



**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.

## Letter from the CEO

Greetings and welcome to our first newsletter of the year 2023! I am grateful that you have chosen Lakeland Care as your provider of the Family Care program. You may have heard news about two managed care organizations hoping to be acquired this year, Inclusa and My Choice Wisconsin. The Department of Health Services (DHS) hosted two public hearings about the acquisition in December 2022. Family members, advocates and providers were able to share their opinion and ask DHS questions. DHS shared that the feedback that they received during the public hearings would help them in shaping the future of the Family Care program. Lakeland Care continues to be your local regional provider of the Family Care program.

In this issue you will be learning more about Lakeland Care's casual pool that will help care teams, as well as changes to the number of members that work with a care team. Our number one goal is to make sure that you receive the service and support you need from your care team. What about competitive employment? We are experiencing record low unemployment right now, and employers are still looking for qualified employees. If you are interested in changing your employment or wanting to start a job, ask your care team for help.

I hope that 2023 brings you health and happiness, and I look forward to connecting with you this Spring.

Sara

“  
**Enter this  
new year  
with a gratitude  
for this new  
chance to create  
your dreams.**

AVINA CELESTE

# Time for Connection



It is normal to feel lonely during the cold and dark winter! Connection is one of the most important parts of a person's life. Having meaningful relationships is important, and in the winter months, sometimes that can be hard. The weather is cold, the roads are blustery, and there are people who just want to stay home and stay warm. During this time, sometimes we struggle with feeling lonely, sad, and even depressed. We might also feel more anxious or stressed. You might not notice it right away, but the lack of connection, and being around others, can take an extremely hard toll on our well-being. Being lonely affects people differently, but anyone can experience loneliness! So, if you are struggling during the winter months, you are not alone! There are people that can help and creative things you might try!

- Talk with someone you trust. Your care team is available to talk to you about your needs, wants, and feelings. If you are having a tough time, call your care manager or nurse and tell them how you feel. They can listen and offer support. They can connect you to resources that might help with how you are feeling.
- If you are physically able, spend time outside, even if it is only a few minutes. If you cannot get outside, try to get natural sunlight and fresh air from a window or near a door as you are able. Getting just a few minutes of sunlight and fresh air can help our overall well-being.
- Good self-care is important. Make a list of things that help you feel good that are easy to access and do not cost too much. Things like reading an enjoyable book, scented candles, baking, exercise, drawing/painting, or a good movie, can get you through challenging times and help give you quick comfort when you might feel down. If you make yourself a list, keep it handy so you do not have to struggle with ideas when you are not feeling your best.
- Try a new winter routine to stick with. Having a routine can help give you things to look forward to.
- If you are able, make video calls with loved ones and supports in your life. If you need help with this type of technology, you can ask your care team for help!
- If you are feeling depressed, or having feelings of hopelessness, please seek help and talk to someone. Your feelings matter. You matter. You are not alone, and there is help.
- 988 is a crisis and suicide helpline available at no cost and 24 hours per day.

# Minimizing Reassignments

As an organization it is one of our top priorities to ensure outstanding customer service. One of the ways we work towards this is by minimizing caseload reassignments for our members. More recently due to changes in our workforce, members have been seeing more changes in their care team. We want to acknowledge this and emphasize that it is always our goal as an organization to have continuity of care for you and your family and allow time to build a relationship with your care team. If you ever have concerns with a care team change or have questions, please reach out to your care team or your care team's supervisor to ensure that you are feeling heard, and your needs are being met. We will continue to work towards minimizing the changes and supporting you and your families as they come.

## Community Supports

### Connie's Story

Meet LCI member, Connie. Connie is described by her Lakeland Care team as "a very social, funny, kind, and friendly person who enjoys watching scary movies and spending her free time with her roommates and friends. Connie knows what she likes and what she wants, and she takes a determined approach to make things happen for herself."

Connie spent many years participating in facility-based services but often called in sick and struggled with motivation. Through conversations with Connie about her goals, the team worked with her and Aspiro to get her into the Project SEARCH program at Aurora BayCare Medical Center. This was



a turning point for Connie, she focused on keeping good attendance and had many opportunities to try different jobs throughout the hospital. It didn't take long for her to fall in love with working in the cafeteria. Redebra, Project SEARCH Instructor, says "this is when Connie set her sights on a job in the Deli at Festival Foods." And that is exactly what happened!

## 2023 Member Satisfaction Survey

Lakeland Care wants to make sure that YOU are at the center of all we do. We hope you are highly satisfied with the services you receive and support you get from your care team. During 2023 you or your legal representative will receive a member satisfaction survey. If there are things you like about Lakeland Care, or things we can improve, please tell your care team, and complete the member satisfaction survey. We value your feedback!



# LCI's Prevention and Wellness Highlight: Physical Well-Being

Lakeland Care's Wellness Wheel shows us that there are many different parts of life that make up our overall health and well-being. In this issue of the LCI Member Newsletter, the focus is on the Physical dimension of wellness.

With February being American Heart Month, this is a good time to look at how to improve cardiovascular health, in addition to our general physical health. Increased daily physical activity is the best way to keep your heart healthy. It can also help control weight, improve mental health, and lower the risk of heart disease, diabetes, and even some cancers.



## Here are some small steps to improve your physical health:

1. Take a 10-minute walk each day. A short walk is a great way to start exercising. If you are already physically active, this is a good way to add more exercise to your day.
2. Give yourself a lift. Lifting a hardcover book or a two-pound weight a few times a day can help tone your arm muscles. When that becomes too easy, move on to heavier items or weights.
3. Catch up with your healthcare provider. If you haven't been keeping up with regular doctor visits, you're not alone. But now's the time to get back on track! Don't wait — schedule an appointment today.
4. Breathe deeply. Try breathing slowly and deeply for a few minutes a day. It can help you relax and can also help lower blood pressure.
5. Wash your hands! Scrubbing up with soap and water often during the day is a great way to stay healthy. Also, get up to date on influenza, pneumonia, and COVID vaccinations. These illnesses can be very hard to recover from.

How do you feel about your own physical wellness? Are there steps you can take to change it? There are many resources that can help you along the way. Your Care Management team is here to help.



# What Are Advance Directives and Why Are They Important?

What kind of medical care would you want if you were too sick or hurt to talk or make decisions for yourself?

Advance directives are legal papers that explain how you want medical decisions about you to be made if you cannot make the decisions yourself. Advance directives are used to guide your health care team and loved ones when they need to make these decisions or to decide who will make decisions for you when you can't. Advance directives only apply to health care decisions and do not affect financial or money matters.

## Types of Advance Directives

The most common types of advance directives are the **living will** and the **medical power of attorney** (sometimes known as the durable power of attorney for healthcare).

A **living will** is used only if you would become terminally ill or permanently unconscious and unable to make decisions on your own. It tells which medical treatments you want in that situation. You might want to include instructions on:

- If you want the use of equipment such as dialysis (kidney machines) or a ventilator (breathing machine) to help keep you alive.
- If you want to be resuscitated by CPR if you're breathing or heart stops (called Do Not Resuscitate orders)
- If you want to be given liquids and/or food through an IV or feeding tube if you couldn't eat or drink
- If you want to donate your organs or other body tissue after death

A **medical power of attorney** (durable power of attorney for health care) is a form where you name a person you trust (called a "proxy") to make your health care decisions if you become unable to.

Before a medical power of attorney can be used, a doctor must confirm that you are unable to make your own medical decisions. If that happens, your "proxy" person can speak with your doctors for you and make decisions according to the directions you gave them.

## Making Decisions for Your Advance Directive

Taking action to document your health care wishes can be done by anyone at any age. Talk with the people you trust and take action to complete your advance directives. Your doctor's office, hospital social worker or your Lakeland Care Manager can help you and answer any questions that you may have. Make sure that your doctor gets a copy of your completed forms and that you keep a copy for yourself in a place where your loved ones can find them if or when they are needed.

# 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 services: Personal Care, Supportive Home Care and Self-directed Supports (SDS).

## Do live-in caregivers need to use EVV?

EVV does not apply to agency or SDS caregivers who are considered live-in caregivers or for unpaid natural supports. 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 later 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.

**UPDATE: EVV will start May 1, 2023.**

## 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](http://www.dhs.wisconsin.gov/evv/index.htm) and [www.dhs.wisconsin.gov/evv/faq.htm](http://www.dhs.wisconsin.gov/evv/faq.htm)**

**Wisconsin EVV Customer Care:**

**Phone: 1-833-931-2035**

**Hours: Monday – Friday 7:00am – 6:00pm**

**Email: [VDXC.ContactEVV@wisconsin.gov](mailto:VDXC.ContactEVV@wisconsin.gov) or by contacting your Care Team.**

# Casual Pool Interdisciplinary Support Team

The Casual Pool Team was developed this year and is here to support Lakeland Care members (you) and your Care Team staff!

## Who are we?

The Casual Pool consists of care managers (CMs) and registered nurse care managers (RN CMs) with limited and flexible schedules.

## Why would we be involved?

If one of your care team members (CM or RN) is not able to be present to assist you due to a leave of absence or vacancy, the Casual Pool staff will provide specific areas of support to ensure you do not feel any impact during the absence.

## What do we do and when will you hear from or meet us?

We might call just to check in and make sure you have what you need and that you are satisfied with your supports and services, or we might get the opportunity to meet you during a visit or a care planning meeting!

Even if you hear from or meet a Casual Pool staff, your full-time care manager or registered nurse care manager will continue to be

available to you and remain the primary support contact for any daily needs, questions, or concerns.

Casual staff are here to provide you with extra support and exceptional customer service until your permanent IDT staff returns. We look forward to working with you!



---

## 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](http://www.lakelandcareinc.com) under Family Care/Members & 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.

# Privacy, Fraud, Waste and Abuse

As a member of Lakeland Care (LCI), your long-term care supports are funded through the Medicaid health system. LCI has a duty to protect you and ensure you are receiving the best care possible. Two ways LCI protects you are by:

1. Being dedicated to protecting your privacy.
2. Being committed to preventing fraud, waste and financial abuse.

## HIPAA/Privacy:

As a member of LCI, you have privacy rights. You have the right to access your member record, request alternative communication, request your member record to be amended, request restrictions on who accesses your member record, receive a Notice of Privacy Practices, and receive an accounting of disclosures.

## Member Privacy Right in Focus: Alternative Communication

Your right to request alternative communication means you have the right to request that LCI communicate with you in a different way or at a different location. Some examples are:

1. Requesting to be contacted on your cell phone instead of your home phone.
2. Requesting certain information be sent to you electronically through email instead of in paper form.

Your care team will confirm your preferred communication method at your annual care plan meeting.



## Fraud, Waste and Financial Abuse:

It is everyone's responsibility to help prevent and detect fraud, waste, and financial abuse. As a member, you can help prevent fraud, waste, and financial abuse. Make sure to update your Care Team about changes in your needs, when you will be away from home, or in the hospital. Also, be aware of potential fraud, waste and financial abuse and know how to report it.

## Examples of Fraud, Waste and Financial Abuse:

- Abuse of hours by SDS workers
  - o Do not sign time sheets in advance for your SDS workers.
  - o Verify the hours your SDS workers worked, then sign their time sheet at the end of each pay period. This will also ensure your signature is not forged.
  - o Do not share electronic logins and passwords with your SDS worker.
- Selling resources that were funded through the Family Care program (e.g., transportation vouchers, durable medical equipment)
  - o Do not give away or sell these resources for personal gain. These items are for your use only.
  - o If you no longer need the resources provided, update your Care Team.



## How to Report:

### Fraud, Waste and Financial Abuse Reporting

**Online:** Online submission form at  
[www.lakelandcareinc.com](http://www.lakelandcareinc.com)

**Phone:** 920-906-5100

**Fax:** 920-906-5103

**Email:** [fraud@lakelandcareinc.com](mailto:fraud@lakelandcareinc.com)

**Mail:** Lakeland Care, Inc.  
Attn: Program Integrity  
Compliance Officer  
N6654 Rolling Meadows Drive  
Fond du Lac, WI 54937

*You may remain anonymous!*

---

### HIPAA/Privacy Violation Reporting

**Mail:** Lakeland Care, Inc.  
Attn: Compliance Department  
N6654 Rolling Meadows Drive  
Fond du Lac, WI 54937

**Phone:** 920-906-5100

**Fax:** 920-906-5103

**Email:** [compliance@lakelandcare.com](mailto:compliance@lakelandcare.com)

*You may also contact your Care Team!*



Success in these efforts are  
essential to maintaining  
a system that is  
affordable for everyone.

“

”

For more information about Lakeland Care,  
contact us at: 1-877-227-3335 TTY711.  
Offices are available by appointment only.  
Offices located in :

#### 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](http://lakelandcareinc.com)



**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](mailto:info@lakelandcareinc.com)

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

[www.dhs.wisconsin.gov/adrc](http://www.dhs.wisconsin.gov/adrc)

[lakelandcareinc.com](http://lakelandcareinc.com)