



LAKELAND CARE

Together, we build better lives.

Network News

Keeping Providers Informed



Hello Lakeland Care Service Providers,

Thanks for being a valued member of the Lakeland Care provider network, and welcome to our third quarter newsletter.

This is the last newsletter before the full implementation of Electronic Visit Verification (EVV). If your organization is providing services subject to EVV, it is essential that your EVV systems are in place and working prior to January 1, 2022. Since we know that complex systems often have bugs at the beginning, we strongly encourage providers to be proactive. Many Lakeland Care providers are successfully using EVV already, and the feedback we hear is that there is a learning curve but it is efficient once people learn the systems. Lakeland Care and other funders need to see near 100% EVV success by the January 1 hard launch date in order to avoid disruptions in claims. There is more detailed information in this newsletter, and our Provider

Specialists are always a support for your agencies.

Lakeland Care has many systems in place to ensure our organizations are meeting regulatory requirements and maintaining integrity in our practices. This newsletter provides additional support and information for providers on HIPAA/Privacy, and reporting of waste, fraud, or abuse. You'll also find information about Home and Community Based Settings evaluations and support to satisfy those standards.

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

Enjoy the fall colors,

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.

Tracy Trepanier has worked for Lakeland Care for over 2 years in the Network Relations Department. Tracy is the Provider Specialist for the Fond du Lac area, an area she knows well as she was born and raised here.

Prior to Lakeland Care, Tracy has had many roles,

she was a small business owner in the Holistic Health field, a stay at home mom, and a former Executive Director of a Nursing Staffing Agency. She graduated with a Bachelor's Degree in Business Administration and Leadership at the University of Oshkosh.

Tracy is married to Eric and have 5 kids together. They enjoy boating and vacation life up in Northern WI, while supporting their kids in football, basketball, ballet, cheerleading, music, and family time! Personally, Tracy loves the Lord, loves to read, keep her family healthy with cooking organically, and spending time with close friends and family.

Lakeland Care has been a wonderful organization to work for. As a busy mother, the work life balance and ability to work from my home office is what supports me in being successful at both my jobs! I absolutely love my team and co-workers. Lakeland Care serves a great purpose, one that I can be proud to say I represent.

Provider Forums for Skilled Nursing Facilities (SNF) and Assisted Living Facilities (ALF)

On August 23 and August 24, 2021 the Division of Quality Assurance (DQA) held Provider Forums for Skilled Nursing Facilities (SNF) and Assisted Living Facilities (ALF). In addition to providing updates for these licensed providers, DQA also focused on COVID-19 due to rates of the virus and variants increasing throughout the state of Wisconsin. This information is very valuable and Lakeland Care wanted to share it with all providers.

Please click [here](#) and scroll toward the bottom to "Past Assisted Living Forums." There, you'll be able to click on the August 24, 2021 meeting that contains the "Forum Recording." While all of the information is informative, it may not apply to everyone. However, if you fast forward to the twenty-five (25) minute mark on the recording, the COVID-19 Updates presented by Ashlie Dowdell, Director, Healthcare Associated

Infections Prevention Program is very informative. Following that presentation, at the forty-five (45) minute timeframe on the recording, Delta Variant and Vaccine Updates are presented by Dr. Jasmine Zapata, MD, MPH Chief Medical Officer and State Epidemiologist for the Bureau of Community Health Promotion. Strategies for talking with your staff and colleagues about the importance of getting vaccinated and how to confront misinformation are just two of the topics Dr. Zapata shares in her very engaging message.

Lakeland Care would like to thank the contracted providers and their staff members for all the care and services provided to LCI members.

Electronic Visit Verification (EVV) Hard Launch Date Set for January 1, 2022

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

Who does this affect?

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 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: EVV hard launch date has been set for 1/1/2022.

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 July 2021 and can be found [here](#). The tenth issue of the newsletter focuses on utilizing the EVV Sandata Dashboard and reports located within Sandata that providers can use to check that their

clients, workers, and authorizations are all showing up correctly in Sandata. Also available is the fifth [Unlocking EVV podcast](#). This recording provides a review of progress made during soft launch implementation and current reporting and preparation for the hard launch. Providers can participate in monthly, informal Key Conversations where DHS staff will be available to answer EVV questions. EVV newsletters, podcasts, and podcast transcripts can be found on the [EVV Resources webpage](#). A [Worker Visit Card Template, P-02844A](#) is also available 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>.

Partners with Business

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 one 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 Goodwill NCW. Thank you to ASPIRO, Headwaters 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/>.

Q2 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.



Yard Worx; John J.

John provided outstanding customer service given to a Lakeland Care member. John went out of his way to provide snow shoveling service at the members home, which allowed a ramp to be installed. There were no local providers able to help the member and John drove over 200 miles round trip to ensure the ramp could be put in timely, so the member was able to return home. John went above and beyond our expectations. His dedication and hard work strengthened our vision of being a unified team in working toward the best interest of each Lakeland Care member.

-Nominated by: Debbie V. and Michelle S.

Blotnicki Adult Family Home; Ed and Anita B.

Ed and Anita took in a very challenging member that has struggled with behaviors and issues for years. Ed and Anita have been so patient and understanding with the member, and have given him a chance to be able to feel secure and comfortable in the home. His care team has seen such growth with him over the past year. We can't thank Ed and Anita enough for the care that they continue to provide him daily, the patience they have exhibited with all the challenges thrown their way, and them striving to fight for him and what he deserves. Ed and Anita are such a light in other's lives.

-Nominated by: Megan W.



Touch Of Care

Touch of Care; John J.

John goes above and beyond to support members independence. John assists the member with loading purchases from shopping and goes as far as to help the member get her packages into her residence. This exceptional support allows for the member to maintain her utmost independence and this support does not go unrecognized!

-Nominated by Katie B.

Compliance Information

HIPAA/Privacy:

All Lakeland Care, Inc. (LCI) members have privacy rights designed to keep their protected health information (PHI) confidential. Members have seven main rights under The Health Insurance Portability and Accountability Act (HIPAA). All HIPAA-covered entities must follow HIPAA rules and ensure members are afforded the following privacy rights:

- 1) Receive notification about how their PHI will be used in a Notice of Privacy Practices.
- 2) Ability to view or obtain a copy of their PHI.
- 3) Request to make changes/correct any errors in their PHI.
- 4) Find out who received their PHI.
- 5) Restrict sharing of their PHI.
- 6) Receive communication by alternative means or locations.
- 7) File a complaint for privacy violations.

Fraud, Waste, and Financial Abuse:

LCI and other agencies that administer the Family Care program are funded through Medicaid. LCI is committed to ensuring that Medicaid funds are utilized appropriately. Everyone, including our contracted providers, has a responsibility to report a suspected fraud, waste, or financial abuse violation of LCI resources. Examples of each include:

1. Fraud: falsification of member records, claims for services not rendered, theft of resources, and embezzlement (stealing).
2. Waste: incorrect or unnecessary use of resources.
3. Financial Abuse: over-utilization and underutilization of resources.

Reporting Methods:

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](#)
- 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

Home & Community-Based Services (HCBS) - Non Residential Setting

DHS continues to visit providers and complete the HCBS reviews to determine compliance determinations.

Although Lakeland Care does not receive a copy of your results and remediation areas (unless you provide them to us), we are available as a resource to you! We are committed to partnering with our providers to ensure that people receiving services through HCBS waiver programs have access to the benefits of community living and are able to receive services in the most integrated settings. You can access the DHS Benchmark Guide here: <https://www.dhs.wisconsin.gov/publications/p02207a.pdf>.

If you are a non-residential provider currently in the remediation process, reach out to our Community Integration Team at employment.specialist@lakelandcareinc.com to learn more about how we can support you to meet HCBS settings rule criteria. Our Employment Specialists can provide information and resources on service transformation along with guidance on community-based service development, share upcoming trainings, or connect you with other providers in our network who are willing to share their experiences.

Network Development & Network Quality Team

Contact Information

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STAY CONNECTED WITH LAKELAND CARE ON SOCIAL MEDIA

