



LAKELAND CARE
Together, we build better lives.

Member Newsletter

You can rely on us for long-term support and services you need to live independently.

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.

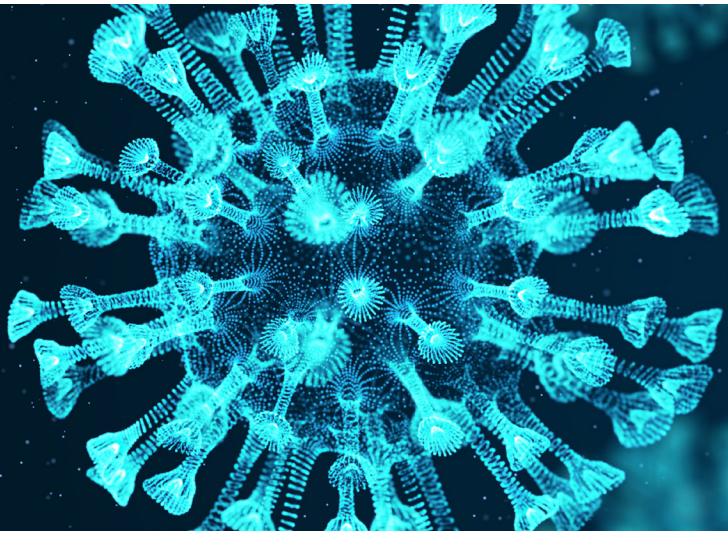
People of all ages who need help for themselves or a loved one can access the 988 Suicide & Crisis Lifeline by:

- Calling 988 (multiple languages available).
- Sending a text message to 988 (English only).
- Using the chat feature at 988lifeline.org (English only).

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



COVID-19 UPDATE



Vaccines

COVID-19 vaccines remain available to all Wisconsin residents at no cost. You can schedule a vaccination using a variety of options, including with your health care provider, at community vaccination clinics, your local or tribal health department, or pharmacy.

To find a COVID-19 vaccine location in your community contact your Care Manager or Nurse, visit [vaccines.gov](https://www.dhs.wisconsin.gov/covid-19/vaccine-get.htm), or dial 211 or 877-947-2211. You can learn more at the “Find a Vaccine Appointment” webpage: www.dhs.wisconsin.gov/covid-19/vaccine-get.htm.

Increase in Cases

The newest variant of COVID-19, called Omicron BA.5, is now the most common type in Wisconsin and across the United States. It is spread very easily from person to person. Because of this, the number of cases in Wisconsin has been increasing, including more hospitalizations. Taking action to control the spread of COVID-19 is important, especially to make sure hospitals remain able to take care of everyone in need. Many people, especially

older adults and people with underlying health conditions, remain at risk of serious illness, hospitalization, and death.

Testing

If you are feeling ill or if you may have been exposed to someone who has tested positive for COVID-19 it is important to get tested so that you can limit the spread of the virus to others.

There are different options for testing. You can visit a testing site in your community or use one of the at-home COVID tests. Either method is safe and very effective in detecting COVID-19 infection.

Community testing sites remain accessible across Wisconsin. You can find a location near you by dialing 211 or by going to the Wisconsin Community Testing website: www.dhs.wisconsin.gov/covid-19/community-testing.htm.

At-home tests can be purchased at your local pharmacy or store.

Influenza and Pneumococcal Vaccines

It's that time of year again! Each year in September, Lakeland Care kicks off our annual Immunization Initiative for the seasonal influenza (flu) and pneumococcal vaccines. It is our goal to help each of our members get the protection they need from these preventable illnesses.

Influenza Vaccination

The influenza vaccine (flu shot) is recommended for all LCI members every year. This vaccine is the best way to protect yourself and those around you from getting influenza. Influenza can be a very serious respiratory illness that results in hospitalization and death for many thousands of people each year. Even if you typically do not get sick, getting vaccinated can stop you from spreading the illness to others at higher risk of serious complications from influenza.

It's best to be vaccinated before flu begins spreading in your community. September and October are generally the best times to be vaccinated against influenza. Ideally, everyone should be vaccinated by the end of October. However, even if you are not able to get vaccinated until November or later, vaccination is still recommended because flu most commonly peaks in January/February and can continue into May.

Pneumococcal Vaccination

The pneumococcal vaccine, also called the pneumonia shot, is recommended for



all adults aged 65 and older. In addition, all adults with heart or lung conditions and those who smoke, should also get the pneumococcal vaccine.

Pneumococcal disease is a term for infections, including pneumonia, that are caused by a certain type of bacteria. Pneumococcal bacteria spread from person to person through coughing, sneezing, and close contact, like most respiratory illnesses including COVID-19 and influenza.

A common complication of having COVID or influenza is pneumonia, which makes it extra important to get the pneumococcal vaccine when it is recommended for you. Stay as safe and healthy as possible this season by staying up to date with your vaccinations.

Talk to your healthcare provider about which vaccines are recommended for you. If you have questions or need assistance with scheduling an appointment, transportation, or have general questions, please contact your Care Manager or Registered Nurse.



Falls Prevention Week

SEPTEMBER 18-22

Falls Prevention Week is a nationwide effort to raise awareness that falls are preventable. Falling is not a normal part of aging. Falls can quickly impact a person's quality of life and ability to live independently.

Such a simple thing can change your life quickly—like tripping on a rug or slipping on a wet floor. If you fall, you could break a bone or cause other injuries that can be the start of more serious problems, such as a trip to the emergency room, hospitalization, or even permanent disability.

There are many things you can do to help prevent falls. You can improve your strength and balance by doing the right exercises, by making your home safer, getting regular 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.

Don't let a fear of falling keep you from doing things that are important to you. Overcoming this fear can help you stay active, maintain your physical health, and prevent future falls. Doing things like getting together with friends, gardening, walking, or going to the local senior center helps you stay healthy.

Causes and Risk Factors for Falls

Many things can cause a fall. Your eyesight, hearing, and reflexes might not be as sharp as they were when you were younger. Diabetes, heart disease, or problems with your thyroid, feet, nerves or blood vessels can affect your balance. Other causes include uneven walking surfaces and steps in your home or community.

Confusion can sometimes lead to falls. Some medications can increase a person's risk of falling because they cause side effects like dizziness or confusion. The more medications you take, the more likely you are to fall.

Take the Action to Prevent Falls

If you take care of your overall health, you may be able to lower your chances of falling. Most of the time, falls and accidents don't "just happen". Here are a few tips to help you avoid falls and injuries:

- Stay physically active. Regular exercise improves muscles and makes you stronger. It also helps keep your joints flexible and your bones strong.
 - Have your vision and hearing tested. Even small changes can cause you to fall. If you have a hearing aid, be sure it fits well and have fresh batteries on hand.
 - Find out about the side effects of any medicine you take. If a drug makes you sleepy or dizzy, tell your doctor or pharmacist. If you feel confused or dizzy, wait for your mind to clear or call for help before trying to get up and walk around.
 - Ask your doctor about taking a supplement of Vitamin D. Studies have shown that this can help reduce fall risk in older adults.
 - Limit the amount of alcohol you drink. Even a small amount of alcohol can affect your balance and reflexes. The number of hip fractures in older adults increases with alcohol use.
 - Stand up slowly. Getting up too quickly can cause your blood pressure to drop. That can make you feel wobbly. Get your blood pressure checked when lying and standing.
 - Use an assistive device to help you feel steady when you walk. If your doctor tells you to use a cane or walker, make sure it is the right size for you and the wheels roll smoothly.
 - Keep your home safe from potential hazards. Keep walkways clear, remove throw rugs, cords and clutter that could cause you to trip or lose your balance.
- Ask your Care Manager or Registered Nurse about other safety devices like grab bars, shower chairs or railings that may help you. Personal Emergency Response Systems make it easy for you to call for help if you need it.
 - Be very careful when walking on wet, snowy or icy surfaces. Try to have sand or salt spread on icy areas by your front or back door.
 - Wear rubber-soled, well-fitting shoes. Don't walk on stairs or floors in socks, slippers, or shoes with smooth soles.
 - Always tell your doctor if you have fallen since your last checkup, even if you aren't hurt when you fall. A fall can alert your doctor to a new medical problem or issues with your medications, hearing or eyesight that can be corrected. Your doctor may suggest 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. There are several factors that can increase your risk of falling. With a few simple changes, you and your loved ones can protect your health and stay safe and independent at home. Ask your Care Manager or Registered Nurse about reducing your risk of falling. Our number one priority is your health and safety!

To learn more visit:

www.cdc.gov/steady/pdf/STEADI-Brochure-StayIndependent-508.pdf

www.cdc.gov/steady/pdf/StayIndependent-Esp-508.pdf (Spanish)

Resources: National Institute on Aging; Centers for Disease Control and Prevention; National Council on Aging

What are Lakeland's Core Values?



In this month's newsletter we would like to focus on Lakeland Care's core values of Kindness, Inclusion, and Trust.

Kindness

Kindness is being friendly, generous, and considerate to others and to yourself. Being kind often requires courage and strength, as it involves the willingness to celebrate and give attention to someone else. Has someone ever done something kind to you and all you wanted to do was pay it forward? That one small act can cause a ripple effect that impacts an entire community. If we are all focusing on being kind, we are creating a movement of change. You know that "be the change you wish to see in the world" quote? That is one person, one act of kindness, with intention to make a positive change in the world.

At Lakeland Care, we believe kindness is always possible and that no compassionate act is ever wasted.

How is the value of Kindness lived out at Lakeland Care?

As a member of Lakeland Care, you will see kindness in our communication, responses, in offering support to you, and kindness in collaboration with your family, Providers, and community connections. You also have the opportunity to put kindness into action

and make a positive impact. One option is through participation in Lakeland Care's Member Advisory Committee. This committee offers amplification of member voice and advocacy. If you are interested in learning more, please reach out to mac@lakelandcareinc.com.

Inclusion

Inclusion is a state of being valued, respected, and supported. It is about focusing on the needs of every individual and ensuring that the right conditions are in place for each person to achieve their full potential.

At Lakeland Care, we believe that open hearts and open minds are the only path to a brighter future. Making sure everybody has the same opportunities to participate in all aspects of life and to live it to the best of their abilities.

How is the value of Inclusion lived out at Lakeland Care?

Inclusion is at the heart of who we are and what we do. Which is why Lakeland Care is partnering with members, local employment agencies, and vendors to promote inclusive workplaces. For more information, please look for details about the All Abilities Job & Resource Fair in this month's member newsletter.

Trust

Trust is a firm belief in the ability, reliability, and strength of a person or system. Trusting someone is a choice made towards another person when we are inspired that they have earned our confidence and respect. At Lakeland Care, we want to establish a space where trust is present, allowing you to feel empowered to step forward, do your best, and to work together, confidently, and efficiently.

At Lakeland Care, we believe that honesty is in style and that promises still have power.



How is the value of Trust lived out at Lakeland Care?

As a member of Lakeland Care, we want you to understand what trust is and how it is lived throughout our organization. You will see trust in action through the partnership offered to you by our IDT staff. Our IDT staff seek to consistently build trust in every interaction by conducting themselves in a professional and honest manner – one conversation, one action, one follow-through at a time.

For more information about Lakeland Care, contact us at:

Crivitz

308 Henriette Ave., Crivitz, WI 54114
(920) 455-8178

Oshkosh

520 N. Koeller St., Oshkosh, WI 54902
(920) 456-3200

Fond du Lac

N6654 Rolling Meadows Dr.
Fond du Lac, WI 54937
(920) 906-5100

Rhineland

232 S. Courtney St., Rhineland, WI 54501
(715) 420-2450

Green Bay

2985 Ridge Rd., Green Bay, WI 54304
(920) 455-5340

Shawano

607 E. Elizabeth St., Shawano, WI 54166
(715) 229-3040

Green Bay

2050 Riverside Dr., Green Bay, WI 54301
(920) 455-5340

Wausau

501 S. 24th Ave., Suite 100, Wausau, WI 54401
(715) 298-6202

Manitowoc

3415 Custer St., Manitowoc, WI 54220
(920) 652-2440

Wisconsin Rapids

1335 8th St. South
Wisconsin Rapids, WI 54494
(715) 423-5100

Marinette

2003 Marinette Ave., Marinette, WI 54143
(920) 455-5804

Visit Our Website:
lakelandcareinc.com

MARK YOUR CALENDAR!

All Abilities Job & Resource Fair

Lakeland Care will be hosting an All Abilities Job & Resource Fair for members who are interested in employment.

- Bring your resume if you have one for a free review and tips, along with interview help.
- Meet employers who are accepting on-site applications and doing interviews - dress to impress!
- Staff will be available for those who need support and guidance during the event.

When: Wednesday, October 5, 2022

Where: Oshkosh Convention Center
1 N. Main Street
Oshkosh, WI 54901

Time: 1:00pm – 4:00pm

This is a free event, no registration required. The Oshkosh Convention Center is ADA compliant and on the bus line.

Contact Brooke Jackson or Jen Philipps for more information:

employment.specialist@lakelandcareinc.com
(920)906-5100 or Toll free
1-877-227-3335 TTY 711



Together, we build better lives

Electronic Visit Verification (EVV) for Wisconsin Medicaid 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 (at time of check in/check out only), the caregiver, and the member who received the authorized Medicaid services.

Who does this affect?

EVV is federally required for Medicaid-covered personal care and applicable supportive home care services. EVV visit data will need to be collected for care provided under the following service codes: T1019, T1020*, S5125, S5126*:

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

*LCI **does not** use codes T1020 or S5126.

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 do caregivers use EVV?

Caregivers may use a mobile phone, tablet, landline phone, or an EVV digital device to check in at the beginning of the visit and check out at the end of the visit. Services such as Wi-Fi, cellular, or internet are not required in

your home for caregivers to complete this step. The encrypted visit information can be sent 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 your provider agency or fiscal management service (FMS) provider, if you participate in Self-Directed Supports (SDS).

When is this going to start?

EVV for personal care services (PCS) has been federally required since the soft launch of EVV in Wisconsin on November 2, 2020. Provider agencies not using EVV for PCS are out of compliance with current Wisconsin Department of Health Services (DHS) policy. Payers, provider agencies, and workers should use the soft launch to become more efficient with EVV, streamline processes, and take additional training as needed. Hard launch plans will be communicated as a future date.

What is NOT going to change?

- EVV does not change how much, where, or the type of care you receive.
- You can still choose your provider/caregiver.
- Your location is not tracked.
- 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

Wisconsin EVV Customer Care:

Phone: 1-833-931-2035,

Hours: Monday–Friday 7:00am–6:00pm

Email: VDXC.ContactEVV@wisconsin.gov

or by contacting your Care Team.



LAKELAND CARE

Together, we build better lives.

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

PRSRT STD
U.S. POSTAGE
PAID
UMS

Together, we build better lives.

If you need this material in an alternate format, including large print, please contact our office:

(920) 906-5100

Toll free 1-877-227-3335

TTY711

info@lakelandcareinc.com

**Lakeland Care
Board Members:**

Mike Konecny – Board President

Stuart Kuzik

Barbara Larson-Herber

Larry Lautenschlager

Todd Moely

Judy Ruggirello

Bob Ziegelbauer

**For more information about the Family Care Program,
contact the Aging and Disability Resource Center (ADRC) in your county:**

www.dhs.wisconsin.gov/adrc