

# Member Newsletter

*Inclusion is within everyone's ability*

## A note from the CEO



Happy Spring! Spring is a time of new beginnings. Each day provides us with an opportunity to start fresh and decide whether we will face the day with positive or negative

thoughts. When our focus is on positive thoughts and behaviors, we tend to have healthier outcomes. If you struggle to find ways to think positive, here are some ways that will help you think more positively about yourself:

- Identify an area in your life that you think negatively about and change it. What one thing can you focus on differently that is positive?
- Self-reflection throughout the day. Did you have more positive thoughts or negative thoughts? How can you focus more on your positive thoughts?
- Laughter is a great therapy. It is okay to laugh at yourself and with others. Laughter helps to lower your stress and help you cope with hard situations.
- Make healthy choices. Eating and exercise are important to help you fuel your body to reduce the stress

you manage throughout the day. A 20-minute walk is a great way to boost your mood.

- Positive Supports. Are the friends and supports that you have in your life bringing you positivity and reducing your stress level? When your supports cause you stress or bring you negative thoughts, you lose the space for positive thoughts and that increases your stress. It is important that you talk to your supports and let them know how you feel.

Remember, refocusing on positive thinking may take time, so don't get frustrated with yourself as you are learning to increase the positive thinking along the way. Be patient with yourself. You never know where the positivity will take you!

As we get ready to welcome in summer, it is my hope that you are healthy and enjoying the wonderful Wisconsin outdoors.

Until next time,  
Sara Muhlbauer

*"Do what you can, with what you have, where you are."*

*- Theodore Roosevelt -*

## In this issue:

COVID-19: Masks  
Page 2

Be Heard  
Page 2

Benefits of Walking  
Page 3

Member Advisory Committee  
Page 3

FCC Emergency Broadband  
Benefit Program  
Page 4

Reporting Abuse and Neglect  
Page 4

Mental Wellness Tips  
Page 5

Compliance  
Page 6

Follow Us On Social Media  
Page 6

Spring/Summer Word Search  
Page 7

# COVID-19: DO I STILL NEED TO WEAR A MASK

In one word... Yes!

While the state's official mask mandate ended due to a Wisconsin Supreme Court ruling on 3/31/21, that decision was about the Governor's authority, NOT about the need for masking or the effectiveness of masking. Many Wisconsin counties and municipalities re-issued mask advisories and mandates as soon as the state-wide mask mandate ended – and for good reason. It is still critical to wear a mask to reduce the spread of COVID-19. In Wisconsin, we continue to see COVID-19 illness with an increase in new cases recently due to the spread of the new variants of the virus, combined with relaxed precautions in some areas.

Wearing a mask is about protecting

our health and the health and safety of our families and friends, our neighbors, and communities. Science shows that wearing a mask helps prevent transmission of the virus, and science also shows that the more people who wear masks, the more effective they are at stopping the spread of COVID-19.

After more than a year of dealing with the COVID-19 pandemic, people are tired of it and want to get back to normal. We can end the pandemic more quickly and get back to normal sooner if we all keep doing our part by following the recommended safety precautions, including wearing a mask and getting vaccinated. Once the majority of our population is vaccinated, we will achieve what is called "herd immunity." We are moving in the right direction.

However, at this point in the pandemic, precautionary measures are more important than ever.

Wear a face mask, maintain physical distance from others, wash hands frequently, stay home when sick and get vaccinated as soon as possible. Those steps can reduce all COVID-19 infections, including the newer, more contagious variants. Vaccines are now readily available at multiple locations across the state. Please contact your Care Manager if you need assistance in making a vaccination appointment and/or transportation to get your vaccine.

Together, we can stop the spread. Thank you for making healthy and safe decisions, for masking up, and for getting vaccinated.

**BE**  **HEARD**

**The Department of Health Services (DHS) annual survey  
will be mailed mid-to-late summer.**

# BENEFITS OF WALKING DAILY

1. Boosts immunity
2. Improves heart health
3. Increases lung capacity
4. Burns fat
5. Promotes bone and joint health
6. Strengthens muscles
7. Regulates blood pressure
8. Controls cholesterol levels and diabetes
9. Improves digestive health
10. Reduces stress and depression



## JOIN OUR MEMBER ADVISORY COMMITTEE



YOUR  
OPINION  
MATTERS

If you would like a voice in Lakeland Care activities on an ongoing basis, please consider joining our Member Advisory Committee! We're searching for members and representatives to join our committee.

The group includes members and family members like you, plus some community representatives and meets four times a year. At these meetings Lakeland Care staff share information about Family Care and member-related information, and hear feedback and ideas from you. If you join, you can attend meetings in person, or from your local Lakeland Care office, or by phone or computer. We'll help your voice be heard. The Member Advisory

Committee is a great way to be more involved with Lakeland Care and help us continue to improve.

If you are interested in joining or would like more information, please call us at 877-227-3335 or email [info@lakelandcareinc.com](mailto:info@lakelandcareinc.com).

# FCC LAUNCHES EMERGENCY BROADBAND BENEFIT PROGRAM

The Federal Communications Commission (FCC) has launched an Emergency Broadband Benefit Program to help households struggling to pay for internet service during the pandemic. This new benefit will connect eligible households to jobs, critical healthcare services, and virtual classrooms.

The Emergency Broadband Benefit will provide a discount of up to \$50 per month towards broadband service for eligible households and up to \$75 per month for households on Tribal lands. Eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers if they

contribute \$10-\$50 toward the purchase price.

The Emergency Broadband Benefit is limited to one monthly service discount and one device discount per household.

A household is eligible if one member of the household:

- Qualifies for the Lifeline program;
- Receives benefits under the free and reduced-price school lunch program or the school breakfast program, including through the USDA Community Eligibility Provision, or did so in the 2019-2020 school year;
- Received a Federal Pell Grant during the current award year;
- Experienced a substantial loss of

income since February 29, 2020, and the household had a total income in 2020 below \$99,000 for single filers and \$198,000 for joint filers; or

- Meets the eligibility criteria for a participating providers' existing low-income or COVID-19 program.

The program has been authorized by the FCC with an enrollment start date of May 12, 2021. Visit <https://www.fcc.gov/broadbandbenefit> for details on how to enroll in the program to receive a monthly discount off the cost of broadband service from an approved provider.

*Source: United States Federal Communications Commission*

## REPORTING ABUSE AND NEGLECT



Everyone has a responsibility to report a suspected act of abuse or neglect. It is never too late to stop the hurt and harm.

Abuse can happen in many ways. It can be physical, emotional, verbal, financial or sexual. Abuse is willfully causing physical or emotional pain, injury or unreasonable confinement.

Examples of Abuse can look like:

- Someone is using the member's money for themselves
- Someone is touching the member when or where they do not want to be touched
- Someone is sharing pictures of the member on social media that are hurtful
- Someone is screaming at the member and calling them names
- Someone is shoving or hitting the member

Neglect occurs when a caregiver or individual responsible for care fails to provide enough food, shelter, clothing, medical or dental care. As a result, the person's physical or mental health is in significant danger.

If you or someone you know is being abused, neglected or mistreated, contact your Care Team and your local Adult Protective Services (APS).

Local APS helplines for Adults-at-Risk can be found at: <https://www.dhs.wisconsin.gov/aps>

State laws protect people who report abuse, neglect or financial exploitation in good faith.

**If you or someone you know is in immediate danger, call 911.**

# MENTAL WELLNESS TIPS

## MAKE SOCIAL CONNECTIONS



## STAY ACTIVE



## KEEP STRESS LEVELS IN CHECK



## EAT A HEALTHY DIET



## GET ENOUGH SLEEP



## FIND PURPOSE & MEANING IN LIFE



Don't be afraid to reach out if you or someone you know needs help. Learning all you can about mental health is an important first step. Reach out to your health insurance, primary care doctor or state/county mental health authority for more resources. If you or someone you know needs help, text HOME to the Crisis Text Line at 741741, call the National Suicide Prevention Lifeline at 1-800-273-8255 or call 911.

# COMPLIANCE INFORMATION

## HIPAA and You!

Your personal and health information is confidential and private. One way to protect your privacy is to be aware of what PHISHING is and how you can prevent PHISHING scams.

## What Is Phishing?

Phishing is when a cybercriminal tries to get your sensitive information like your email username and password by pretending to be trustworthy. The cybercriminal sends thousands of emails in hopes that you will open one and give your username and password. Phishing attacks are successful because cybercriminals' techniques are sophisticated. The most popular type of phishing email requests you to enter and/or update your password. The cybercriminal then has access to your email account!

## Top Three Things You Can Do to Avoid Phishing Scams:

1. Look at the sender's email address. Do you recognize it? If not, it might be a phishing email.
2. Check for spelling errors or strange words. Does it make sense? If not, it might be a phishing email.
3. Never click on links or open attachments that you do not trust or recognize. If you click on links or open attachments in

phishing emails, malware can be installed on your computer. Hover your mouse over the link or attachment to verify what the link is. Do you recognize it? If not, it might be a phishing email.

## Fraud, Waste and Financial Abuse and You!

Healthcare fraud, waste, and financial abuse affects everyone in the United States, including you! It makes things harder for you by increasing healthcare costs, medical identity theft, and health risks.

## *What exactly is healthcare fraud, waste, and financial abuse?*

**Fraud** is when someone intentionally lies to a health insurance company, Medicare, or Medicaid to get money.

**Waste** is when someone overuses health services carelessly. Financial abuse happens when best practices aren't followed, leading to expenses or treatments that aren't needed.

If you suspect fraud, waste, or financial abuse, you must report it to LCI, and we will investigate. Your actions may help to improve healthcare and reduce costs for members, providers, and the healthcare system. You have the option for your report to remain anonymous.

## How to Report: Fraud, Waste & Financial Abuse

Online: Form at  
lakelandcareinc.com  
Phone: 920-906-5100  
Fax: 920-906-5161  
Email: fraud@lakelandcareinc.com  
Mail: Lakeland Care, Inc.  
Attn: Compliance Division  
N6654 Rolling Meadows Dr.  
Fond du Lac, WI 54937

*You may remain anonymous!*

## How to Report: HIPAA/Privacy Violation

Mail: Lakeland Care, Inc.  
Attn: Compliance Division  
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!

## Wisconsin Fraud Hotline

1-877-865-3432  
www.dhs.wisconsin.gov/fraud

STAY CONNECTED WITH LAKELAND CARE ON SOCIAL MEDIA



# SPRING/SUMMER WORD SEARCH

L P O B S R S H O W E R S S B B Z W  
R B U B A G H S F V W W R P L Z Y A  
O R B D B S A S U L R K A R O T S L  
B M I W D O E R W N O M I I S K U K  
I J R N I L A B D I S W N N S L N I  
N Y D U F F E T A E M C E G O O S N  
F I S H I N G S I L N M R R M D H G  
P I C N I C S C N N L I I E S U I W  
S U N G L A S S E S G X N N E X N G  
A F O H A S O C C E R R F G G N E U  
P W T I A C O O K O U T S S J X H H  
P S S U M M E R T Q B I K I N G F W

Find the following words in the puzzle.  
Words are hidden → ↓ and ↘ .

BASEBALL

BIKING

BIRDS

BLOSSOMS

BOATING

COOKOUTS

FISHING

FLOWERS

GARDENING

PICNICS

PUDDLES

RAIN

ROBIN

SHOWERS

SOCCER

SPRING

SUMMER

SUNGLASSES

SUNSCREEN

SUNSHINE

SWIMMING

WALKING



PRSRST STD  
U.S. POSTAGE  
PAID  
UMS

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

**1-877-227-3335  
TTY: 711**

DHS Approval 5/5/21

**For more information about Long Term Care options, contact the Aging and Disability Resource Center (ADRC) in your county: [www.dhs.wisconsin.gov/adrc](http://www.dhs.wisconsin.gov/adrc)**