



# LAKELAND CARE

Together, we build better lives.

## Network News

*Keeping Providers Informed*

Hello Lakeland Care Service Providers,

As 2021 comes to a close, we reflect on what we have experienced in the past year and are encouraged by the opportunities to come. This year has certainly been chock full of challenges in our world. The ongoing pandemic has extended longer than any of us was hoping, and while we continue to look forward to the relief of its end, we appreciate the innovations and the strength that our organizations have found in order to continue to deliver outstanding support to the people we all serve. At Lakeland Care, we are always grateful for the services that providers in our network deliver, and that has never been more true. On behalf of our entire team, I wish a tremendous 'Thank You' to each of you and all of your colleagues.

In this edition, I would like to highlight an innovation that Lakeland Care is implementing in 2022 to strengthen our processes that match members accessing residential supports with service providers and settings. In our current state, Lakeland Care's team members spend a lot of time individually calling potential providers, who in turn spend a great deal of time answering each individual inquiry. To better support your team, ours, and most importantly Lakeland Care members, we are moving ahead in leveraging technology and a dedicated staff member to collect and share which facilities have openings much more time-effectively. Today's information will just whet your palate

on that, but we're very excited about this and your contributions are essential-stay tuned for more, residential service providers!

Another innovation you'll read about is our internal centralization of authorization entry. This too is meant to free up Lakeland Care's team members to use their strengths and professional skills, while maintaining strong systems to communicate necessary authorization information to you, the provider.

Finally, I would like to highlight the extension of the Electronic Visit Verification (EVV) soft launch period. As service providers affected by this change, you are probably already aware that the previously-announced hard launch of EVV implementation in Wisconsin has been postponed from the 1/1/22 date. While this is a relief for organizations that could not successfully make the transition that day, Lakeland Care continues to collaborate with our providers to make significant progress during this extension period. Please continue to move toward fully EVV-ready status at your organization and let us know how we can support you!

Wishing you and yours a wonderful holiday season,

Jeremy Kral  
Director of Community Supports

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# Meet Your Network Development Staff

Each quarter, a new team member from the Network Development Department will be highlighted allowing providers to learn more about the staff they work with.

Rachel Miller is the Provider Credentialing Specialist located out of Lakeland Care's Green Bay office. She assists new providers through the initial contracting process and covers all of Lakeland Care's 22 county service area. Rachel has been with Lakeland Care since January 2015.

Rachel is originally from the Wisconsin Dells area and moved to the Fox Valley to obtain her master's degree in Social Work. Her previous experience includes case management for IRIS (Include, Respect, I Self-Direct) and service coordination for the Children's Long-Term Support (CLTS) Program.

"I enjoy working with new providers and helping to ensure that Lakeland Care has a strong provider network so members have the supports necessary to meet their needs and achieve their goals."

Rachel is married and has two daughters who are eight and four years old. When she's not working, Rachel enjoys reading, listening to true crime podcasts, going to Packer games, and spending time with her friends and family.



## Residential Provider Vacancy Reporting



Lakeland Care is looking to streamline provider vacancy outreach by collecting residential vacancies from Adult Family Homes, Community Based

Residential Facilities and Residential Care Apartment Complexes. By gathering and sharing residential opening information, Lakeland will be positioning our staff and residential providers to spend more time on value-added activities, and less on inquiries made by our organization to yours. In January 2022, Lakeland Care will begin collaboration with residential providers regarding vacancy information. A weekly email will be sent to residential providers asking providers to share current openings. Meetings will be scheduled in January to go over how to send in openings. Please reach out to [provideropenings@lakelandcareinc.com](mailto:provideropenings@lakelandcareinc.com) with any updates or questions you may have.

# Electronic Visit Verification (EVV) Soft Launch Extended

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 Department Health Services (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:** DHS has decided to extend the soft launch phase of EVV. The previously set hard launch date of 1/1/2022 has not been rescheduled at this time.

## **What do providers need to do to prepare?**

Providers should continue to take action to encourage EVV compliance and prepare for the hard launch. Providers should also 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, new online refresher training, 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. Additionally, a variety of training topics and resources for provider agencies to train their workers can be located on DHS's website [here](#).

## **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](mailto:VDXC.ContactEVV@Wisconsin.gov)  
DHS EVV Website:  
<https://www.dhs.wisconsin.gov/evv/index.htm>.

## Wisconsin Board for People with Developmental Disabilities (WI-BPDD) Annual Report

The Wisconsin Board for People with Developmental Disabilities (WI-BPDD) has shared their annual report for 2019-2021. This is a great opportunity to read about all the great projects and efforts that WI-BPDD has been part of, and the positive outcomes they had, and continue to have, for the people we serve and Wisconsin as a whole. From COVID response efforts, to policy making, advocacy, provider capacity building, and service model changes, WI-BPDD highlights their annual report [here](#).



# Q3 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.



## Fox Valley Cab

*"Thank you so much for assisting our member in Neenah that needed last minute transportation for relocation to ensure he had care. You were willing to assist on short notice and make sure he had the support needed even though you weren't positive you would have staff. You said you would make sure you got him there. I was then informed that when the driver arrived to pick him up, he was so excited to go for a van ride and asked to go through Oshkosh. The driver ensured that our member had an enjoyable trip and went a different route to make him happy in a stressful situation. Thank you for showing so much compassion and respect to our members."*

-Nominated by: Stacey K.

## Natural Living Adult Family Home; Jordan B.

*"We would like to recognize you and your staff for your outstanding customer service given to our Lakeland Care member. She was admitted to Dost Home for respite until their home could be certified. She has since requested for long term placement because of the exceptional care. She is currently thriving in her new home following instability for over a year as well as two relocation needs while with a different provider. You have been attentive and effective in supporting all of our member's needs. She has since expressed much satisfaction. Dost Home has implemented structure, routine and daily outings that have allowed her to adjust and is the most stable in over a year. Dost Home has an organized room with all the sensory items in place as well as positive affirmations. The staff has effectively responded to her needs and scheduled all her MD appointments and monthly IM injections without issues or lapses in services."*

-Nominated by: Stacey K.

## Independent Mobility Plus; Anna

*"A member with a specialized electric wheelchair suddenly stopped working and the part was on back order, with no shipment date expected. Independent Mobility went out of their way and located the part on a new sales floor model and promptly repaired his chair. Another member with a similar circumstance with parts on back order was able to attend a wedding timely because they took them from a new floor model to repair the wheels/ arm rests."*

-Nominated by: Justin P.



# HIPAA - Member Privacy Protection

We all have a duty to protect Lakeland Care members' privacy and ensure they are receiving the best care possible. Providers are responsible for protecting member records from unauthorized access, disclosure, and data collection. All unauthorized uses and disclosures of member information must be reported to LCI's Compliance Division and mitigated immediately.

Social engineering and phishing attacks have become increasingly common, sophisticated, and effective. Common phishing examples frequently come from sources with authority, such as: banks, financial institutions, the IRS, police, UPS, or executives within the organization. With the advent of "spear-phishing," attackers are diligent in gathering background information on their targets from social media, blogs, and other websites to appear more credible when crafting their scams. Attackers then play on emotional triggers including fear, urgency, and authority to trick their target into making impulsive decisions without thinking.

Can You Identify the Traits of a Phishing Email?

## Consider these red flags:

- Is the spelling correct in the subject line? (Unkown)
- Note the yellow bar – "the email originated outside of the organization". Does your company implement this safeguard?
- Review the file type being sent. (.waf vs .wav file)
- Is this voicemail email from your organization's approved voicemail platform? If not, likely phishing!
- Does the email address match the content? (No - playrummy.com vs Microsoft Office)

- Do the sender email name and account match?
- Never open an attachment or click a link in a suspicious email! Forward any suspicious emails to IT to verify their authenticity.

## Best Practices for Email:

### Critical Thinking

Don't take everything at face value. Before you click and open an email, go through these questions:

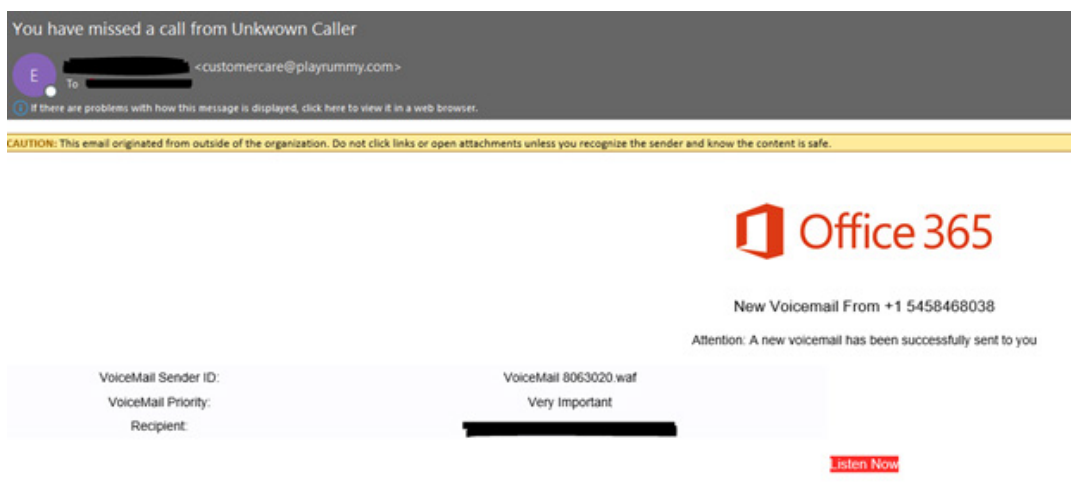
- Is the email from someone I recognize?
- Am I expecting the email?
- Are the requests of the email reasonable?
- Is the email using emotional gauges like fear or urgency to entice an action?

### Always Hover

Before clicking any links in the email, hover your mouse over the link and the actual URL will appear. Double check to make sure the real URL is leading you to the right place. Hackers may also try to spoof the URL to look like the legitimate address. You want to investigate to make sure the domain is the same as the sender of the email.

### Do Not

- 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 other people. You don't want to further the potential damage, especially within your organization.
- Open the malicious email on your mobile devices. They are not immune to malware and viruses.
- Solely rely on antivirus software. AVs protect against viruses with known signatures, but are susceptible to new malware that goes undetected.



Dear Provider,

Lakeland Care recommends regular and timely utilization of preventative health services to maximize the health, safety, and independence of our members. The recommended health promotion and disease prevention services are outlined on this guide as a tool for you to assist the member in scheduling and attending these appointments.

## Annual Wellness Visit

An important starting point for preventative health services is the Annual Wellness Visit for those with Medicare. The Annual Wellness Visit (AWV) serves to develop a personalized prevention plan to help prevent disease and disability, based on a person's current health and risk factors. The yearly AWV visit is different from a Physical Exam. An annual Physical appointment or "Health Check" should be scheduled separately, and for those without Medicare.

- Medicare covers AWV at 100%
- May be required for the member's Medicare Advantage Plan, though not required by standard Medicare
- Schedule the appointment for an "Annual Wellness Visit" or "Medicare Annual Wellness Visit"
- Appointments for follow-ups, medication checks or acute concerns should be made separately
- The healthcare provider will focus the visit on the AWV health screening guidelines and if another issue takes precedence at the appointment, the AWV may need to be rescheduled for a different date

## Other Preventative Health Services

In addition to the Annual Wellness Visit, there are several important medical and health screenings that are used to check for diseases and health conditions before there are any signs or symptoms when they may be easier to treat. See opposite page for additional possible screenings and vaccinations.

### **Colorectal Cancer Screening:**

- Initial screening begins at age 50 and continues until age 75
- For members **ages 76 through 85**, the screening should be based on member's overall health and prior screening history, per the health care provider's recommendation

### **Mammogram:**

- Screening every 2 years between ages 50-74.
- Women **75 years or older** and members of any age with a family history of breast cancer should consult their healthcare provider for screening recommendations.

### **Dental Exam:**

- Cleaning and exam every 6 months. Once per year if member has dentures.
- Members with chronic conditions such as diabetes or conditions/medications that cause dry mouth may need more frequent screening and intervention.

### **Vision Exam:**

- Members without risk factors should get a complete eye exam every 1-2 years or when concerns arise.
- For members who are diabetic, **annual** eye exams are an important preventative care practice for early detection and treatment of diabetic retinopathy and other eye diseases that could lead to irreversible vision loss.

*Please use this tool as a guide and for record keeping*

**Annual Wellness Visit**

Healthcare Provider / Clinic:

\_\_\_\_\_

Date/Time: \_\_\_\_\_

Notes: \_\_\_\_\_

**Colorectal Cancer Screen**

Location: \_\_\_\_\_

Date/Time: \_\_\_\_\_

Notes: \_\_\_\_\_

**Mammogram**

Location: \_\_\_\_\_

Date/Time: \_\_\_\_\_

Notes: \_\_\_\_\_

**COVID Vaccine**

Dose 1: \_\_\_\_\_

Dose 2: \_\_\_\_\_

Booster: \_\_\_\_\_

**Seasonal Influenza Vaccine Date:**

(Between Oct 1 and Feb 28, annually)

\_\_\_\_\_

**Pneumococcal Vaccine Date:**

\_\_\_\_\_

**Tetanus/Diphtheria/Pertussis Vaccine Date:**

\_\_\_\_\_

**Vision Exam**

Location / Doctor: \_\_\_\_\_

Date/Time: \_\_\_\_\_

Notes: \_\_\_\_\_

**Dental Exam**

Location / Dentist: \_\_\_\_\_

Date/Time: \_\_\_\_\_

Notes: \_\_\_\_\_

**Other screenings that may be recommended by the member's healthcare provider:**

Lung Cancer Screening \_\_\_\_\_

Cholesterol Screening \_\_\_\_\_

Diabetes Screening \_\_\_\_\_

Blood Pressure Screening \_\_\_\_\_

Osteoporosis Screening \_\_\_\_\_

Prostate Cancer Screening \_\_\_\_\_

Pap/Pelvic Exam \_\_\_\_\_

# Fraud, Waste, and Financial Abuse

## **Fraud, Waste, and Financial Abuse:**

Lakeland Care and other agencies that administer the Family Care program are funded through Medicaid. Lakeland Care 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 Lakeland Care 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: overutilization 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 Lakeland Care's Compliance Division via one of the below methods.

- [Online form submission](#)
- Phone: 920-906-5100
- Fraud E-mail: [Fraud@lakelandcareinc.com](mailto:Fraud@lakelandcareinc.com)
- General Compliance E-mail: [Compliance@lakelandcareinc.com](mailto:Compliance@lakelandcareinc.com)
- Mail to:  
Lakeland Care, Inc.  
Attn: Compliance Division  
N6654 Rolling Meadows Dr.  
Fond du Lac, WI 54937

## Authorization Update

As part of our ongoing commitment to streamline communication and accurate authorizations, Lakeland Care has made some enhancements to our internal authorization process. These enhancements will go into effect as of January 1, 2022. All communication and authorization approval will still occur between you and your Lakeland Care Management Team. If you identify authorization errors or an authorization has not been entered, please still reach out to your Care Management Team.

The changes made to the internal authorization process will improve timeliness and accuracy of authorization entry. The Care Management's Team verbal authorization continues to serve as an appropriate authorization for you to begin services.

At the time the Care Management staff enter an authorization for services, they will no longer have access to the authorization number you will receive in the provider portal. Authorizations will continue to be available in the provider portal for you to obtain the appropriate authorization number to submit your claims. If you desire confirmation that an authorization for services has been entered by the care team at the time you are provided with a verbal authorization, Care Management is able to give you an authorization reference number. This number will not be the same as the authorization number you must use for billing. Please still access the Provider Portal to get the required authorization information needed for billing.

*STAY CONNECTED WITH LAKELAND CARE ON SOCIAL MEDIA*





# Network Development & Network Quality Team



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