



# LAKELAND CARE

Local. Compassionate. Dependable.

## Member Newsletter

You can rely on us for long-term supports and services you need to live independently.

Hello Lakeland Care Members and Families,

What inspires you?

Many of us gain satisfaction from meeting new people and relating to others, or spending time with family and friends. Some people really like doing a job well. And still others might enjoy creating things or completing tasks. No matter what motivates you, having the opportunity to do those things is what leads us to live an inspired and fulfilling life.

Supporting opportunities for us all to live an inspired life is why Lakeland Care has launched two new member-focused efforts. Lakeland Care is re-dedicating itself to supporting you to live well in your own home because we understand that living at home is important to you, and for you. Lakeland Care puts your needs and goals first to help you live as independently as possible. Living well in your own home lets you plan your days and make your own decisions so you can stay connected to your family, friends and community.

Lakeland Care provides the support you need to stay at home whenever possible. Beyond the traditional services like personal care and home-delivered meals, new options that can help you live independently are being developed all the time. We're actively working with our provider partners to develop and provide the unique supports and services you need to keep you safe in your home. Your Lakeland Care team is with you every step of the way to support you to live your best, most inspired life.

We're also enhancing our supports for Lakeland Care members who find fulfillment through work in their community. Studies show that the right job can increase your self-worth and independence and improve your overall health and well-being. In short, work can also inspire you to live your best life.

What skills do you have, and which would you like to develop? Lakeland Care works with a vast list of providers who are ready to support you to be successful. Your care team is there to help you gain the necessary skills and experience to find and keep your job, and support you to thrive in your community. If you want to work, talk to your care team so that together you can make it happen. Lakeland Care wants to help you live your inspired life.

This newsletter contains information for you on a range of other topics including:

- Do you want to be more fully in charge of your own services and supports? Your team can support your independence through self-directed services.
- Family Care options for members' grievance and appeals have changed.
- It's getting harder and harder to avoid scams. Find out what to watch for and how to protect yourself from scammers.

Spring is finally here, and we're all excited for warmer weather after such a cold and snowy winter. Lakeland Care is your local, compassionate and dependable resource, and we want to support you to live your best life. Thank you for choosing us to share the journey.

Sincerely,

Katie Mruk, CEO

# 2019 Member Rights Update

This year, Lakeland Care's contract with the Department of Health Services (DHS) has been updated with several changes regarding your rights as a member of Family Care.

Previously called a "Notice of Action", you may now receive a "Notice of Adverse Benefit Determination." This notice is sent to members in any of the following circumstances:

- The denial of functional eligibility as a result of the long-term care functional screen, and this includes a change from Nursing Home Level of Care to Non-Nursing Home Level of Care;
- The denial or limited authorization of a service in the benefit package;
- The reduction, suspension, or termination of an already authorized service;
- The denial of a payment for a service in the benefit package;
- Failure to provide services or supports that are included in your Member Centered Plan (MCP) in a timely manner;
- Failure of Lakeland Care to act within the time frames for a resolution of an appeal or grievance;
- Development of a MCP that is unacceptable to you;
- The involuntary disenrollment of a member from Lakeland Care at the request of Lakeland Care;
- The denial of a member's request to dispute a financial liability, including cost shares, copayments, premiums, deductibles, coinsurance, and other member financial liabilities.

While the name "Notice of Adverse Benefit Determination" has changed, you may still hear your care teams reference them as "NOA's" for short. If you have questions about this, feel free to talk with your Care Team and they can tell you more about these important notices.

There have also been some minor changes related to time frames associated with appeals and grievances:

- Should you want to file an appeal due to one of the circumstances noted above, your time frame to file an appeal with Lakeland Care has been extended from 45 days to 60 calendar days from receipt of your Notice of Adverse Benefit Determination.
- If you file an appeal with Lakeland Care, we will now have 30 calendar days (previously 20 business days) to resolve the appeal and 14 additional calendar days should an extension be required or requested.
- If you file a grievance with Lakeland Care, we will now have 90 calendar days (previously 20 business days) to resolve the grievance and 14 additional calendar days should an extension be required or requested.
- If you file a grievance through DHS, their time frame has also been increased to 30 calendar days (previously 20 business days).
- Should your appeal result in a reversed decision (you "win" the appeal), Lakeland Care will have 72 hours to authorize or provide services.

If you need help filing a grievance or appeal, you can contact your Care Team or the Member Rights Specialist.

## *Our Mission:*

*Enriching individuals' lives by honoring their values through high quality, cost effective care and supports.*

**Local. Compassionate. Dependable.**

# Meet Kayla, Lakeland Care Member



Having the freedom to choose who cares for you is important to most people, especially to Lakeland Care member, Kayla. Kayla is a young woman in her early 20's who has autism and is extremely sensitive to sounds and touch.

Kayla joined Lakeland Care and the Family Care program after graduating high school. Throughout Kayla's enrollment with Lakeland Care, she participated in several day programs and used various transportation providers. Due to the rural location of Kayla's home, transportation options were limited. Kayla is sensitive to noises and she was having trouble with the long, noisy bus rides.

Concerned for Kayla, her care team worked with Lakeland Care's Member Supports Consultant who assisted in developing a positive support plan to better assist Kayla. After brainstorming with day program staff, Kayla's natural supports, and care team, a plan was created to support Kayla's transportation needs differently, which has been very successful! Kayla no longer rides the bus and she receives transportation from her family and other supports through Self-Directed Supports (SDS). Since the change in transportation providers occurred, Kayla has not experienced any emotional upsets during transportation or at day services. Kayla's mother also reports that Kayla has been in much better spirits and seems happier.

Since joining Lakeland Care, Kayla has been using self-directed supports for respite services and supportive home care, so adding transportation to her SDS plan was a simple solution. Kayla does not do well with change, so having family help with transportation made the transition easier for Kayla and she felt safer with her family. When asking Kayla what she likes best about self-directing her own supports, she will tell you "having the freedom to choose who cares for me." Kayla likes having a say in her every day routine. She's able to set up her preferences, choose what programs work best for her and decide what she wants to do on her days. Kayla's Registered Nurse Care Manager, Sandi, said "Kayla's independence has grown throughout her use of self-directed supports and it has helped her increase her independence with her activities of daily living."

Like most people, Kayla likes to be in control of her life as much as possible and by using self-directed supports helps Kayla be in control of her care plan and services. Kayla continues to enjoy living with her family and likes having her family support her with her care. For Kayla, SDS is the option of choice.

## Wisconsin Medicaid Renewals

Did you know the Family Care program is a form of Wisconsin Medicaid (MA)? Members enrolled with Lakeland Care need to complete yearly reviews to maintain eligibility. This review process is called MA recertification. Yearly, all members receive a renewal packet that is sent by the Centralized Document Processing Unit (CDPU). Each member is asked to submit verification of current assets such as bank accounts, life insurance cash value, gross pension amounts and VA benefits. It's very important to complete the renewal and provide the verification as soon as the renewal packet is received to avoid delays in processing your recertification. If the renewal isn't completed on time, you could experience an interruption in your Medicaid services. The renewal process can be confusing so please reach out to Lakeland Care Enrollment Coordinators and your care team for assistance!

# Ask the Lakeland Care Expert...



Dear Lakeland Care Expert:

I understand I can be more independent by controlling more of the services and supports I receive from Lakeland Care, through “Self-Directed Supports” or SDS. As a member, what is my role in SDS?

<b>Member responsibilities for employment related tasks</b>	<b>Who is responsible for this function?</b>
Screening Applications	Member*
Interviewing and hiring SDS employees	Member*
Writing a job description (with assistance from care team)	Member*
Deciding wage rate for member’s SDS employee (typically within budget guidelines)	Care team will assist the member to ensure the member is aware of what wage the budget was based off of. The member can elect to pay something other than this amount; however, the care team will provide education to the member regarding what that may mean for the budget.
Development of the SDS budget	Member and care team
Orientation and training for SDS employee	Care team and member will discuss the member’s plan to orient new employees.
Supervision and work performance evaluation of SDS employee	Member*
Disciplinary action and termination, if necessary	Member*
Emergency backup coverage	Member and care team
Signing off on SDS employee time card	Member and the SDS employee
Submitting SDS employee time card to Financial Management Service (FMS) provider	Member and the SDS employee
Monitoring budget utilization and spending	Member and care team

*\*Care team is available to assist with all tasks in relation to SDS.*

Want to learn more about SDS? You can talk to your care team for more information about SDS and you can reference Kayla’s success story on the previous page.

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



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

# Things You Can Do to Avoid Fraud/Scams

1. **Beware of Scammers:** Scammers often pretend to be someone you trust, like a government official, a family member, a charity, or a company you do business with. Don't send money or give out personal information in response to an unexpected request — whether it comes as a text, a phone call, or an email.
2. **Don't believe your caller ID.** Technology makes it easy for scammers to fake caller ID information, so the name and number you see aren't always real. If someone calls asking for money or personal information, hang up. If you think the caller might be telling the truth, call back to a number you know is honest.
3. **Don't pay upfront for a promise.** Someone might ask you to pay in advance for things like debt relief, credit and loan offers, mortgage assistance, or a job. They might even say you've won a prize, but first you have to pay taxes or fees. If you do, they will probably take the money and disappear.
4. **Consider how you pay.** Credit cards have significant fraud protection built in, but some payment methods don't. Wiring money through services like Western Union or MoneyGram is risky because it's nearly impossible to get your money back. Government offices and honest companies won't require you to use these payment methods.
5. **Talk to someone.** Before you give up your money or personal information, talk to someone you trust. Scammers want you to make decisions in a hurry. They might even threaten you. Slow down, check out the story, do an online search, consult an expert — or just tell a friend.
6. **Hang up on robocalls.** If you answer the phone and hear a recorded sales pitch just hang up. These calls are illegal, and often the products are fake. Don't press 1 to speak to a person or to be taken off the list. That could lead to more calls.
7. **Be skeptical about free trial offers.** Some companies use free trials to sign you up for products and bill you every month until you cancel. Before you agree to a free trial, research the company and read the cancellation policy. And always review your monthly statements for charges you don't recognize.
8. **Sign up for free scam alerts from the FTC at [ftc.gov/scams](https://www.consumer.ftc.gov/).** Get the latest tips and advice about scams sent right to your inbox.

*Content adapted from <https://www.consumer.ftc.gov/>*

## Member Rights

As a member of Lakeland Care, it is your right to have access to the Member Handbook and the Provider Directory. You also have the right to information about rights, protections, and responsibilities. These rights and protections are listed within the Member Handbook. The Member Handbook can be found on our website at: [www.lakelandcareinc.com](http://www.lakelandcareinc.com) under Family Care. If you visit the Members & Families tab, you will see a drop down list where you can click on "Member Handbook." You can also access the Provider Directory and search for a provider on our website by clicking on the "Find a Provider" button at the top of the Family Care homepage. A printed copy of the Member Handbook and/or Provider Directory is also available to you upon your request. Feel free to ask your Care Team for a copy at any time or by calling us at 1-877-227-3335.

We value you as a member of Lakeland Care! Thank you for trusting Lakeland Care to be your local, compassionate, and dependable Family Care provider.

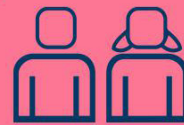
# Spring Into Fitness

4 Ways to Spring Clean Your Fitness Routine



Now that the weather is finally warming up, exercise outside! Find accessible parks and trails in your area that you haven't yet explored.

You're more likely to stick with your plan if you've got a partner. Choose someone to exercise with who has similar goals and a schedule that fits with your own.



Get a Partner



Avoid muscle cramping and fatigue by drinking plenty of water before, during, and after exercise.

Going outside means more sunshine, but it also means that your skin is exposed to harmful UV rays. Rub sunscreen on all exposed areas of your body.



Don't Forget Sunscreen

**NCHPAD**  


## Member Employment News

Did you know that working in the community has been shown to have a positive impact in many areas of your life? Competitive Integrated Employment can lead to better physical and mental health, more independence, financial flexibility, increased stability, and making new friends! In the coming months, Lakeland Care teams will be reaching out to all members between the ages of 18 and 45 to discuss your interest in Competitive Integrated Employment, and to assist anyone who is interested in taking next steps to advance your career goals. For people 46 years of age and older, please let your team know if you're interested in changing your career path, such as seeking work for the first time or returning to work, exploring career advancement opportunities like more hours or a promotion, or would prefer changes in your work life such as a different job or a change in employers. Your Lakeland Care team is here to support your work goals!

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# Protecting Our Members

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 to Amend a Member Record**

In this LCI newsletter, we are going to cover your right to request to amend your member record. You have the right to request LCI to re-word specific information or completely remove information and/or specific words that you feel are incorrect.

If you would like to request to amend your member record, you must fill out the Request to Amend PHI 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 any of the following are true:

1. LCI did not create the information.
2. Your record is accurate according to the health care team that wrote it.
3. The information you are requesting to amend is not part of LCI's record.

## **Fraud, Waste and Financial Abuse:**

It is everyone's responsibility to help stop and spot 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 may be away from home, or when you are in the hospital. Also, be aware of potential fraud, waste and financial abuse and know how to report it.

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

## **Examples of Fraud:**

- A member signing time cards for a 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 submission form at:

<http://www.lakelandcareinc.com>

**Phone:** 920-906-5100

**Fax:** 920-906-5161

**Email:** [fraud@lakelandcareinc.com](mailto: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](mailto:compliance@lakelandcareinc.com)

You may also contact your Care Team!

***Success in these efforts is essential to maintaining a system that is affordable for everyone.***



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

Special Points of Interest in this Edition:

- Message from the CEO
- 2019 Member Rights Update
- Meet Kayla, Lakeland Care Member
- Wisconsin Medicaid Renewals
- Ask the Lakeland Care Expert
- Things You Can Do to Prevent Fraud/Scams
- Member Rights
- Spring into Fitness
- Member Employment News
- Protecting Our Members

DHS Approval 3/15/19

For more information about the Family Care Program, contact the Aging and Disability Resource Center (ADRC) in your county:

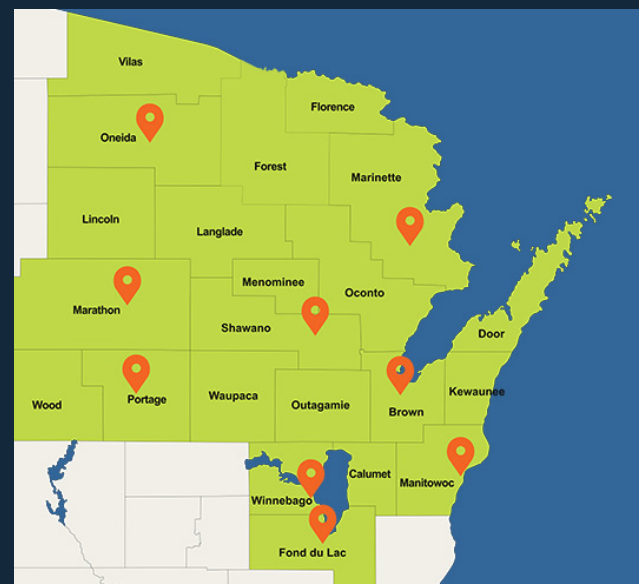
[www.dhs.wisconsin.gov/adrc](http://www.dhs.wisconsin.gov/adrc)

**For more information about Lakeland Care, contact us:**

<b>Crivitz*</b>	308 Henriette Avenue
<b>Fond du Lac</b>	N6654 Rolling Meadows Drive
<b>Green Bay</b>	2985 S. Ridge Road
<b>Manitowoc</b>	3415 Custer Street
<b>Oshkosh</b>	500 City Center
<b>Rhineland*</b>	232 S. Courtney Street
<b>Shawano*</b>	607 E. Elizabeth Street
<b>Stevens Point*</b>	5474 Hwy 10 East
<b>Wausau*</b>	501 S. 24th Avenue, Suite 100

**[www.lakelandcareinc.com](http://www.lakelandcareinc.com)  
1-877-227-3335 | TTY 711**

*\*By appointment*



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