



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.

It's a beautiful day to go after your dreams.

I hope this newsletter finds you healthy and well. This newsletter contains articles about increasing your health and wellness, community resources, and your rights and responsibilities of being enrolled in the Family Care program. As always, if you have any questions about your rights and responsibilities or the resources listed in this newsletter, reach out to your care team.

Did you know that every year, you must submit documents to verify your financial eligibility for the Family Care program? One of your responsibilities is to confirm your monthly income, bank statements, and assets with the local income maintenance agency. You will get notification from your income maintenance agency when you must submit documents. If you have any questions on how to submit the documents or what documents you might need for verifying your financial eligibility, your care team can help you.

We are so happy that you have selected Lakeland Care to be your Family Care provider. We look forward to continuing our work together.

Until next time,
Sara Muhlbauer, CEO



Winter 2022

LCI's Prevention and Wellness Program for Your Health and Wellbeing



Lakeland Care's Prevention and Wellness Program uses a wellness wheel to show that there are many areas of our lives that are all equally important to our health and well-being. **Wellness is much more than just eating healthy foods and exercising.**

When any of these areas are out of balance, we can feel lonely, stressed, upset, sad, or just not quite right. Thinking about each section of the wellness wheel,

we can figure out where our lives may be lacking and what we may need to improve to be the best and healthiest versions of ourselves.

We will share more about each section of the wellness wheel in each LCI Member Newsletter. How do you feel about your own health and wellbeing? Are there any areas that could be better? Are there steps you can take to change it? **Your Care Management team is here to help.**



Together, we build better lives

Tips for a Safe and Healthy Fall and Winter

It's time: Get your flu shot and COVID Booster!

Now is the best time to get your seasonal influenza vaccine (also called the Flu Shot).

For the last two years, we have not heard as much about influenza illnesses, partly because so much attention was on COVID-19.

This year is expected to be very different. Most people have gotten back to their normal activities and are around other people more than they had been. The influenza season this year is expected to be a big one, so it is important to get protection from the flu shot BEFORE the illness spreads. The flu shot is extra-important for people who are over age 65 or who have chronic conditions like lung disease, heart disease, diabetes or a poor immune system, because they are at high risk for complications from influenza.

It is also very important to get a COVID vaccine or booster, which can very safely be given at the same time as the flu shot. The updated COVID booster shot includes the latest variants of the virus, so it adds even better protection.

Protect yourself and your loved ones this season by getting your vaccines as soon as you can.

Please contact your Care Manager if you need help making or an appointment or coordinating transportation.

As the days become shorter and the weather grows colder, many of us look forward to soup and sweater season. Winter weather can also bring seasonal hazards and illness, though, and now is a good time to prepare yourself for the many challenges the season can bring.

The coming months can be stressful on both mental and physical health.

Here are some tips to help keep you safe and healthy all through winter this year.

1. Stay active

Cold weather doesn't have to slow you down. Even just going for a walk every day can help you stay strong and healthy.

2. Watch what you eat

Go easy on the holiday treats and try to make an extra effort to include plenty of fruits and vegetables, which are low in calories and high in vitamins and minerals to help keep you healthy.

3. Be aware of winter dangers

The winter months pose a higher risk of injury from slips and falls, cold exposure, and viral illnesses. Pay close attention to where you are walking because you could quickly slip on an unseen patch of ice. Wear boots and dress warmly, even for short trips outdoors. To avoid illness, make sure you get adequate sleep, clean your hands frequently, and most importantly, get vaccinated for influenza and COVID-19.

4. Take extra care of your mental health, especially during the holidays

If you feel sad during the holiday season, don't feel like there's something wrong with you. Feeling sad is normal. Don't be afraid to ask for help. Talk to someone you trust about your feelings and consider seeing your doctor or a counselor. Seeking help doesn't mean that something is "wrong." We all need someone to talk to sometimes to support us through difficult times.

Running late? Text your care team!

Care managers and RN Care Managers are excited to share, we now have cellphones! The convenience and benefits are endless. Long gone are the days of only being available when we are at our workstations in the convenience of our home offices. Now we are available when we are out and about.

Please remember, that our business hours are Monday-Friday, 8AM to 4:30PM, and for after hour authorizations, our on-call number is 1-877-227-3335.

WHY?

LCI has added cell phones so we can provide the best customer experience for everyone we talk to on a daily basis! Your care team wants to be available to you when it is convenient for you! Texting will also help our teams be more flexible around your schedule.

CAN I TEXT MY CARE TEAM?

Yes! You can text your care team. But as a reminder, texting is a resource that needs to be used appropriately. If discussing private health information, please contact your care teams via telephone. Some examples of things that can be texted to your care team are confirming transportation dates and times and scheduling and confirming meetings with your CM and RNCM.

HOW DO I GET MY TEAMS NUMBERS?

If your care teams have not provided up to date contact information, please reach out to your CM or RNCM to obtain their new business cards which include their office and cell phone numbers.

What is Dignity of Risk?

It is the member's right to make an informed choice in their life. Dignity of Risk allows members to take a risk and learn from it to increase or maintain their independence.

1. All people take risks.
2. Allowing a person to engage in an activity with elements of danger or risk is not automatically negligent.



What are Risk Agreements:

- A document that outlines what a member and their support team will do to help in managing their accepted risk.
- A way to educate the member on their responsibility and understanding of the risk.
- A way to support the member's right to self-determination and their right to make their own decisions.
- A way to include the member, the care team, and any providers or natural supports.
- Gets reviewed to continue the conversation about the risk.
- Allows and encourages members to advocate for themselves and take responsibility for their choices and their actions.

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 under Family Care – Member & 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**.

Together, we build better lives

Ready to Serve Your Community?



Do you want to serve your community and possibly learn a new skill? Check out these clubs to support your desire to serve.

Aktion Club

The Mission of the Aktion Club is to provide adults with disabilities an opportunity to develop initiative and leadership skills, to connect and serve your community, and to demonstrate the dignity and value of citizens living with disabilities.



Aktion Club is very similar to Key Club and Circle K with a few exceptions. Aktion Club members are adults with disabilities,

who learn about service to the community. Clubs typically meet one to two times per month for one hour, outside of the service and/or recreational activities.

Aktion Club activities enable members to achieve personal and service goals, develop creative, intellectual, and mechanical abilities, develop leadership skills, improve self-esteem, participate in the active life of the community, and provide an opportunity to contribute to the community and interact socially. Recent examples of service to local communities include wrapping gifts for Santa for the local Boys and Girls Club, bell ringing for the Salvation Army, planting flowers, bake sales, car washes, and more!

Aktion club locations include; Ripon, Fond du Lac, Aktion Club of the Fox Cities (Appleton), Chilton, and Sheboygan.

To learn more: <https://www.aktionclub.org/>

What if Aktion Club is not the right fit for you? Here is information regarding the parent organization to Aktion Club, Kiwanis!

Kiwanis

The mission of Kiwanis is to help kids around the world. Local clubs look out for their communities and the international organization takes on large-scale challenges, such as fighting disease and poverty.

Each community has different needs, so each club is free to pursue creative ways to serve the needs of children that best fits the local community. Examples include fighting hunger, improving literacy, revitalizing and maintaining playgrounds, bike safety and more.



Studies have shown that volunteering with a service organization, like Kiwanis, does more

than make people feel good. Volunteering enhances social networks, improves mental health, provides a sense of purpose and community, and contributes to higher levels of happiness, self-esteem, self-worth, and life satisfaction.

To learn more: <https://www.kiwanis.org/clubs/find-a-club>



Self-Directed Supports

Lakeland Care offers all members the chance to arrange, direct, and/or purchase supports and services through an option called, Self-Directed Supports (SDS).

What is SDS?

An important belief of Family Care is promotion of self-determination and independence to the greatest degree possible. Self-determination means making things happen in a person's own life, instead of having others do things for them. Self-direction provides you with choice as it relates to your outcomes, desires, wants, or needs.

Why Self-Direct?

Some of the main reasons members choose self-directed services is a need for more flexibility in scheduling services and you have a strong preference for who/when/how your services are provided.

To learn more about SDS, contact your Care Team.

Energy Assistance Programs

Fall is here and now is a good time to get prepared for winter and learn more about Wisconsin's Home Energy Assistance Program (WHEAP).

What is WHEAP?

WHEAP is a program that provides assistance to households across Wisconsin for heating costs, electric costs, and energy crisis situations to help lower the burden of monthly energy costs.

Apply online for Energy Assistance at <https://energybenefit.wi.gov/> or follow the county map <http://homeenergyplus.wi.gov/section.asp?linkid=119&locid=25> to learn how to apply by phone, mail, or in-person with your local agency.

For more information on WHEAP, call 1-866-432-8947.

Energy Assistance Benefits

Eligible households may receive a one-time payment during the heating season (October 1 – May 15). The funding pays a portion of energy costs, and the payment is not intended to cover the entire annual energy costs of a residence. The amount of the energy assistance payment varies depending on a variety of factors, including the household's size, income, and energy costs. To learn more, follow the link <https://energyandhousing.wi.gov/Pages/AgencyResources/energy-assistance.aspx>

Furnace Assistance

The Home Energy Plus (HE+) Furnace Program provides services to eligible homeowners and some renters when their heating system stops operating or is operating in an unsafe manner. HE+ Furnace Program assistance can include repairs, or in some situations, a total replacement of an inoperable system. To learn more, follow the link <https://energyandhousing.wi.gov/Pages/AgencyResources/furnace.aspx>

Crisis Assistance

Crisis assistance may be available if you have no heat, are nearly out of fuel or your electricity has been or will soon be shut off.

To learn more about energy assistance programs, contact your Care Team.

Family Emergency Scams "Grandparent Scams"

*"Hello, Grandma. Do you know who this is?"
"Lindsey, is that you?"
"Yes, Grandma, it's me.
I was arrested for drunk driving and need \$1,000 to get out of jail.
Please don't tell anyone, I'm embarrassed. I'll let you talk to my lawyer who can tell you where to send the money."*



Family Emergency Scams

Grandma Louise sent \$1,000 immediately to the lawyer her granddaughter had her speak to. Louise learned later that Lindsey had never been arrested or hired an attorney. The lawyer was an imposter who took her money. Louise was a victim to a grandparent scam.

The story of Louise and Lindsey is a grandparent scam, also known as family emergency scams. These types of scams happen when a person is targeted through an important relationship, usually family, to obtain quick money.

It is common for scammers to contact a grandparent claiming to be a grandchild in need of money due to being arrested, in an accident, or a victim of a crime. Although family emergency scams typically target seniors, the scam is not limited to the grandparent-grandchild relationship. **Any person and any relationship** can be a target of a family emergency scam.

Protecting yourself from becoming a scamming victim

If you receive a suspicious phone call, text, or email, use the following tips:

1. Hang up immediately!
2. If you do have a conversation, remain calm.
3. Never share your personal information (e.g., social security number, credit card, or banking information).
4. Verify who the person is.
 - Call the person using the contact information you have.
 - Call your family or friends to confirm the situation.
 - Ask personal questions that only the person would know the answer.
5. Never send money quickly through wire transfer, overnight delivery, or provide numbers for gift cards.

Reporting

If you suspect you have received a scam call, text, or email, immediately report to:

1. Your local law enforcement.
2. The Bureau of Consumer Protection, via phone at **1-800-422-7128**, or via email at **DATCPHotline@wisconsin.gov**.
3. If you are elderly, the Department of Justice (DOJ) Elder Fraud Hotline, via phone at **1-833-372-8311**.

Fraud, Waste, and Financial Abuse

You can help improve healthcare and reduce costs for members, providers, and the healthcare system by reporting suspected fraud, waste, or 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** is when best practices aren't followed, leading to unnecessary expenses/ treatments.

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:** <https://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



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

NON-PROFIT
U.S. POSTAGE
PAID
KAUKAUNA, WI
PERMIT NO. 150

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