



LAKELAND CARE

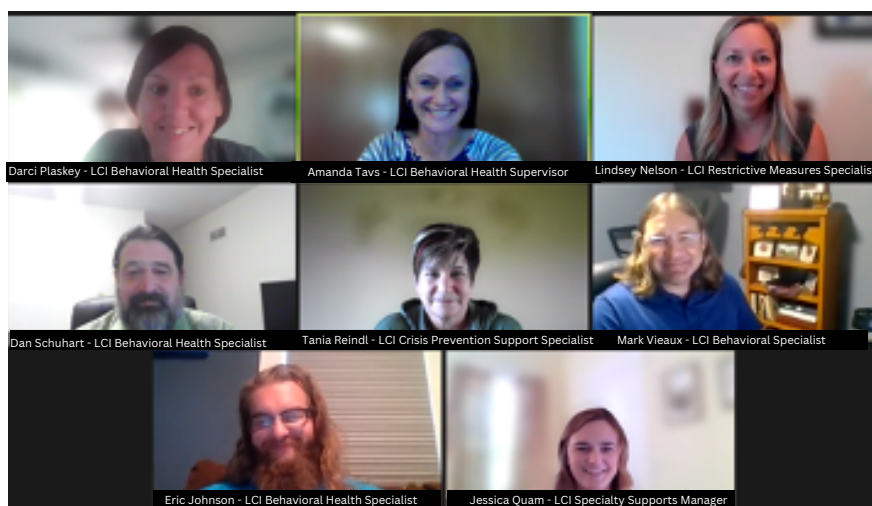
Together, we build better lives.

Network News

October 2022

Keeping providers informed

Announcing our behavioral health department



To better support more members, care teams, and providers, LCI has restructured the support we are offering to members with complex behavioral health needs. Depending on the members level of care needs, we have several specialists that may be able to offer assistance in a variety of ways.

Meet the team on the next page!

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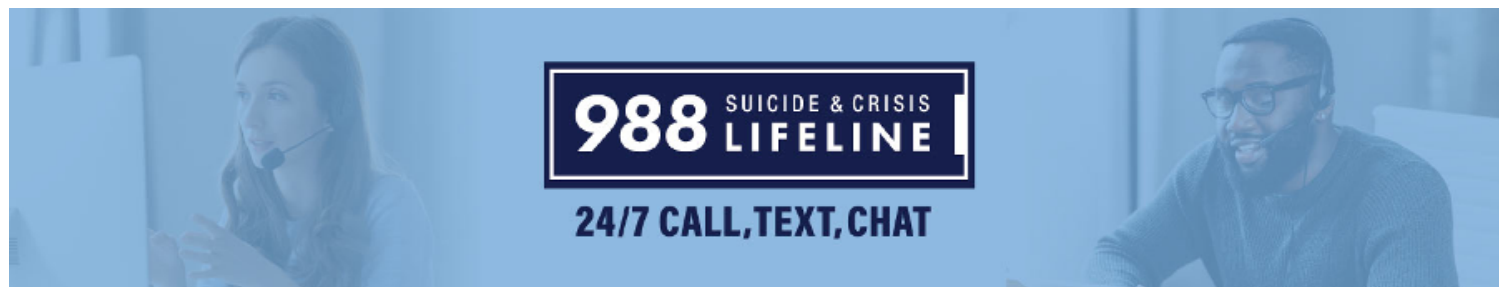
Behavioral Health Specialists (Darci Plaskey, Dan Schuchart, Eric Johnson, Mark Vieaux): The BHS will assist teams with members who have complex behavioral health needs. They serve as a resource for consultative purposes and can also assist with positive behavior support planning and training. They may participate in member meetings and trainings as needed and depending on their level of care.

Crisis Prevention Support Specialist (Tania Reindl): The CPSS is a resource for community partners and Care Management Teams/Supervisors when supporting members with mental/behavioral health needs, crisis prevention, crisis support, and possible crisis interventions. The CPSS is also a community liaison that helps to strengthen our discharge and crisis planning processes for LCI members.

Restrictive Measures Specialist (Lindsey Nelson): The RM Specialist is a resource that will assist with the development and approval process for all RM applications. The RMS will also assist with the development and tracking of member rights limitations and denials. This position also serves as LCI's RM Lead.

Behavioral Health Supervisor (Amanda Tavs): The BH Supervisor provides oversight and support to the BH Team and may assist with consultations on complex support planning for members with high behavioral health needs. This position ensures the promotion of least restrictive interventions and positive and proactive support planning.

Specialty Supports Manager (Jess Quam): The Specialty Supports Manager oversees and supports the Specialty Supports Department within the Care Management Division. This position may also be involved with, and help support, the most complex member situations and effective utilization of services. This position also oversees and supports the Community Supports Team.



Source: Wisconsin Department of Health Services

988 Suicide and Crisis Lifeline Now Available

The new 988 Suicide & Crisis Lifeline is now available. This is a free and confidential service that is available 24 hours a day, 7 days a week. It provides care and support to people experiencing stressful situations—whether that is thoughts of suicide, a mental health concern, or a substance use issue.

People of all ages who need help for themselves or a loved one can access the 988 Suicide & Crisis Lifeline by:

- Calling 988 (multiple languages available).
- Sending a text message to 988 (English only).
- Using the chat feature at [988lifeline.org](https://www.988lifeline.org) (English only).

Visit the Wisconsin Crisis Services website at <https://www.dhs.wisconsin.gov/crisis/988.htm> for more information.

PEP Up Your Organization

with Lakeland Care

Employers in our society are heavily burdened by a variety of challenges to maintain a workforce and sustain their businesses. There are many natural day-to-day demands that impact the health of an organization in normal circumstances. Our recent experience navigating through a pandemic has furthered the devastating impacts. It is crucial for an employer to guide a business through hardships and avoid collapsing under pressure.

The pandemic compelled employees to begin re-evaluating how they wanted to spend their time. Workplace norms began to shift, and perceptions of the work environment began to transform. Survey data supports that a commitment to work is lower and social norms have transformed in which gig economies are pursued, versus acquiring permanent jobs. The nature of work is changing rapidly, transforming your workforce is essential. Awareness to these uncharted waters can help move toward a workforce recovery.

At Lakeland, our Organizational Impact team offers a highly collaborative and engaging workshop in which you learn how to prepare, engage, and positively impact (PEP) your organization. This workshop will support your organization to identify strategies that will enhance recruiting efforts, identify strategies to engage your current employees, identify strategies to stop employee attrition, and gain a personal recharge. People are motivated or drained by the culture of an organization. Be an organization who understands and commits to motivating others by utilizing results driven processes to move your needle toward progress.

**If interested email the
Lakeland Care Mission Impact and Community Engagement Coordinator:
Katrina.Mortensen@lakelandcareinc.com.**



Q2 2022 C.A.R.E. Award Winners

Lakeland Care continues to recognize outstanding providers through the C.A.R.E Award (Compassion, Accountability, Respect and Enrichment). 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 teams submissions and the committee utilizes the C.A.R.E principles to honor the recognized providers.



Community Living Connections (CLC): All Staff

Several years ago, our office was fortunate enough to meet with Community Living Connections and to learn about their Community Supported Living program, as well as their goals and mission. During that meeting they told us how they measure their own success by decreasing services, and that one of their main goals was to “work themselves out of a job.” We remember hearing that and not being sure how that could ever happen. We recently had the opportunity to see that firsthand! Our member, who had lived in a residential setting for over 24 years, has always dreamt of someday living in her own apartment. Thanks to the dedication and commitment provided by CLC that dream is now a reality.



Prairie Place: Jeremiah G.

Thank you for always having good communication, your willingness to work with others, having staff that are kind and provide good care – the list goes on and on. Jeremiah is always available when you need him. He is very compassionate and the members I have that reside there love it. Their natural supports also love it and feel relief knowing their loved ones are getting cared for. They offer lots of activities and staff is friendly, especially Norine, Dawn and Crystal.



LifeStar: Mike K.

On behalf of Lakeland Care, Inc. (LCI), we would like to recognize your staff for the outstanding service they provided to our member. When they were recently discharged from the hospital after months in the rehabilitation unit, your staff found a way to compile their personal belongings to transport and move them into their new home. The care team also reported that your staff provided emotional support to the member to ensure they had transitioned safely into her new living environment. In addition, it was reported that your staff go above and beyond to meet members' needs and always treat our members with dignity and respect.

Falls Prevention Week

September 18-22

Falls Prevention Week was celebrated as a nationwide effort to raise awareness that falls are preventable. Falling is not a normal part of aging. Falls are a major cause of injury in all ages of the U.S. population, but a particular burden in older persons. Falls are the leading cause of fatal and nonfatal injuries for those age 65 and over. Every 11 seconds, an older adult is treated in the emergency room for a fall. Every 19 minutes, an older adult dies from a fall.

A person's life can change quickly when a fall occurs. Falls can easily cause fractures or other injuries that can be the start of more serious problems, such as complications from blood clots, decline of overall health and loss of independence due to immobility. Falls often result in increased care needs and necessary changes in living arrangements, including placement in assisted living or skilled nursing facilities.

There are many things that you can do to help those in your care prevent falls. You can promote improved strength and balance, encourage increased activity, improve home safety with assessment and intervention, coordinate preventative health checkups, and more.



Many Older Adults Fear Falling

The fear of falling becomes more common as people age, even among those who have not fallen. It can lead people to avoid activities such as walking, shopping, or taking part in social activities. Be aware of changes in interests and activities in order to address concerns before problems arise.

Addressing these fears can help individuals stay active, maintain their physical health, and prevent future falls. Encouraging things like getting together with friends or family, gardening, walking, or participating in planned activities helps people maintain their overall wellbeing.

Take the Action to Prevent Falls

The good news is that falls are preventable! As service providers, you can take steps to reduce the risk of falls for those in your care. Consider the following steps to help reduce falls risk.

Step One: Address Any Health Issues

Start by assessing the person's current health conditions. Is there a concern regarding falling, dizziness, or balance? Are there health issues contributing to forgetfulness around taking medications? Do side effects of any medications contribute to the risk of falling? Discuss medications with the person's health care provider and pharmacist to determine if any side effects or interactions may be of concern. Ask about adding a supplement of Vitamin D. Studies have shown that this can help reduce fall risk in older adults. Take advantage of Medicare's Annual Wellness Visit as a preventive measure. Remember to include health care providers as part of your fall prevention team.

Step Two: Ensure Regular Vision and Hearing Tests

As we age, our retinas receive less light, and it may be more difficult to see contrasting edges, tripping hazards, and obstacles. Tint-changing lenses can also be unsafe when moving from brightly lit places to inside. Remind those in your care to pause and take time to let their lenses adjust to the light. Bifocals can also be challenging when navigating stairs and steps. Even small changes in hearing can cause unsteadiness that can lead to falls. If the person has a hearing aid, be sure it fits well and have fresh batteries on hand.

Step Three: Assess Balance

Notice if the person you are caring for is holding onto furniture, walls or other people when they walk. They may have a balance issue. Help them find a balance and exercise program to build not only balance but also strength and flexibility to help reduce the risk of falling. Reach out to the person's health care provider and others on their care team for resources and referrals. Encourage the person to stand up slowly to avoid a drop in blood pressure that causes dizziness and falls. Also try to limit the amount of alcohol the person drinks. The number of hip fractures in older adults increases with alcohol use.

Step Four: Conduct a Household Safety Check

When visiting one's place of residence, conduct a quick household safety check. Is the lighting optimal? Can lighting be improved in critical areas such as the top and bottom of stairs. Other safety interventions may include removing rugs, electrical cords and any clutter that may be trip hazards. Consider installing grab bars in the tub, shower, and near the toilet. Think about adding a shower chair or a hand-held shower nozzle for improved safety. If the person is to use an assistive device like a cane or walker for mobility, make sure it is the right size, in good working order and that it is consistently used, even for short distances. Be aware of wet, snowy or icy surfaces outside of the home. Encourage rubber-soled, well-fitting shoes. Socks, slippers, or shoes with smooth soles can easily cause a person to slip, especially on stairs.

Step Five: Keep Them Active

Encourage those in your care to participate in physical and social activities. Some older adults believe that if they stay at home and limit their activities they reduce their risk of falling. However, the opposite is true. Being physically active actually helps people stay independent and being social tends to improve mood and overall health. Physical activity also helps keep joints flexible and bones strong.

Additional resources:

<https://www.cdc.gov/steady/pdf/STEADI-Brochure-StayIndependent-508.pdf>

<https://www.cdc.gov/steady/pdf/StayIndependent-Esp-508.pdf>
(Spanish)

National Institute on Aging; Centers for Disease Control and Prevention; Wisconsin Department of Health Services

Make sure everyone on the person's care team, including their health care provider, knows if they have fallen, even if they weren't injured in the fall. A fall can alert the care team to a new medical problem or issues with their medications, hearing or vision. There may be interventions like physical therapy, a walking aid, or other steps to help prevent future falls.

Taking a fall at home can be a frightening and life-changing experience, especially for older adults and those living alone. Increased awareness and a few simple changes can protect the health and wellbeing of those in your care so that they can stay safe and independent at home.

Electronic Visit Verification (EVV) Update

Electronic Visit Verification (EVV) has been required for personal care services and specific supportive home care services since Wisconsin's soft launch of EVV on November 2, 2020. Soft launch is a time to become efficient with EVV and streamline processes to ensure providers are ready when the hard launch is set.

Where to get the latest updates on EVV?

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](#). 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 bill for EVV?

In the DataClarity Provider Portal, a billing reference document is available to help guide personal care and supportive home care providers when submitting claims for EVV services. **Note: Span billing for EVV is not allowed, please ensure you are submitting claims correctly.**

For assistance with EVV technical and program questions contact Wisconsin EVV Customer Care (Hours: Monday – Friday 7:00am – 6:00pm):

Phone: 1-833-931-2035

Email: VDXC.ContactEVV@wisconsin.gov

HIPPA Phishing Update

Phishing is the leading cause of healthcare data breaches. In 2021, 712 major healthcare data breaches (breaches involving over 500 people) were reported to the Office of Civil Rights (OCR) division of the Department of the Health and Human Services (HHS). In total, 45 million people were affected by the 2021 data breaches. So far, in 2022, the number of data breaches reported exceeds the number of breaches reported 2021, at this same time last year.

-Phishing is a broad term for an attack that tries inducing a victim to act, usually to release sensitive information (e.g., log-in credentials, financial information, social security numbers, and company data), click a link, and/or download software.

-Phishing typically occurs via email, but attempts through texts, phone calls, and social media are on the rise.

-Spear phishing, the most common phishing scheme, targets individuals through individualized communication which creates a genuine appearance that is often convincing to the victim and, therefore, more likely to be successful.



NEW PHISHING SCHEME:

More sophisticated means of phishing are constantly being developed. Recently, attackers have begun impersonating cybersecurity companies; sending an email purporting to be the cybersecurity firm alerting an individual to a breach and requesting the person contact them immediately. After the call is made, remote access is used to gain access, steal valuable information, deploy ransomware, and shut down systems until a ransom is paid.

Takeaway: never allow remote access to your systems unless you can verify you are working with a trusted source.

Awareness is key in combating phishing attempts. Familiarize yourself with the common indicators of a phishing attempt:

- A misleading email address or website. Is the email address or website similar to a trusted source, but not the same (e.g., www.paypal.com vs. www.paypal.com)?
- Poor writing. Does the communication contain spelling and grammatical errors you would not expect to see in a professional communication?
- The use of urgent and threatening language. Does the communication stress urgency and try get you to act quickly by threatening consequences?
- Suspicious link or attachments. Does the communication ask you to open a link or attachment you were not expecting?

If any of these indicators are present, the communication is likely a phish!

Reporting

LCI is committed to ensuring the privacy and security of member information. If you experience a breach resulting in unauthorized use or disclosure of member information, you must report said breach to LCI's Compliance Division and mitigate the situation immediately.

Fraud, Waste, and Financial Abuse

LCI 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 LCI resources. Examples of each include:

- Fraud: falsification of member records, claims for services not rendered, theft of resources, and embezzlement (stealing).
- Waste: incorrect or unnecessary use of resources.
- 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 following methods.

Online form submission: <https://www.lakelandcareinc.com/reporting-fraud/>

Phone: 920-906-5100

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

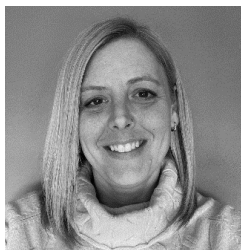
Mail: Lakeland Care, Inc.

Attn: Compliance Division

N6654 Rolling Meadows Drive

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Meet Your Provider Relations & Contracting Team



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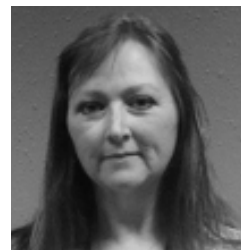
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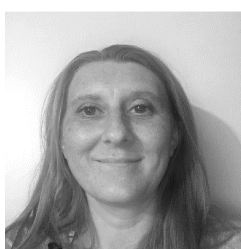
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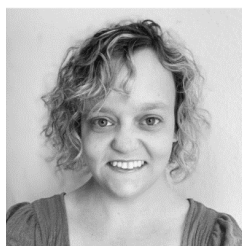
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Meet Your Network Quality Team



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2022 Provider Survey

During the week of September 19th, in collaboration with Red Shoes, Inc., Lakeland Care sent providers a link to our annual Provider Survey via SurveyMonkey.

This short survey is an opportunity for the providers in our network to tell us how we're doing!

Please take a few moments to respond to the survey which you can also view [here](#).



Connect with Lakeland Care

