



LAKELAND CARE

Together, we build better lives.

Network News

Keeping Providers Informed

2021 CAREGIVER OF THE YEAR

Each year Lakeland Care highlights a “Provider/Caregiver of the Year Award” to one provider who has consistently shown an exceptional level of C.A.R.E. and quality service over the past year. We are excited to announce that the nominee for the 2021 Caregiver of the Year award was Yard Worx.

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.



Congratulations!

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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.

Chantele Parkin is a Network Relations Assistant based out of Lakeland Care's Oshkosh office. She joined the Lakeland Care team in November 2021.

Chantele was born in Appleton, where she currently lives with her two children. She graduated from the University of Wisconsin-Oshkosh. Her experience prior to Lakeland Care includes working as a Service Coordinator for the Children's Waiver, a Vocational Rehabilitation Evaluator in Minneapolis, and most recently a stay-at-home-mom.

"Lakeland Care has been a great organization to work for. The work life balance that is valued here has made for an easy transition back into the workforce after years of staying home with my two boys. I enjoy the opportunity to build relationships with providers and work toward creating a better life for our members. I work with a wonderful team who have made me feel right at home at Lakeland Care!"

When Chantele is not working, she enjoys spending time with her family, reading, walks with their dog Phoebe, and staying active outdoors.



Partners with Business Update

In 2020, Lakeland Care worked in collaboration with the Wisconsin Board for People with Developmental Disabilities (WI-BPDD) and four of our CIE Service Providers to pilot the Partners with Business (PWB) initiative. The grant cycle ended in June of 2021, but our work with the Partner's with Business grant did not! Lakeland Care is continuing with a second cycle of the grant to expand efforts with one of the existing service providers and two new service 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!

Lakeland Care looks forward to expanding the PWB model as a regular part of employment services offered to members. For providers interested in implementing these strategies, be on the lookout for information in our next newsletter on an informational event or contact the Community Integration Team at employment.specialist@lakelandcareinc.com.

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

Electronic Visit Verification (EVV) Update

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 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 (previously set for 1/1/2022) has been delayed by DHS. There is currently no hard launch date scheduled.

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 December 2021 and can be found [here](#). The twelfth issue of the newsletter focuses on DHS sharing the Wisconsin EVV Customer Care line resources and some of the other important phone numbers and information, including a cheat sheet

explaining the differences in Sandata ID numbers. 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. 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
DHS EVV Website:
<https://www.dhs.wisconsin.gov/evv/index.htm>.



Q4 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.



Comfort Keepers; Brenda Z.

"It was reported to Lakeland Care Network Relations and Quality staff, that Allison provided exemplary care and prompt service to ensure our member's safety. Allison immediately responded to an emergency in the home. Due to Allison's quick actions, the emergency was resolved, care was provided to our member and emergency personnel were contacted."

-Nominated by: Jennifer E.

Aster Retirement of Clintonville; Caitlin and Brooklyn



"Caitlin and Brooklyn assisted IDT in obtaining immediate placement and assistance for our member with time sensitive safety and health needs. We appreciate them stepping up, and so quickly, to ensure our member had a home and necessary services. Thank you so much for supporting him in such a warm and caring manner."

-Nominated by: Pam L.



Oaks Family Care Center; Cyndi G. and staff

"We would like to recognize you and your staff for your outstanding customer service given to our member. It was reported to us that your Oaks staff: Hayden, Amy, Cheryl, and Janet have shown a lot of dedication and support which goes beyond what would be their typical job duties. Our member had a recent mental health crisis and the staff spent additional time with him and were ready to spend overnight hours to ensure his safety. As our member transitioned back to his apartment, after a brief stay, the staff were present to help him settle back in. He has been very successful in his current apartment setting due to the great services he receives from his Oaks staff."

-Nominated by: Debbie V.



Wandering and Elopement Awareness



With spring just around the corner, many of us are experiencing cabin fever and cannot wait to get out and enjoy some warm weather. This can be the same for many of the members we serve. Research shows that incidents of wandering and elopement increase as the weather gets warmer.

- 60% of individuals with Alzheimer's disease demonstrate wandering behaviors
- 49% of individuals with autism demonstrate wandering behaviors

This is extremely dangerous, as these individuals can become lost, confused, injured, or worse. The survival rate decreases dramatically with the amount of time an individual has been missing. If found within 12 hours, the survival rate is 93%, but it decreases to just 33% after 24 hours.

Lakeland Care would like to bring awareness to these dangers and ask you to keep these “**IDEAs**” in mind:

Identify: A thorough assessment of all residents should be completed to identify individuals who may be at risk for elopement/wandering, due to dementia, cognitive impairment, confusion, history of elopement, exit seeking behavior, etc.

Determine: For each individual assessed to be at risk, determine the factors that may contribute to potential elopement/wandering. Factors could include internal triggers, such as hunger, thirst, constipation, pain, loneliness, fear, or boredom, or external triggers, such as weather, time of day, activity or staffing level, etc. Putting on shoes and/or coat, talking about going home, or hovering near the door may be warning signs that an individual may elope/wander.

Educate: All staff must be educated about prevention and safety plans for each resident determined to be at risk for wandering/elopement. Important elements of the plan include:

- Staff training plan to ensure all staff are familiar with individualized support plans.
- Written Emergency Missing Person Plan directing staff on how to respond in the case of a missing resident.
- Ensure assessments and care plans are up to date and reflect changes in elopement/wandering identified risks.
- Ensure that staffing schedules are adequate to meet all resident safety and supervision needs.
- Ensure alarm systems are routinely checked and maintained for proper operation.
- Analyze incidents of wandering/elopement to evaluate or update risk mitigation strategies to prevent future incidents.

Awareness: All staff need to be aware of the dangers of wandering and elopement. An awareness of risk and thorough prevention planning can greatly reduce the potential for serious harm.

For member specific assistance as it relates to prevention of elopement/wandering incidents, please contact the specific member's IDT staff.

References:

- <https://www.dhs.wisconsin.gov/publications/p01040.pdf>
- http://www.alz.org/national/documents/brochure_DCPRphases1n2.pdf
- <https://www.carelinx.com/blog/wandering-dementia-symptoms>



Provider File Audit

Lakeland Care is excited to share an update regarding the provider file audit process. The process will continue quarterly through a random provider location selection, however as we transition to a paperless system it will now be completed through Lakeland Care's electronic provider record, Data Clarity Provider Portal.

What does this mean for a provider? The audit for each provider location completed, may result in an email to the provider from "Lakeland Provider Portal". The email will state the items that are missing, including which provider location and ask for the documents to be uploaded to the provider portal within 30 days.

The email example seen below will include a link to upload the documents requested such as: current license/certification, insurance documents and types of insurance that need to be updated as well as W-9 document(s).



The following items are missing from Example Provider LLC file audit. Please upload the current document(s) to the provider portal within 30 days.

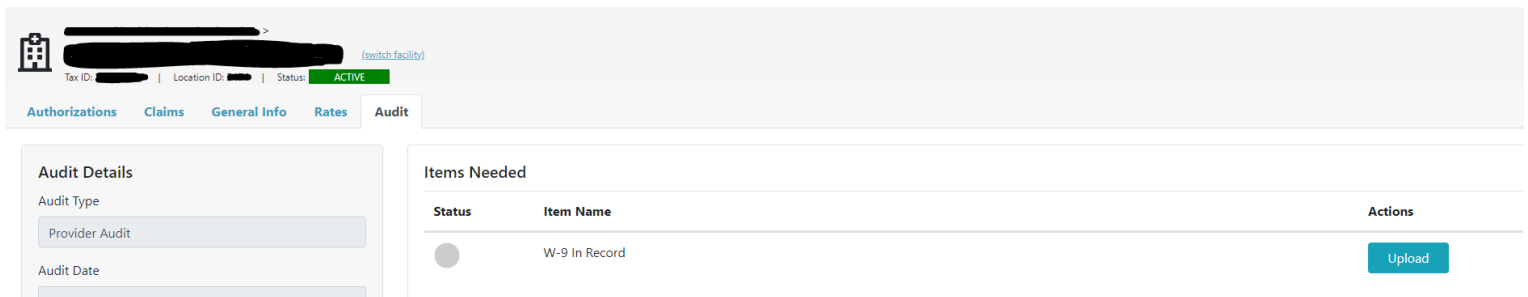
- W-9 form in record

[Click to view your Provider File Audit Dashboard](#)

If it does not work, copy, and paste the following link in your browser:

<https://qual.provider-portal.lakelandcareinc.com>

When you login to the Provider Portal and select Profile, you are taken to a list of your provider locations. Click on the location identified in the audit. It will take you to all the information for that location. There is an Audit Tab under the location, click on Audit, there you will see what document is needed and an upload option.



In addition, LCI's Provider Specialist (PS) assigned to the provider location may also reach out to request items that require more instructions such as signed attestation letters stating you have a process for training, background check completion, etc.

Note: DataClarity Provider Portal does not support Internet Explorer, must use different browser (ie: Chrome, FireFox, Safari, etc.)

If you have questions, please contact network.relations@lakelandcareinc.com.

Reviewing Fraud, Waste, and Financial Abuse

To ensure the protection of the Family Care Program and be good stewards of Medicaid funds, Lakeland Care reserves the right to request service verification documentation from our contracted providers. Service verification documentation can include, but is not limited to, providers' case notes, files, documentation, and member records that verify that the services billed were delivered.

Per the Provider Contract and related Addendum(s), Providers **cannot bill for services under the following circumstances:**

- A member is discharged from the setting at the provider's request
- A member elects to move to a different setting
- A member goes to visit a relative or friend
- A member goes on vacation
- A member attends a camp
- A member dis-enrolls from Lakeland Care
- The death of a member

Best Practices to Avoid Fraud, Waste, and Financial Abuse:

- Refer to your Provider Contract and Addendum(s)
- Reach out to your Provider Specialist with any question or concerns
- Verify that the services being billed do not fall under any of the categories listed above

Fraud, Waste, and Financial Abuse:

LCI 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 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: 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 Lakeland Care'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

STAY CONNECTED WITH LAKELAND CARE ON SOCIAL MEDIA



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