
3. You may wish for some confidential information to be mailed to an alternative mailing address.

If you would like to request an alternative form of communication, you must fill out the Request for Alternative Communication form. You can request this form from your Care Team. LCI will do its best to accommodate your request. LCI will not be able to accommodate your request if it will interfere with providing you with quality care. While the alternative location or method of communication must be specified on the form, the reason is not required.

Fraud, Waste and Financial Abuse:

As a member, you can help stop fraud, waste, and financial abuse. Make sure to update your Care Team about changes in your care needs, when you are away from home, or when you were in the hospital.

Committing fraud is when a person is lying on purpose to obtain money or services that he/she (or another person like an SDS worker) would not have otherwise received.

Examples of Fraud:

- A member signing timecards for an SDS worker for hours they did not work.
- A member selling items received through the Family Care program for money.

How to Report:

Fraud, Waste and Financial Abuse Reporting

Online: Online form at www.lakelandcareinc.com

Phone: 920-906-5100

Fax: 920-906-5161

Email: fraud@lakelandcareinc.com

Mail: Lakeland Care, Inc.

Attn: Program Integrity Compliance Officer

N6654 Rolling Meadows Drive

Fond du Lac, WI 54937

You may remain anonymous!

HIPAA/Privacy Violation Reporting

Mail: Lakeland Care, Inc.

Attn: Compliance Department

N6654 Rolling Meadows Drive

Fond du Lac, WI 54937

Phone: 920-906-5100

Fax: 920-906-5161

Email: compliance@lakelandcareinc.com

You may also contact your Care Team!

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

Special Points of Interest in this Edition:

- A note from the CEO
- Lakeland Care Office Updates
- COVID-19: Tips for Staying Safe
- COVID-19: Member Care
- Tribal Partnership Anniversary
- Electronic Visit Verification (EVV)
- Manage Your Benefits on the Go
- Partners in Business Grant
- Compliance

DHS Approval 6/1/20

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
Green Bay*		2050 Riverside Drive
Manitowoc		3415 Custer Street
Marinette*		2003 Marinette Avenue
Oshkosh*		520 N. Koeller Street
Rhineland*		232 S. Courtney Street
Shawano*		607 E. Elizabeth Street
Stevens Point*		5474 Hwy 10 East
Wausau*		501 S. 24th Avenue, Suite 100

*By Appointment

www.lakelandcareinc.com
1-877-227-3335 | TTY 711

