



Network News

Keeping Providers Informed



Hello Lakeland Care Service Providers,

Thank you for reading the Lakeland Care second quarter 2021 Provider Newsletter. We hope you and those around you have been able to get out and about to enjoy the wonderful weather this time of year!

In this newsletter, we will continue to highlight Electronic Visit Verification (EVV). For providers affected by these federal requirements, Lakeland Care and our Network Development team are here to help support your organization in successfully implementing the changes. The EVV article provides several informational links to statewide resources including a resource webpage and an EVV-specific podcast. These resources are the primary method of sharing the information needed for your organization to successfully generate EVV-compliant claims.

We would also like to call your attention to the “Hired During the Pandemic” campaign, celebrating Lakeland Care members who have started new roles with a variety of employers during the pandemic. As economic activity picks up, it’s a great time for Lakeland Care members who want to participate in competitive integrated employment to explore their opportunities!

As always, there are other valuable reminders and information included as well.

Enjoy your summer,

Jeremy Kral
Director of Community Supports

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MEET YOUR NETWORK DEVELOPMENT STAFF



Lakeland Care's Network Development Department will be using the Provider Newsletter as an opportunity to highlight a member of the Network Development team. Each quarter a new team member will be highlighted allowing providers to learn more about the staff they work with.

Jill Wenger has worked for Lakeland Care for 5 years. She

started as a Care Manager in 2015 and transitioned to Provider Specialist in 2019. Jill's areas of coverage as a Provider Specialist include the counties of Marinette, Oconto, Langlade, Lincoln, Forest & Florence.

She takes pride in building and maintaining relationships with others and truly getting to know and understand providers' needs, concerns, and/or any potential barriers they may be experiencing. She believes it is important to work collaboratively to develop strategies and/or solutions that will ultimately result in the best quality of care and service for LCI membership.

Jill appreciates Lakeland Care's culture, as well as the "work-

life" flexibility that Lakeland Care offers. Values that are important to her include honesty, integrity, and dependability. She believes that everyone has a story to tell and that is what makes each of us unique and interesting!

In her spare time, Jill enjoys spending time with her family (which includes trying to "tame" Golden Retriever, Shiloh). She also likes taking walks by the water, camping, hiking, biking and almost any outdoor activity.

Jill says, one of the best things about working for Lakeland Care "is being appreciated and valued, not only as an employee, but also as a person."

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.

Contact your LCI Care Team if a member is being or has been abused, neglected or mistreated. All incidents should be reported to LCI within one business day.

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



ELECTRONIC VISIT VERIFICATION (EVV) FOR WISCONSIN MEDICAID PERSONAL CARE SERVICES

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

Who does this affect?

Updates: Live-in Caregiver definition was changed. New DHS definition: To be considered a live-in caregiver, a caregiver must permanently reside at the same premises as the member or reside in a two-residence dwelling (such as a duplex) where the member lives in the other half of the dwelling and is a relative of the member receiving services.

New: Although DHS does not require EVV use for live-in caregivers, all workers are required to be identified and verified by their provider agency with all prior authorization submissions.

No change: Lakeland Care Inc. does not require agency or SDS caregivers who are considered live-in caregivers or for natural supports to participate in EVV.

When is this going to start?

Update: The hard launch date is expected to be announced within 60-90 days prior to the start date.

What do providers need to do to prepare?

Providers should review the most recent EVV newsletter published by Wisconsin Department of Health Services (DHS). The most recent issue was published in April 2021 and can be found at <https://www.dhs.wisconsin.gov/library/evv-21.htm>. The eighth issue of the newsletter focuses on renewing knowledge about Sandata passwords and provides answers to common questions about EVV. Also available is the fourth [Unlocking EVV podcast](#). This recording explains what services require EVV, training guidelines, and information about live-in caregivers. EVV newsletters, podcasts, and podcast transcripts can be found on the [EVV Resources webpage](#). A Worker Visit Card template is also available on the EVV Resources webpage to assist caregivers with knowing the numbers and/or IDs they need to

successfully submit EVV visits.

How to prepare for EVV billing?

In the Data Clarity Provider Portal, a billing reference document is available to help guide personal care and supportive home care providers when submitting claims for EVV services. Within the document you will find information on EVV codes, EVV units, Dates of Service, EVV codes with Modifiers that bypass EVV editing, multiple caregivers providing services on the same date and WPS EVV denial reason codes.

For assistance with EVV technical and program questions contact Wisconsin EVV Customer Care: Hours: Mon.–Fri., 7 a.m.–6 p.m
Phone: 1-833-931-2035
Email VDXC.ContactEVV@Wisconsin.gov

More information on EVV can be obtained at the DHS website Electronic Visit Verification: <https://www.dhs.wisconsin.gov/evv/index.htm>.

HIRED DURING A PANDEMIC CAMPAIGN



Lakeland Care continues its “Hired During a Pandemic Campaign” and are looking for nominations from you! You may recall in 2020, we recognized members who remained employed as essential workers. In 2021, we would like to highlight, on the LCI website and social media, members who have been hired since the pandemic began in March of 2020. If you have a member you would like to nominate to be featured, please reach out to Brooke Jackson or Jen Philipps directly or at employment.specialist@lakelandcareinc.com and in your e-mail, include the member name, place of employment, and date of hire.

Q1 2021 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.



Stay at Home Care; Gary Z.

"Gary stepped up when a member's wife went to the hospital and then to a skilled nursing facility. He provided 4 times a day visits for the member for an entire week while the team found respite. He ensured the member was safe and healthy during this time. Gary even assisted the member with getting his belongings over to respite so he could be comfortable. Gary truly went above and beyond to assist this member and LCI is forever thankful for his dedication and compassion. Thank you Gary."

-Nominated by: Briana M. and Laura J.



Clarity Care; Kim H and Team

"Kim and her team worked very hard to find great residential placements for five of our residents within a two-week period. These residents needed quick placements for various reasons. She showed compassion in knowing that they needed a place they felt comfortable and safe, while respecting their individuality in finding a good fit for both the member and Clarity Care."

-Nominated by: Lindsay R. and Joan M.



Anita Odekirk AFH; Anita O.

"Anita goes above and beyond to create a loving and compassionate atmosphere for our member. She has folded him into her family and helped enrich every aspect of his life. Most recently she provided him with an opportunity to travel. He was able to see the Grand Canyon and was able to dip his toes into the ocean for the first time."

-Nominated by Lacey and Chris

LEADERSHIP FOND DU LAC



Joseph Ware, Provider Specialist recently completed the 2020-2021 Leadership Fond du Lac program. Leadership Fond du Lac is a community-based program that provides an educational experience to individuals willing to make a difference in their communities. The program focused on team development, overcoming challenges, and pushing oneself out of their comfort zone to achieve personal growth. As a participant in the program, Joseph participated in a community project. His team, Stars and Stripes, focused on flag awareness in the Fond du Lac community. Lakeland Care congratulates Joseph on his completion of the program.

REPORTING FRAUD OR PRIVACY CONCERNS

Lakeland Care is committed to preventing fraud, waste, and financial abuse, and ensuring appropriate use of public resources. Additionally, LCI is dedicated to protecting the privacy of our members. Fraud, waste, financial abuse, privacy concerns, security breaches, or any unethical conduct should be reported regardless of the source, which may include a/an:

- LCI member;
- LCI provider or employee of an LCI provider;
- Employee of an LCI member who participates in the Self-Directed Supports (SDS) option;
- LCI supplier or employee of an LCI supplier;
- LCI employee; and/or

- Any other individual who may be taking advantage of LCI's resources.

Anyone wishing to report any form of suspected fraud, waste, financial abuse, privacy violation, security breach, or unethical conduct may remain anonymous and should contact LCI's Compliance Division via one of the below methods. Please include as much detail in your report as possible (who, what, when, where, why, how, how much, etc.).

- [Online form submission](#)
- Phone: 920-906-5100
- Fraud E-mail: Fraud@lakelandcareinc.com
- General Compliance E-mail: Compliance@lakelandcareinc.com

- Mail to:
Lakeland Care, Inc.
Attn: Compliance Division
N6654 Rolling Meadows Dr.
Fond du Lac, WI 54937



PROVISION OF SERVICES

Lakeland Care appreciates the great care and services provided to LCI members by our provider partners. It is our goal to be strong partners with providers and be at the table to help support and work through situations together. We understand the recent past and current difficulties experienced with the COVID-19 pandemic, workforce challenges and shortages, as well as events involving more urgent situations such as fires, natural gas leaks, natural disasters and physical plant concerns which can create life-threatening situations within provider settings.

LCI wants to remind all providers, but especially residential providers, per your contract with LCI; aside from life-threatening situations, any

changes to a LCI member's plan of care or change in member's condition must be reported timely to LCI to help ensure a strong partnership. Services must be pre-authorized before they are provided; although in urgent situations, verbal authorization can be given to a provider with an authorization entered within a reasonable time-frame.

Moving a member from one provider location to another, without the authorization of the LCI Care Management team and knowledge and consent of member, member family/legal representative notification should not and cannot occur unless there is a life-threatening situation. The approved, authorized location where the member is residing is

the member's home. Relocating members from one home to another can be a traumatic event for that member, whether or not they agree to that move and even if familiar caregivers are around them. To ensure LCI can best support our providers and members, we want to remind you that all member moves and/or transitions of care are required by contract to be informed, authorized decisions made together as a team, with the member, family/legal rep, LCI Interdisciplinary Team (IDT) staff members and provider. LCI always has staff on-call 24/7 to help assist in that approval process.

LCI Main office: (920) 906-5100
Toll-Free: (877) 227-3335
TTY: 711

NETWORK DEVELOPMENT & NETWORK QUALITY TEAM CONTACT INFORMATION

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STAY CONNECTED WITH LAKELAND CARE ON SOCIAL MEDIA

