

# Member Newsletter

*Inclusion is within everyone's ability*



## A note from the CEO

It is hard to believe that we are starting to come out of the Wisconsin winter already. I am happy to see the longer days of sunshine and I am looking forward to the first signs of Spring. Being able to walk safely outside without the worry of slipping on ice, is something I look forward to.

I want to take some time today to thank you for being a member of Lakeland Care's Family Care program. We value having you as a member and hope that you find the care and support of your care team to bring you advice when you need it most. Did you know that there are opportunities for you as a member of Lakeland Care's Family Care program to learn about changes and to advise Lakeland Care on policy direction as it relates to some member directed services? We are looking for members, family members, advocates and/or legal representatives to join the Member Advisory Committee. The time commitment is one meeting every three months, and the meetings have been via video conferencing. If you are interested in this committee, please talk to your care team.

Additionally, we have an Appeal and Grievance committee that hears member appeals and grievances. Lakeland Care would like to add a few additional members, family members, advocates and/or legal representatives to have available for meetings as the need arises. These meetings are not regularly scheduled, instead they are scheduled on an as needed basis and the meetings have been via video conferencing. If you are interested in this committee, please talk to your care team. Both of these are great opportunities for you to learn more about the Family Care program as well as Lakeland Care, and we are excited to have you be a part of these Committees!

Lastly, I would like to share a reminder to get your COVID-19 vaccination, if you haven't already. If you have questions about the vaccine and how it might work for you, reach out to your doctor. If you need help scheduling an appointment, reach out to your care team and they can assist you in arranging transportation for your vaccine.

Until next time,  
Sara Muhlbauer

*Be the reason someone smiles today.*

## In this issue:

COVID-19 Update  
*Page 2*

Talking to Friends & Family  
About Your Health  
*Page 3*

Protect Yourself & Your Loved  
Ones with Flu Shots  
*Page 3*

Spot, Stop, and Prevent Fraud  
*Page 4*

Meet Lakeland Care Member  
*Page 5*

Member Rights  
*Page 5*

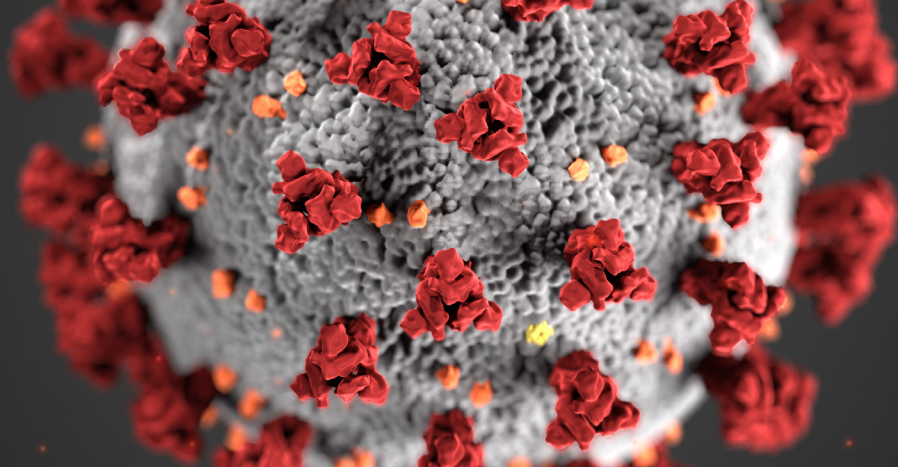
Self-Directed Supports  
*Page 6*

Oneida Nation Tribal  
Option Program  
*Page 6*

Electronic Visit Verification  
(EVV) for WI Personal Care  
Services  
*Page 7*

Home and Community-Based  
Service Funding  
*Page 7*

# COVID-19 Update



We had all hoped that the pandemic would be behind us in this new year of 2022, but that is certainly not the case. The COVID-19 pandemic is at a concerning point right now. Lakeland Care urges everyone to take urgent action to prevent additional hospitalizations and death due to the COVID-19 virus. Public health officials are worried that hospitals that are already very busy will become overwhelmed because of the Omicron variant of COVID. This could lead to dangerous situations where hospitals may be unable to help patients who require care.

Our communities are experiencing critically high rates of positive COVID cases. This increase in cases is due to the Omicron COVID variant and is likely to remain at high levels for several weeks to come. We advise everyone to get vaccinated against COVID-19, wear a well-fitting mask, and get tested for COVID-19. If you are at high risk of complications from COVID-19, be extremely cautious at this time.

The increase in positive COVID cases makes it even more important to get vaccinated and get a booster when you are eligible. Getting vaccinated is the best way to protect yourself and loved ones who may get very sick. COVID-19 vaccines are proven to reduce the risk of getting the virus and to protect the people around you. If you need help making an appointment for a COVID vaccine or booster, contact your healthcare provider, Care Manager or RN Care Manager.

Unvaccinated people make up a large majority of severe cases, hospitalizations and deaths from COVID-19. The risk of having a serious adverse reaction to the vaccine is very low — far lower than the risk of contracting COVID-19. Vaccines are free and do not require an ID or insurance.

A COVID-19 vaccine booster dose is also

recommended for everyone six months after completion of the Pfizer or Moderna vaccine series, and two months after receiving Johnson & Johnson.

COVID-19 testing is very important in the effort to reduce the spread of the virus to others. Whether you are vaccinated or unvaccinated, protect others by getting a COVID-19 test if you have symptoms or were exposed to the virus. Even if you have no symptoms or mild symptoms, you can infect others.

If you were exposed to COVID-19, it's best to wait about five days from exposure to get tested. Anyone with symptoms should get tested immediately.

We at Lakeland Care want all our members to stay safe and healthy in this new year. Remember to get your vaccinations, wear a mask when out of your home, wash your hands often and keep a safe distance from others who do not live with you. Please get a COVID test if you are feeling sick or have been exposed to someone with COVID. All of these steps will help to slow the spread of the virus and keep you and your loved ones from becoming ill.

Happy and healthy New Year to all!





# Talking to Friends and Family About Your Health

## Did you know?

*In 2017, 86.9% of adults reported having social support (friends or family members) they can talk to about their health.*

Research shows that talking to your friends and/or family about your health can improve your health outcomes.

### Why is this important?

Your friends and family can help advocate for you. If they know about your health, they can help remind you if you have medications, lab work, tests, or other things that impact your health. If you have friends or family come to appointments with you, they can ask questions you might not think of.

### Can I choose which friends or family I share my health information with?

Absolutely! You do not need to share your information with everyone, and you can choose the person(s) who you think can help you the most.

### When should I start sharing my information with friends or family?

Whenever you are ready to include them. You decide what to share and who to share it with. Remember though, the people you share information with can help improve your health.



## Protect Yourself and Your Loved Ones with Flu Shots

Now is a great time to protect yourself and your loved ones from getting sick this winter. If you have not received your flu shot yet this season, it is important to get it soon. Influenza is already spreading in our communities. Getting your vaccines, including the influenza vaccine, or “flu shot”, is one of the best ways to keep yourself and your loved ones healthy.

As we continue to deal with the COVID-19 pandemic, our hospitals and clinics are extremely busy. A flu shot this season can help protect you from flu and reduce your risk of needing medical care for flu-related illness. Even if you usually don't get sick, getting the flu shot will help stop the virus from spreading to others who are at higher risk of getting hospitalized or dying from the flu.

People 65 years of age and older and people with chronic health conditions, such as asthma or heart disease are at higher risk of becoming seriously ill due to influenza. It is especially important that people in these groups get vaccinated to decrease their risk of severe flu illness.

How can you avoid catching or spreading the flu?

- Get your flu shot this year and every year.

- Wash your hands often with soap and water or use an alcohol-based hand sanitizer.
- Wear a mask when you are not at home.
- Keep your distance from others who do not live in your household.
- Stay home if you are feeling sick.
- Cover your cough or sneeze with your sleeve and avoid touching your face with your hand. If you use a tissue, throw it away after one use.
- Do not share drinking cups, straws, or eating utensils.
- Eat nutritious meals, get plenty of rest, and don't smoke.
- Frequently clean commonly touched surfaces like doorknobs, light switches, refrigerator handles, phones and faucets.

Remember that you can get the flu shot at the same time as other vaccines, including the COVID-19 vaccine or booster.

Contact your Care Manager (CM) or Registered Nurse Care Manager (RNCM) for assistance in scheduling an appointment for your flu shot or arranging transportation.

# Spot, Stop, and Prevent Fraud

LCI is required to protect your privacy and ensure you are receiving the best care management possible. LCI employees are trained to spot “phishing emails” from scammers. Scammers may also send you phishing emails or text messages to trick you into giving them your personal information. There are several things you can do to protect yourself. One way you can protect your privacy is to be aware of what “phishing” is and how you can identify and avoid phishing scams.

## How to Recognize Phishing

Phishing emails and text messages may look like they are from a company or person you know and trust. The most common phishing scams appear to come from sources with authority, such as banks, financial institutions, the IRS, police, or UPS. Phishing emails and text messages often tell a fake story to trick you into clicking on a link or opening an email attachment. Some common fake stories used are suspicious activity or log-in attempts, messages saying you are eligible to register for a government refund, or coupons for free stuff, but the offer requires you to provide personal information before obtaining the free stuff. Scammers then play on your emotions by creating fear, urgency, and authority to trick you into making decisions to provide the scammer with your personal information without thinking.

### Traits of Phishing Emails and Texts

- Spelling or grammatical errors
- Unprofessional language
- Requests for personal information. Most businesses won't reach out to you through email to request your personal information.

## Best Practices for Email

### **Do:**

- Ask yourself if the email is using fear or urgency to make you do something.
- Double-check the sender's email address.
- Always hover your mouse over any links within an email. By hovering your mouse over the link, the actual URL will appear.
  - o Double-check to make sure the real URL is leading you to the right place.
  - o The website domain should be the same as the sender of the email.
- If you have a problem with your account or a payment, call the company directly for help instead of clicking on links from unknown sources.

### **Do Not:**

- Open an attachment or click a link in a suspicious

email. Attachments and links can install harmful malware on your device.

- Copy and paste the link into the URL section of your browser to check it. That's the same as clicking the link.
- Forward a suspected malicious email to family or friends.
- Open the malicious email on your mobile devices. They are not immune to malware and viruses.

## How To Report Phishing

When you report phishing emails or text messages, the information you give can help protect others from scams.

**Step 1: Email** - forward phishing emails to the Anti-Phishing Working Group:

reportphishing@apwg.org, or **Text messages** – forward phishing text messages to SPAM (7726).

**Step 2:** Report the phishing attack to the Federal Trade Commission (FTC):reportfraud.ftc.gov

## 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 carelessly overuses health services. **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.

### 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/online-fraud-reporting/](http://www.lakelandcareinc.com/online-fraud-reporting/)

**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 OR

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



# Meet Lakeland Care Member, David



You may remember David from Lakeland's "Hired during a Pandemic" campaign featured in October 2021. David was highlighted for his employment at Stoney Creek Lawn & Garden. David worked about 24 hours per week as a seasonal employee with Stoney Creek from his hire date in May 2021 to October 2021, when the plant season ended. David could have easily taken time off until March/April when the job at Stoney Creek would start back again, but instead he decided to get another job!

David was hired in November 2021 as a bagger at Trig's grocery store in Minocqua, WI! He continues to not only work his own scheduled hours but is also one of the first to be called when the employer needs extra help! Gail, David's mother, is grateful for the co-workers and supportive management. Gail says they, "give him opportunities and give him chances, which is GREAT! David does anything they ask him to do. Organize shelves, stock shelves, bag groceries, whatever they want him to do. He knows a lot of people and he's a people person. We have had no complaints; he is very polite and helpful!" David says he will work at both Stoney Creek and Trig's in Spring & Summer. Way to go David!

A little more about David. David is very involved in his community, he participates with Special Olympics, he started playing golf this summer, he was gifted a battery operated snowblower for his birthday and happily uses it to help out his neighbors, he is active in his church, and helps in the kitchen for the United Foundation For Disabled Archers (UFFDA) during hunting season. David also volunteers 2-3 times per month at the local food pantry. David says "it's great to be back working there too." David's Lakeland Care care manager, Becky, is so happy for him and how much independence he has gained through all of his activities. Becky says David is "just a really cool guy who loves to be involved in his community and is a great worker!" Read more about David's journey at: [https://wi-bpdd.org/wp-content/uploads/2018/12/BFL\\_David.pdf](https://wi-bpdd.org/wp-content/uploads/2018/12/BFL_David.pdf)

***Community inclusion is so important, reach out to your care manager if you are interested in exploring employment.***



## 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 → Members & Families → 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 our website. 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.

# Self-Directed Supports - Consider this option!

A core value of Family Care is increasing member self-determination and independence. As a Lakeland Care member, you can choose to direct your services on your own. This option is known as Self-Directed Supports (SDS). SDS allows members to be involved and have more control of their care plans to reach their long-term care outcomes (LTCO).

Through SDS, members can choose to hire family, neighbors, friends, or can advertise for possible employees. The member is the legal employer of their employee(s) and is responsible for recruiting, hiring, determining wages, training, supervising, and, if necessary, terminating their employees. The member chooses a Fiscal Management Service (FMS) agency who issues the payroll for all SDS employees.

## Why Self-Direct?

There are many reasons why you might decide to participate in SDS:

- 1) You wish to have more control over your services.
- 2) Your family has been caring for you for many years and you decide your family understands you best and has the most experience to provide care versus using an outside agency.
- 3) You need more flexibility in scheduling your

services.

- 4) You have strong preferences for who provides your services or how your services are provided.
- 5) More creative use of supports and services is needed due to limited providers or community resources or for unique situations.
- 6) You are dissatisfied with a traditional service provider.

Currently, 23% of Lakeland Care's members who reside in their own home utilize SDS. The following are services and supports in which current LCI members are utilizing SDS:

- Durable Medical Equipment and Supplies that are not available through the Forward Health card
- Home Modifications
- Home-Delivered Meals
- Personal Care Services
- Respite Care Services
- Routine Home Care Services
- Supported Employment/Job Coaching
- Transportation Services

If you feel that SDS can also work for you, please contact your Care Team for further information on how you can self-direct your services and supports.

## A note from the Oneida Nation Tribal Program Manager, Carrie Lindsey

Did you know that the Oneida Nation has its own Family Care program? We do! We are entering our 4th year in our partnership with Lakeland Care. The Oneida Nation is one of two Tribes in Wisconsin to offer the Family Care Program in partnership with Lakeland Care.

We would love to introduce you to our team!



Carrie Lindsey (back center) is the program manager. Carrie is a Licensed Social Worker and has been with the Oneida Nation for 24 years serving as the former Waiver Programs Social Worker until the transition to Family Care, at which time she became the program manager. Mallory Patton (Front Left) and Rachel Lemke (back right) serve as the lead case managers while Barbara Webster (back left) is the program RN. Brenda Haen (front right) provides RN Management oversight and Tammy Skenandore (not pictured) keeps us all together as our program Administrative Assistant. The services we offer are identical to those offered by Lakeland Care. The only difference is that eligible members must be enrolled in a Federally recognized Tribe residing on Oneida Nation boundaries in Brown and Outagamie Counties.

Please feel free to reach out to Carrie Lindsey with questions at 920-869-4946 or via email at [clindsey@oneidanation.org](mailto:clindsey@oneidanation.org).



# Electronic Visit Verification for WI Personal Care Services

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

## What is EVV?

EVV is an electronic system that confirms authorized services were provided. Your caregivers will be required to check in and out at the beginning and end of each visit to an EVV system. It will verify the date/time, location, the caregiver, and the member who received the authorized Medicaid services.

## Who does this affect?

It affects all personal care (code S5125) and home health services (code T1019) provided through:

- Home Health and Personal Care agencies
- Self-Directed Supports (SDS)

EVV does not apply to agency or SDS caregivers who are considered live-in caregivers or for natural supports. In order to be considered a live-in caregiver, a caregiver must reside at the same residence 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.

## How is the data captured?

Caregivers may use a mobile phone app, a landline phone, or an EVV digital device in your home to check in/out. An internet connection is not required in your home for the mobile app. The encrypted visit

information can be uploaded at a later time when an internet connection is available. If a mobile app or landline phone is not available within your area, an EVV digital device will be provided. Training will be provided to your caregivers on how to use these devices from either the fiscal employer agents (FEAs), if you participate in Self-Directed Supports (SDS), or from your provider agency.

## When is this going to start?

Department of Health Services (DHS) has decided to extend the soft launch phase of EVV (which was effective 11/2/2020). The previously set hard launch date of 1/1/2022 has not been rescheduled at this time.

## What is NOT going to change?

- EVV does not mean a change in the care you receive.
- You can still choose your caregiver.
- You can receive care if needed, before the caregiver checks in.
- Data will still be secure and compliant with the Health Insurance Portability and Accountability Act (HIPAA).

More information on EVV can be obtained at [www.dhs.wisconsin.gov/evv/index.htm](http://www.dhs.wisconsin.gov/evv/index.htm), Wisconsin EVV Customer Care: Phone: 1-833-931-2035, Hours: Monday – Friday 7:00am – 6:00pm, Email: [VDXC.ContactEVV@wisconsin.gov](mailto:VDXC.ContactEVV@wisconsin.gov), or by contacting your Care Team.

## Home and Community-Based Service Funding

Wisconsin's commitment to home and community-based services is getting a boost thanks to funding through the American Rescue Plan Act (ARPA). President Biden signed ARPA into law in 2021 and the act provides funding to help in the recovery from the COVID-19 pandemic. Wisconsin received funding that will be used to strengthen home and community-based programs such as Family Care. As a member enrolled in Family Care Self-Directed Supports (SDS), the ARPA funding will be used to provide your SDS worker with a 5% increase in their hourly wage. As a provider of services and supports to you, the increase in their wage will help them financially and help them continue to offer you the services and supports to

live as independently as possible in your home and community. Please contact your Care Team if you have any questions.





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

**1-877-227-3335  
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DHS Approval 1/24/22

**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)**

*STAY CONNECTED WITH LAKELAND CARE ON SOCIAL MEDIA*

