

Member Newsletter

Inclusion is within everyone's ability

A note from the CEO



Happy Fall! I can't believe it is September already and that summer is fading away. Fall is a time of beauty here in Wisconsin as the leaves change from green to the pretty yellows, oranges and reds. We start to see farmers in their fields harvesting corn, beans and cranberries. One of my favorite things about Fall is apples - caramel apples in particular. I enjoy going to the orchard to get apples to make apple crisp for my family, and then my caramel apple. What are some of your favorite things about Fall?

We are still in the midst of a public health emergency with the COVID-19 virus. I hope that you have taken some time to educate yourself and or spoken with your doctor about the vaccine and the risks and benefits to you for getting the vaccine. If you still have some questions, you can always ask your care team and they can get you some information.

I hope that you have a great fall, and you are healthy and well.

Until next time,
Sara Muhlbauer

*"Joy is the simplest form of gratitude."
- Karl Barth -*

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Join The Fight: COVID-19 Vaccination

Lakeland Care is proud to report that 77% of all Lakeland Care members have already received at least one COVID vaccination and 73% are fully vaccinated! THANK YOU to each one of you who have already joined in the fight against the pandemic!

COVID continues to be a challenge in our communities, with the number of cases rising across Wisconsin and the U.S. The new strain of the virus, the Delta variant, is highly contagious and is spreading rapidly. This newest form of the COVID virus poses a real threat of disease, hospitalization, and preventable death to people who are unvaccinated.

We have made good progress on vaccination rates; however, not enough people are vaccinated to prevent the virus from continuing to spread. The longer the COVID virus is around, the more chance it has to continue to mutate into new variants.

If you are unvaccinated, continue to wear a mask, social distance and make a plan to get vaccinated. If you are vaccinated, you do have good protection against severe illness, hospitalization and death from the virus but you could still spread the virus to unvaccinated or immune suppressed family and friends. Please continue to wear a mask around those who are unprotected.

Vaccination is our way out of the pandemic. Encourage those around you to get vaccinated and join in the fight to help bring the COVID pandemic to an end! We have come a long way, but we have more work to do.

If you need assistance in finding a vaccination site, scheduling transportation, or just have general questions, please contact your Care Manager or Registered Nurse today.

Source: Wisconsin Department of Health Services

Reporting Incidents to Your Care Team

Because your health and safety is a priority for Lakeland Care, your care team would like to know about incidents that happen to you. You, your family member, or your service provider should let your care team know about incidents as soon as possible, even if you don't know all of the information yet.

Remember, if you are having an emergency or are in danger, you should call 911 first. Only call your care team once you are safe. Here are some examples of incidents to report to your team:

- If you feel you have been abused, neglected, or taken advantage of financially
- If your personal property is missing, such as money, valuables, or medications
- If your caregiver or provider is keeping you away from your family or friends
- If your caregiver or provider has restrained you or isolated you without your permission
- Any time you are hospitalized or require medical attention, whether it is because of a fall, injury, or

illness

- Any time police are involved because of something that happened to you or you suspect happened
- If an error has happened with your medication
- Any time you have concerns about the way you've been treated or the quality of care you've received

When you contact your care team, they will ask you questions about what happened and will look into any concerns you have. They will make sure you are comfortable and safe. They will discuss their review with you and make suggestion about how future incidents can be avoided. In some cases, if you are significantly harmed, they may fill out a report and send it to the Wisconsin Department of Health Services.

Do not be afraid to report incidents that happen to you. Providers cannot retaliate against you for reporting concerns to your care team. Your care team is there to help keep you healthy and safe.

Source: Incident Reporting Guide for Members; Wisconsin Department of Health Services



Physical Activity Benefits Mental Health

You already know that physical activity is good for you, but did you know it can also boost your mood, improve your sleep and help you deal with depression, anxiety, and stress?

Being physically active does not necessarily mean “working out” at a gym or going for a run. Regular physical activity can mean walking instead of taking the bus, taking the stairs, gardening, or even walking around the house or doing arm exercises during the commercial breaks of your favorite show. Exercise can certainly improve your physical health but that’s not what motivates most people to stay active.

People who exercise regularly also achieve increased confidence levels and improved sense of well-being. They feel more energetic throughout the day, sleep better at night, have sharper memories, and feel more relaxed and positive about themselves and their lives. And it’s also a powerful medicine for many common mental health challenges.

Regular physical activity can have a positive impact on depression, anxiety, and stress. Even modest amounts of physical activity can make a real difference. People of any age or fitness level can learn to use exercise as a powerful tool to deal with mental health problems, improve energy and outlook, and get more out of life.

Exercise is a wonderful depression fighter for

several reasons. Most importantly, it triggers positive changes in the brain, including reduced inflammation and new activity patterns that promote feelings of calm and well-being.

Exercise releases endorphins, which are natural chemicals in your brain that energize you and make you feel good. Finally, exercise can also serve as a distraction, allowing you to find some quiet time to break out of the cycle of negative thoughts that feed depression.

Exercise helps to naturally treat anxiety. It boosts physical and mental energy and enhances overall well-being. Being mindful of the activity that you are doing is important:

Try to notice the sensation of your feet on the ground, for example, or the rhythm of your breathing, or the feeling of the breeze on your skin. By adding this mindfulness element—really focusing on your body and how it feels as you move—you’ll not only improve your physical condition, but you may also be able to refocus worries and negative thoughts running through your head.

Physical activity helps to relax the muscles and relieve tension and stress in the body. Since the body and mind are so closely linked, when your body feels better so will your mind.

Even if you don’t have mental health concerns, regular physical activity can still offer a welcome boost to your mood, outlook, and mental well-being.



Coming Soon: Influenza and Pneumococcal Vaccines



Each year in September, Lakeland Care kicks off our annual Immunization Initiative for the seasonal influenza (flu) and pneumococcal vaccines. It is our goal to help each of our members get the protection they need from these illnesses.

Influenza Vaccination

The influenza vaccine (flu shot) is recommended for all of LCI's members every year in the fall/winter. This vaccine is the best way to protect yourself and the people around you from getting influenza, which can be a serious respiratory illness. Even if you typically don't get sick, getting vaccinated will stop you from spreading the illness to others at higher risk of getting hospitalized or dying from the flu.

With COVID continuing to spread in our communities, it is extra important to get vaccinated against the flu. While the flu shot won't protect you against COVID-19 (only the COVID vaccine can do that), it can protect you from the flu and keep you and your loved ones away from the clinic and hospital.

Pneumococcal Vaccination

Pneumococcal disease is a term for a wide range of infections, including pneumonia, that are caused by a certain type of bacteria. Pneumococcal bacteria spread from person to person through coughing, sneezing, and close contact, like most respiratory illnesses including COVID-19.

All adults age 65 and older, in addition to adults with chronic illnesses and those who smoke, are recommended to get the pneumococcal vaccine (Pneumovax 13 and/or Pneumovax). Getting an influenza (flu) vaccine every year is also important because having influenza can increase your chances of getting pneumococcal disease.

Talk to your healthcare provider about which vaccines are recommended for you. If you need assistance with scheduling and appointment, transportation, or have general questions, please contact your Care Manager or Registered Nurse.

Partners in Business Grant

In 2020, Lakeland Care worked in collaboration with the Wisconsin Board for People with Developmental Disabilities (WI-BPDD) and four of our providers to pilot the Partners with Business (PWB) initiative. The grant cycle ended in June but our work with the Partner's with Business grant did not! LCI is continuing with a second cycle of the grant to expand efforts with two of the existing providers and two new providers. We welcome the two new providers, Clarity Care and We are HOPE and look forward to continuing our work with Headwaters and Goodwill NCW. Thank you to ASPIRO and Lakeside Packaging Plus for your participation in the 2020-2021 PWB grant cycle, we look forward to utilizing the PWB

model within your available services!

This quarter, Lakeland Care's Community Integration team has been training providers on the model and working alongside these providers to identify pilot participants. LCI looks forward to expanding the PWB model as a regular part of employment services offered to members. For providers interested in implementing these strategies, please contact the Community Integration Team at: employment.specialist@lakelandcareinc.com

For more information on Partners with Business, go to <https://wi-bpdd.org/index.php/partners-with-business/>

ForwardHealth Members Will Continue to Keep Benefits During the COVID-19 Public Health Emergency

Making sure the people of Wisconsin can get health care when they need it is always important. During the COVID-19 pandemic, it is more important than ever. In response to the COVID-19 public health emergency and federal rules, the Wisconsin Department of Health Services (DHS) temporarily changed program rules to help protect the health and safety of members.

Members will continue to keep their benefits if they were eligible for them on or after March 18, 2020. Their benefits will stay the same until at least the end of the month in which the federal public health emergency for COVID-19 ends. Based on what the federal government has said, DHS expects that the federal public health emergency will last at least until the end of 2021.

This affects members in the following programs:

- BadgerCare Plus
- Emergency Services Medicaid
- Family Planning Only Services
- Foster Care Medicaid
- Institutional Medicaid
- Katie Beckett Medicaid
- Medicaid Purchase Plan
- SeniorCare
- Supplemental Security Income Medicaid
- Supplemental Security Income-Related Medicaid
- Tuberculosis-Related Medicaid
- Waiver Medicaid
- Wisconsin Well Woman Medicaid

This means that any member who would normally have lost benefits on or after March 18, 2020, will continue to keep their benefits. This is true even if a member has had changes that would normally have resulted in a loss of benefits. During the federal public health emergency, a member will only lose their benefits if they move out of Wisconsin or ask to end their benefits.

DHS still expects members to report changes as appropriate for their program enrollment, such as changes in income or address.

For more information about program updates related to COVID-19, visit the ForwardHealth program updates website at:
www.dhs.wisconsin.gov/covid-19/forwardhealth.htm.



Compliance Information

HIPAA/Privacy:

As a member of Lakeland Care (LCI), you have privacy rights that are designed to keep your protected health information (PHI) confidential. You have the following privacy rights:

- right to receive a Notice of Privacy Practices,
- access your member record,
- request alternative forms of communication,
- request amendments (changes) to your member record,
- request restrictions on who can access your PHI, and
- receive an accounting of disclosures (list of how your PHI may have been released).

Member Privacy Rights in Focus: Requests for Alternative Communication

You have the right to request to be contacted by LCI or receive your confidential PHI from LCI in different ways or at a different 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 voice mailbox with someone, you may ask that LCI not leave voicemails for you in that voice mailbox.
3. You may wish for some confidential information to be mailed to a different 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 the 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 for your request is not required.

Fraud, Waste and Financial Abuse:

As a member of LCI, you can help stop fraud, waste, and financial abuse of Medicaid funds. It is important that you 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 off electronically on timecards for an SDS worker for hours the SDS worker did not work or services the SDS worker did not provide.
- A member selling items or supplies received through the Family Care program for money.

How to Report:

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.

Online form submission:

www.lakelandcareinc.com/reporting-fraud/

Phone: 920-906-5100

E-mail: Fraud@lakelandcareinc.com OR
Compliance@lakelandcareinc.com

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

Wisconsin Fraud Hotline

1-877-865-3432

www.dhs.wisconsin.gov/fraud

October is National Disability Employment Awareness Month



Lakeland Care is committed to empowering individuals, strengthening communities, and inspiring futures. Each year, the month of October is recognized as National Disability Employment Awareness Month (NDEAM) and we continue our efforts to create a world we all want to live AND work in.

We believe that everyone has employable strengths and anyone who wants to work, can work in the competitive labor force with the right supports and in

jobs well-matched and sometimes customized to their interests and abilities.

Studies show there are many benefits to employment:

- Proven physical and mental health benefits
- Maintained and increased independence in other facets of one's life (at home, in the community, in relationships and financially)
- Development of more natural supports
- Increased social inclusion and reduced negative health outcomes that come from social isolation
- Increased self-esteem and self-advocacy skills which means increased safety and reduced vulnerability
- Improved financial health with the opportunity to double monthly income, even with just part-time work
- Stability in one's life which prevents crisis and stress

If you have an interest in employment, make your goals known, advocate for what's important to you, and talk to your care team! You can also use a variety of tools to help further explore your skills and interests.

Check out the self-directed employment planning modules and materials here: www.incontrolwi.org/self-directed-employment-planning/

Lakeland Care Offices Still Closed to the Public

As the COVID-19 pandemic continues to affect our communities, Lakeland Care remains committed to making member and employee health and safety a priority.

All Lakeland Care offices continue to remain closed to the public until further notice. While our office buildings are closed to the public, our staff are still here to support you! All staff are teleworking and can be reached by telephone or email.

Please continue to contact your care team directly or call Lakeland Care at 877-227-3335.





LAKELAND CARE

Together, we build better lives.

PRSR STD
U.S. POSTAGE
PAID
UMS

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

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

DHS Approval 8/30/21

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

STAY CONNECTED WITH LAKELAND CARE ON SOCIAL MEDIA

