



# LAKELAND CARE

Local. Compassionate. Dependable.

## Network News

Keeping Providers Informed

Good Day Provider Partners,

2020 is off to a blistering start for Lakeland Care and I am sure the same can be said for you and your organization! Here is just a brief excerpt of information shared at our last Provider Network Advisory Committee meeting:

- DHS shared industry turnover data for RN's and Care Manager's, the industry average for RN's is 18.3% and Care Managers is 14%. LCI outperforms the industry with 2.9% for RN's and 3.6% for Care Managers.
- Overall Family Care capitation rates increased by 2%, although LCI will earn about \$31 per member per month less than our 2019 rates.
- Pay for performance measurements, DHS has incorporated the 2019 Family Care Member Satisfaction Survey and Competitive Integrated Employment (CIE).

Electronic Visit Verification (EVV) continues to progress forward and DHS just released a survey to providers that I would encourage you to complete. Currently both LCI and DHS are evaluating training needs to ensure a successful roll out for EVV. Please reference the article on EVV in this newsletter and as more information becomes available, we will share it accordingly.

**LCI Provider Summit**, recently you should have received your save the date(s), if you didn't please see the information below or reach out to [networkrelationssupport@lakelandcareinc.com](mailto:networkrelationssupport@lakelandcareinc.com). You are welcome to attend one or all event locations, especially if you serve members in multiple areas. Bestselling author, Alonzo Kelly will be our guest speaker and there will be several breakout sessions for all to attend, including Caring for the Caregiver, Competitive Integrated Employment, Positive Support Planning, Technology, and more. The second half of the day will be dedicated to our Provider Fair, this is a great opportunity to set up a booth, network, and showcase your organizations skills and services to our care management teams. This entire event is free to you as our provider partners, we look forward to seeing there!

- **Wausau - June 9th**
- **Oshkosh - June 18th**
- **Green Bay - June 25th**

Thank you for all you do to serve our members,

Respectfully,

Mike Kristmann  
Lakeland Care's Network Relations Director

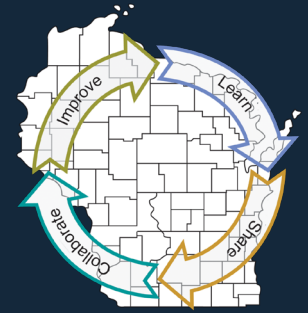
***Anxiety and ASD/DD:  
What we know and what can we do about it?***

**Tuesday, March 10, 2020**

**8:30am to 12:30pm**

**Sign-in begins at 8:15am**

**This is a free event but you must register.**



This webinar being offered through the University of Wisconsin Superior and will discuss what anxiety looks like for those with ASD/DD, how this manifests in a school environment, the correlation to suicide and offer a personal story to enhance understanding. Lakeland Care will be hosting viewings of this webinar at four of our office locations. This webinar is free, but does require registration through UW Superior either online or via phone. Below is a list of the office locations hosting this webinar.

- Green Bay: 2985 Ridge Road
- Fond du Lac: N6654 Rolling Meadows Drive
- Wausau: 501 S. 24th Avenue, Suite 100
- Oshkosh: 500 City Center

REGISTER online at <https://go.wisc.edu/copmarch2020>

Choose your site during registration!

If you have any trouble with this registration or do not have access to a computer to register—please contact Sonja Oetzel at (608) 265-8955 or email her at [soetzel@wisc.edu](mailto:soetzel@wisc.edu).

## 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.

Wendy Jacob is a Provider Specialist based out of Lakeland Care's Green Bay office. She supports teams in Brown, Oconto and Marinette Counties. Wendy has been with Lakeland Care since fall of 2017.

Wendy has previous background in contracting with insurance companies on the payor and provider side. Prior to that, Wendy has over 12 years of retail management experience.

"I love being able to build relationships with providers and partner with them to create a safe place for Lakeland Care members".

When Wendy is not working, she enjoys teaching Zumba classes and spending time with friends and family.

# Q4 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.

## Premier County Living, LLC; Curt W.



*"Working with Lakeland Care members, you have showed them compassion, they trust you and your staff as you follow through with all your commitments to them. You have gone above and beyond out of the kindness of your hearts to ensure all their needs are met. You have shown your respect for the member's wishes and have displayed excellent communication skills with the team. Thank you for all your hard work. We greatly enjoy working with you and your staff."*

-Nominated by Stacy P. and Michelle F.

## Renee Boudry, AFH; Renee B.



*"Thank you for going above and beyond to ensure that our members transition to your AFH was AMAZING. The situation was incredibly stressful, and we had less than two weeks to get everything taken care of. You stepped in and saved the day. You not only focused on helping our member cope with this change and coordinating the logistics of his move; you also took care of all the little things, things that most of us would never even think about. Your work ethic, level of care, and compassion is unparalleled. You are the epitome of Lakeland Care's mission, vision, and guiding principles. We are honored to be able to work with you, and we are beyond excited to have you working with our member."*

-Nominated by Lacey B. and Cindy K.

## Options Counseling Services, LLC; Bruce D. and Hunter S.



*It was reported to LCI Network Relations and Quality staff that, "At the end of November, our member lost power at his residence due to a large amount of ice and snow. Options Counseling Services was contacted about providing respite and they agreed that our member could stay at the facility until the power was restored. It was further reported that staff at Options Counseling Services personally transported him to the facility when no other provider could be located."*

-Nominated by Network Quality and Network Relations Departments



# Electronic Visit Verification

The Wisconsin Department of Health Services (DHS) has established a timeline to implement electronic visit verification (EVV) for Medicaid-covered personal care services in the calendar year 2020. Medicaid covered personal care services will begin using EVV effective September 1, 2020. EVV is an electronic system that uses technology to verify that authorized services were provided. Home care workers will be required to send information at the beginning and end of each visit to an EVV system. The information needed to be sent will include who receives the service, who provides the services, what service is provided, where service is provided, date of service, time in/time out.

A soft launch is slated for September 1, 2020 for personal care service providers. All personal care provider agencies and workers will be required to use EVV during the soft launch, but it will not be integrated into claims processing until the Hard launch. The hard launch date is yet to be determined. Once determined, the hard launch will require personal care service claims to include the required EVV information with claims. Claims that do not contain the required EVV information may be denied. DHS will be providing training in Summer of 2020, dates have yet to be scheduled.

In order to ensure LCI met the new EVV requirements, LCI made changes to the descriptions for codes: S5125 and S5135. The code descriptions were changed November 1, 2019:

- S5125: Assistance with ADLs
- S5135: Supervision Service

This change aligns LCI's provider codes with the EVV requirements for personal care services.

The Wisconsin Department of Health Services (DHS) is hosting its fifth EVV public forum on March 11, 2020, from 1–3 p.m. at the Hampton Inn & Suites in West Allis. The forum will also be live streamed. To register and for the latest information on EVV please visit the DHS Electronic Visit Verification web page:

<https://www.dhs.wisconsin.gov/evv/index.htm>

## Lakeland Care Provider Summit

Join LCI's Network Relations Division for a day of collaboration, education and networking!

### Featuring Keynote Speaker, Alonzo Kelly

Bestselling author and one of the nation's leading experts on leadership development, strategic planning and professional goal achievement.



**Educational breakout sessions** for providers; covering Positive Support Planning, Caring for the Caregiver, Competitive Integrated Employment, Adaptive Technology, and more!

**Provider Fair** vendor space will be available for meeting, networking and collaboration between LCI staff and providers, 1:30 p.m. to 4:30 p.m.

### SAVE THE DATE(S)

Wausau - June 9, 2020  
Oshkosh - June 18, 2020  
Green Bay - June 25, 2020  
From 9 a.m. to 4 p.m.

Registration and details to follow



COLLABORATION



EDUCATION



NETWORKING

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

# Incident Reporting and LCI's Incident Management System

The reporting of incidents is a contractual responsibility for all providers. Incident reporting assists LCI in being up-to-date on the member's status, ensures member health and safety, encourages open communication and teaming between the provider and IDT staff, and enhances the development of strategies to prevent future incident re-occurrence for the member or members. LCI's Incident Management System provides the capability to track and trend the root cause, scope, severity, frequency, and categorization of incidents per internal monitoring processes and DHS reporting requirements.



Providers are responsible to report incidents to the member's IDT staff no later than one (1) business day after the discovery of the incident. All information does not have to be available upon notification of the incident to the IDT staff. Additional findings and updates should be provided to IDT staff following initial notification if not already provided as soon as they are available.

## Incident Categories:

- Abuse
  - Physical
  - Sexual
  - Emotional
  - Treatment without Consent
  - Unreasonable Confinement or Restraint
- Neglect
- Self-Neglect
- Financial Exploitation
- All unplanned or unapproved involvement of Law Enforcement
- Missing Person
- Member Death
- Choking Incident
- Behavioral Incident
- Unplanned or unapproved use of Restrictive Measures
  - Restraint(s)
  - Isolation
  - Seclusion
- Fall
  - With or without injury
- Medication Error
  - With or without harm
- Violation of Members' Rights
- Accident other than a fall
  - This could include injury of unknown origin
- Attempted Suicide

For additional information and to learn more about incidents and incident definitions, please reference the LCI Website Provider Education and Training page, under Risk Management.

<https://www.lakelandcareinc.com/providers/provider-education-and-training/>

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



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

# Compliance Auditing

## Compliance Auditing

The audit process occurs as a preventative measure and assists LCI in attaining compliance excellence by:

- Minimizing fraud, waste, and financial abuse.
- Maintaining requirements under the MCO Family Care Contract.
- Identifying and preventing unethical conduct.
- Improving information privacy and security.
- Improving compliance with policies and procedures.

The Compliance Division performs two Provider-based audits each quarter to preserve the measures mentioned above and maintain compliance.

### 1) Provider Service Verification Audit

As a publicly funded system, LCI strives to maintain the integrity of the Family Care program by ensuring that all services are billed as authorized by LCI and as rendered to our members.

The Provider Service Verification Audit is a random, quarterly review of claims submitted by its contracted Providers. To complete the audit, the selected Providers are asked to submit one form of administrative documentation verifying services rendered to LCI.

### 2) Provider Background Check Audit

The Department of Health Services (DHS) Wisconsin Administrative Code DHS 12, Caregiver Background Checks, mandates that all Managed Care Organizations (MCOs) must ensure that caregiver background checks are completed for individuals paid to provide services to the MCO's membership.

The Provider Background Check is a random, quarterly audit which verifies that Providers are performing required caregiver background checks on their employees. Four of a Providers' employees are selected in which the Provider will need to submit the following required background check documentation to LCI:

1. The employee's background information disclosure (BID) form.
2. The Department of Justice (DOJ) Wisconsin Criminal History Record Request.
3. The Department of Health Services (DHS) reporting the status of the employee's administrative findings or licensing restrictions, if applicable.

As always, we appreciate your cooperation and participation in this effort to assure the integrity of the Family Care program. LCI is committed to assisting our contracted providers in assuring quality care to members.

## Reporting Fraud, Waste, and Financial Abuse

Everyone has a responsibility to report a suspected fraud, waste, or financial abuse violation of LCI resources (services, money, equipment, etc.) immediately. Please include as much detail in your report as possible – who, what, when, where, why, how, how much, etc.

**You may remain anonymous!**

**Online:** <https://www.lakelandcareinc.com/reporting-fraud/>  
**Phone:** 920-906-5100  
**Email:** [fraud@lakelandcareinc.com](mailto:fraud@lakelandcareinc.com)

**Mail:** Lakeland Care, Inc.  
Attn: Compliance Division  
2985 S Ridge Road  
Green Bay, WI 54304

## HIPAA/Privacy Violations

All HIPAA/Privacy violations need to be reported immediately.

**Contact:** Julianne Cox, Compliance Director

**Phone:** 920-425-3947

**Email:** [julianne.cox@lakelandcareinc.com](mailto:julianne.cox@lakelandcareinc.com)

OR

Lakeland Care's Compliance Division  
920-425-3900  
[compliance@lakelandcareinc.com](mailto:compliance@lakelandcareinc.com)

# Network Relations Team Contact Information

|                 |   |              |  |
|-----------------|---|--------------|--|
| Mike Kristmann  | Network Relations Director - Fond du Lac      | 920-906-5100 | mike.kristmann@lakelandcareinc.com     |
| Lauren Doro     | Network Relations Manager - Fond du Lac       | 920-906-5819 | lauren.doro@lakelandcareinc.com        |
| Jane Brackett   | Network Quality Manager - Green Bay           | 920-425-3882 | jane.brackett@lakelandcareinc.com      |
| 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:**

**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** | 500 City Center

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

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

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

**WAUSAU** | 501 S. 24th Avenue, Suite 100\*

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

**1-877-227-3335**

*\*By appointment*

