



# LAKELAND CARE

Together, we build better lives.

## Network News

Winter 2023

Keeping providers informed

### Lakeland Care's Day of Giving

Lakeland Care Inc (LCI) is excited to announce the launch of the LCI Day of Giving event in May of 2023! This event is an opportunity for LCI employees to further give back to the local communities where they live and work by supporting LCI providers through volunteerism.



We are committed to supporting the communities and providers we serve, and we believe that the Day of Giving is an excellent way to demonstrate our value of kindness through service. Learn more on the next page!

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## Lakeland Care's Day of Giving cont.

Each of LCI's Geographic Service Regions (GSR's) will have one Day of Giving in order to invest in LCI providers across the regions served by LCI. Each Day of Giving will be hosted from 8:30am – 4:30pm. Providers can request service for one 4-hour increment, either 8:30am-12:30pm or 12:30pm-4:30pm.

As a provider, you can expect a team of LCI staff volunteers to come to your organization on the designated Day of Giving for your region at your chosen time, to complete your outlined service project.

Some examples of potential projects may include general cleaning and maintenance tasks, organizing and sorting donations, assisting with an event, administrative tasks, or participating in a member event.

The Day of Giving will take place on the following dates:

- Tuesday May 2, 2023: Served Counties; Wood, Portage, Marathon, Langlade, Lincoln, Forest, Florence, Oneida and Vilas Counties (GSR 4)
- Wednesday May 10, 2023: Served Counties; Brown, Kewaunee, Door, Shawano, Menominee, Oconto, Marinette Counties (GSR 13)
- Tuesday May 16, 2023: Served Counties; Winnebago, Fond du Lac, and Manitowoc Counties (GSR 9)
- Thursday May 25, 2023: Served Counties; Waupaca, Outagamie, Calumet Counties (GSR 10)



### LCI Day of Giving Provider Enrollment Form



If you are a provider interested in participating in the Day of Giving, please fill out the survey [HERE](#) or scan the provided QR code using your phone.

**Provider interest must be expressed by March 24, 2023.**

We look forward to working with you and making a positive impact in our local communities!



# Quality Improvement through the Wisconsin Coalition of Collaborative Excellence (WCCEAL)

Lakeland Care is excited to share information about a Quality Improvement program that offers a Pay for Performance incentive for its participants.

Becoming a member of the Wisconsin Coalition for Collaborative Excellence (WCCEAL) is made possible by becoming an Association Member for Assisted Living Communities (ALCs) including Adult Family Homes (AFHs), Community Based Residential Facilities (CBRFs), and Residential Care Apartment Complexes (RCACs).

Wisconsin's four provider associations include:

- LeadingAge Wisconsin
- Wisconsin Assisted Living Association (WALA)
- Wisconsin Center for Assisted Living (WiCal)
- Disability Service Provider Network (DSPN)



WCCEAL was developed to help improve the quality of care to residents living in ALCs. Members of WCCEAL, with the support of their association sponsor, commit to administering a yearly resident satisfaction survey and reporting quarterly Quality Improvement variables to assist in both reviewing how they are doing and improving in places they could do better.

## Core benefits of WCCEAL for Members

- Membership in a statewide coalition that represents providers, regulators, payers, residents, and quality improvement experts.
- Access to a secure data-driven platform to assess their quality improvement structures, processes, and outcomes using measures co-designed by statewide stakeholders.
- Regular feedback through data-driven reports that they can customize to compare themselves to ALC peer groups of their choice.
- Targeted support to adapt their quality improvement efforts, including expert coaching, peer mentoring, and active engagement in a state-approved quality improvement program.
- Free access to the [Clinical Resource Center](#) including the AMDA clinical practice guidelines for assisted living.
- Access to promotional media resources.

## Additional benefits of WCCEAL for Members in good standing

- Public recognition on the WCCEAL website.
- Regulatory flexibility: If an assisted living community that qualifies for the abbreviated survey is a member of WCCEAL in good standing, that assisted living community is surveyed later than assisted living communities in the same situation that are not members of WCCEAL in good standing.
- Eligibility for premium discounts for liability insurance.



# PEP Up Your Organization

As we move into 2023, employers in our society continue to be heavily burdened by a variety of challenges to maintain a workforce and sustain their businesses. Our recent experience navigating through a pandemic has furthered the devastating impacts. It is crucial for employers to assess their current baseline and develop strategies to attract, retain and engage top talent to 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, and transforming your workforce is essential. Awareness to these uncharted waters can help move toward a workforce recovery.

**At Lakeland Care, our Organizational Impact Coaches are offering 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. If you are a Home and Community Based (HCBS) provider, this workshop is being offered at no cost to you, as a result of grant funding. Discounted rates are available for non-HCBS providers contracting with Lakeland Care.

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. Workshop sessions are available throughout 2023 and 2024.

If interested, email Lakeland's Organizational Impact Coach at [Jessica.Koch@lakelandcareinc.com](mailto:Jessica.Koch@lakelandcareinc.com).



# Introducing DSPN's Wisconsin Provider Workforce Network

**Disability Service Provider Network (DSPN) announces a new initiative to build a long term care workforce**  
**The Wisconsin Provider Workforce Network**

The Wisconsin Provider Workforce Network is available to any interested Home and Community Based Services (HCBS) provider in Wisconsin. The main components of the network are the online learning community, the Wisconsin Provider Learning Network, a forum for providers to connect with one another to share emerging practices, ask questions of each other, support each other through challenges, and document their experience with "DSP Magnet: The Essentials," a series of workshops offered by [Blitz Creative](#).

DSPN, in collaboration with [Blitz Creative](#), is offering DSP Magnet training to all interested HCBS providers throughout 2023. This opportunity is being made available through a Wisconsin Department of Health Services, American Rescue Plan Act, Home and Community-Based Services Grant. This training is free to any HCBS provider.

Learn more about this exciting opportunity and register [here](#) today!

The 1st series of workshops is currently filled. The next series will take place on:

- May 9, 12:30 – 4:00
- May 10, 12:30 – 2:00
- June 6, 12:30 – 4:00
- June 7, 12:30 – 2:00
- July 11, 12:30 – 4:00
- July 12, 12:30 – 2:00



**WORKFORCE CHALLENGES AFFECTING YOUR OPERATIONS?**

Register for our no-cost WI Provider Workforce Network Project!

- Empower providers with new evidence-based tools to hire and retain staff in 2023
- Offers access to a much-needed online community support system to connect fellow providers to one another
- Provides an economical, practical, and provider focused training model that really works
- Open to any Wisconsin HCBS Provider!

Sessions starting in January! Visit [dspn.org](https://dspn.org) for more info!

**DISABILITY SERVICE PROVIDER NETWORK**

**DSPN.ORG**

For more information contact Kathy Meisner  
[kmeisner@dspn.org](mailto:kmeisner@dspn.org)

# Strengthening the Direct Service Workforce

Direct service workers provide essential supports to older adults and people with intellectual and developmental disabilities, physical disabilities, and behavioral health needs.



The Centers for Medicare & Medicaid Services (CMS) is pleased to announce the release of an online training course and a series of resources that offer strategies and information on self-direction, strengthening the direct service workforce (DSW) in rural areas, and strategies emerging from CMS' 2021 DSW State Medicaid Learning Collaborative. **Each resource is described below.**

The [Online Training, Recruiting, Selecting, and Retaining Direct Service Workers to Provide Self-directed Home and Community-Based Services \(HCBS\)](#), provides guidance and information for people who self-direct, or wish to self-direct, their HCBS, as well as others interested in information on finding, hiring, and retaining direct service workers. [The interactive training is free to access.](#)

[Strengthening the Direct Service Workforce in Rural Areas](#) summarizes the challenges of ensuring an adequate DSW in rural areas and strategies that state Medicaid and partner agencies and rural stakeholders can use to deliver high-quality HCBS.

The [Self-direction Briefing Paper Series](#) is designed for policymakers and stakeholders to inform conversation and policy regarding HCBS self-direction and the DSW.

[Emerging Strategies for States: DSW Learning Collaborative Summary](#) summarizes themes, challenges, and strategies from state Medicaid and partner agencies participating in CMS' 2021 DSW State Medicaid Learning Collaborative.

# Electronic Visit Verification (EVV) Update

## 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 for the hard launch date.

### Hard launch date set:

EVV hard launch for personal care and supportive home care services begins on May 1, 2023. Financial and programmatic consequences will be imposed when EVV information is not captured for required personal care and supportive home care services (service codes T1019, T1020, S5125, and S5126).

### 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](mailto:VDXC.ContactEVV@wisconsin.gov)

## HOUSING COUNSELING

### *New Service for Lakeland Care Members*

Housing Counseling is a service that provides assistance to a member who is acquiring housing in the community. The purpose of housing counseling is to promote consumer choice and control, increase access to affordable housing, and promote community inclusion.

Housing counseling includes exploring home ownership and rental options and individual and shared housing options, including options where the members live with their family.

#### Services include:

- Counseling and assistance in identifying housing options.
- Identifying financial resources and determining affordability.
- Identifying preferences of location and type of housing, accessibility, and modification needs.
- Locating available housing.
- Identifying and assisting in access to financing.
- Explaining the rights and responsibilities of a tenant with disabilities, including how to ask for reasonable accommodations and modification and how to file a complaint.



# Meet Connie

As we kick off the new year, we want to thank each of our employment service providers for the important work you do in supporting our members and the communities we serve. We appreciate the hard work and dedication of your organization, which supports member success stories like Connie's.

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 service provider 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!

***We look forward to all of the member success stories to come in 2023!***

**Please reach out to [employment.specialist@lakelandcareinc.com](mailto:employment.specialist@lakelandcareinc.com) to nominate a LCI member to feature!**



**Read Connie's full story and more LCI member success stories [here](#).**



# Safeguarding Personal Health Information

At Lakeland Care, Inc. (LCI), member privacy is a top priority. By ensuring member privacy we foster member trust, increasing our ability to provide members the superior care they deserve. As an LCI contracted provider, you also have a duty to protect member protected health information (PHI).

Under the HIPAA Privacy Rule, protected health information (PHI) is defined as “information, including demographic data, that relates to:

- the individual's past, present or future physical or mental health or condition
- the provision of health care to the individual, or
- the past, present, or future payment for the provision of health care to the individual,

and that identifies the individual or for which there is a reasonable basis to believe it can be used to identify the individual.”

Common examples of PHI include names, dates of birth, addresses, phone numbers, email addresses, social security numbers, insurance ID numbers, health care records, full face photos.

HIPAA violations, in which PHI is inappropriately disclosed, erode member trust. Common privacy violations stem from: lost devices, hacking, an employee accessing unnecessary information, improper disposal of documents, and releasing information after an authorization has expired.



## Tips to Ensure PHI is Protected:

1. Do not talk about members where others can hear you. Make sure to close the door when talking to members.
2. Make sure member PHI on your desk or computer is out of view of others, and when not in-use stored in a locked cabinet or office.
3. Do not take files containing member PHI out of the office and shred documents/files that are no longer needed.
4. Ensure member PHI stored on a computer is password protected, and the computer is equipped with anti-virus software.
5. Provide regular staff training on HIPAA.

Additional information on HIPAA and PHI can be found on the Health and Human Services website:  
<https://www.hhs.gov/hipaa/index.html>

# Reporting

## **HIPAA Breach:**

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

[www.lakelandcareinc.com/reporting-fraud](http://www.lakelandcareinc.com/reporting-fraud)



### Call

(920) 906-5100



### Email

[fraud@lakelandcareinc.com](mailto:fraud@lakelandcareinc.com)  
[compliance@lakelandcareinc.com](mailto:compliance@lakelandcareinc.com)



### Mail

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



# Supporting Wellness Through Good Nutrition

It is widely known that good nutrition is the foundation of good health. Healthy eating can help people achieve and maintain a healthy weight, prevent the onset of chronic diseases, reduce inflammation, and speed recovery from injuries. On the other hand, poor nutrition is connected to a variety of health problems.

Unfortunately, a variety of factors can make it harder for older adults and people with disabilities to get the nutrition they need. As we age and our bodies and lifestyles change, so does what we need to stay healthy. Our elders may need fewer calories, and many people with chronic conditions or disabilities have unique nutrition needs. In addition, both older adults and people with disabilities can face barriers to eating well.

## Barriers to good nutrition:

- Decreased access to healthy foods (transportation and/or availability)
- Health issues that make it harder to cook or feed oneself
- Medicines that affect appetite, sense of taste, or cause dry mouth
- Financial constraints
- Chewing or swallowing issues

## Strategies to improve nutrition:

- Offer nutrient dense foods such as:
  - Fruits and vegetables (different types with bright colors)
  - Whole grains, like oatmeal, whole-wheat bread, and brown rice
  - Low fat dairy or dairy substitute products fortified with Vitamin D
  - Lean meats, fish, eggs, beans, and nuts
- Limit foods with lots of calories but few nutrients, such as chips, candy, baked goods, soda, and alcohol.
- Encourage physical activity as much as possible to help increase appetite.
- Make meals a social event when possible. Ask people to share recipes, their favorite foods, etc.
- Rule out any dental problems.
- Encourage drinking plenty of liquids with meals. A dry mouth can make it difficult to swallow. A health condition or medicine could be causing the problem, so refer to the healthcare provider if the problem persists.

Food is an important part of everyone's day. And for older adults and people with disabilities, **it is vital to be well nourished to live the healthiest possible life.** Insufficient nutrition can cause health problems including fatigue, muscle weakness, depression, anemia, and a weakened immune system. Lakeland Care is committed to supporting our members and providers to ensure that good nutrition is accessible to all.





# What Are Advance Directives & Why Are They Important?

## L (ADVANCE DIRECTIVE)

ts. Both parts are for use when you can no longer wishes to your doctors. You may choose to sign one or

Care Directive, also known as a living will. The Health your health care providers your preferences for end of

Health Care Power of Attorney. This Health Care Power of another person to make health care decisions on your wishes.

igned on \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

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Many people don't realize that they have choices in the kind of medical care they would receive if they were too sick or hurt to make decisions for themselves. Engaging in conversations about the impacts of diagnoses and treatments can go a long way in empowering them to make informed choices about their care.

The best time for discussing advance directives is long before a life-threatening situation occurs. As care providers, you are in a position where you can help others make sure their wishes are met by discussing their options and ensuring that their choices are put into writing and get into the right hands.

Understanding the different types of advance directives will help in navigating these conversations. Your role in facilitating the completion of these legal documents is vital to ensuring that the person's wishes are honored and, most importantly, that there is a "proxy" decision maker named. Advance directives only apply to health care decisions and do not affect financial matters.



# What Are Advance Directives & Why Are They Important?

## cont.

### — Types of Advance Directives —

#### **Living Will**

A living will is used only if a person becomes terminally ill or permanently unconscious and unable to make decisions on their own. It tells which medical treatments are wanted in that situation.

This document may include instructions on:

- The use of life sustaining equipment such as dialysis or a ventilator
- DNR orders to indicate if the person wants to be resuscitated by CPR and/or defibrillation if they stop breathing, their heart stops, or goes into an erratic rhythm
- The use of a feeding tube if the person cannot eat or drink
- Decisions regarding the donation of organs or other body tissue after death

#### **Medical Power of Attorney**

A medical power of attorney (durable power of attorney for health care) is a form that names a trusted person (called a “proxy”) to make health care decisions if the person becomes 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. This is the activating of the medical power of attorney and is an essential step in the process. Once activated, the “proxy” person can speak with healthcare providers on the person’s behalf make decisions according to their wishes.

If a person has a legal guardian of person, that guardian would remain the decision maker throughout life threatening medical situations.

## **Taking Action**

Documenting health care wishes can be done by anyone at any age. Talk with the people in your care and help them make their wishes official. The biggest obstacle to the success of advance directives is capturing the information and making it available when and where it is needed. Advance directive forms are often kept where emergency personnel and hospital staff cannot access them. Make extra copies of completed and signed forms. Ensure that a copy is saved into the person’s medical record and that the healthcare proxy has a copy. The original, signed documents should be kept in a place where loved ones can find them when needed.

## Q3 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.



### **Almost Family: Marie**

“Thank you for helping our member with getting dressed and washed up when the caregiver did not show up for her shift. You did not have to do caregiver tasks when you were there for your nursing duties. We are so thankful to have you as a nurse that we work closely with and I know the member was also very thankful.”



### **Boll Adult Care Concepts Inc, Cornerstone AFH: Pam G.**

Recognition: “When our member was suddenly left without a job coach, Pam communicated with the care team to make sure a new job coach was found and stepped in temporarily to support her on-the-job. Because of this, our member was able to maintain her community job which she loves! Pam is a true advocate. Our member is very lucky to have you in her corner and you truly went above and beyond, especially with the job coaching as a residential support manager.”



### **Synergy Homecare: Diane B. & Kevin B.**

Recognition: We would like to thank you and your staff for the excellent service provided to our member. The care team indicates the member needed immediate assistance the morning of 09/01/2022 but his caregiver was not scheduled until 3 PM. The care team contacted Loretta, who sent an alternate caregiver immediately to assist. The care team further stated, “Synergy is always working hard and goes above and beyond. They are an absolutely outstanding SHC agency!”

## Q4 2022 C.A.R.E. Award Winners



### Care 4U NEW: Julie S.

Recognition: "We would like to thank you and your staff for the excellent care you are providing to our member. In particular, we would like to recognize your employee, Julie S. The care team reports the member needed to move and Julie went above and beyond to help with the process and provide support. As a result, the member experienced less stress and anxiety. The care team stated, "If it hadn't been for this level of support, care and compassion, the member may not have continued with this move which is going to provide her a better quality of life."

### Samantha Hicks LLC: Krissy

Recognition: "We would like to thank you and your staff for the excellent service provided to our member. We would like to thank caregiver Krissy. The care team indicates Krissy has gone above and beyond in caring for our member. Krissy worked seven days per week when the members prior provider stopped services without notice. Krissy also ensured the member received their medications throughout the weekend, even though she was camping with her family. The dedication, caring and understanding that Krissy has shown is appreciated beyond measure."

**Samantha Hicks in Sturgeon Bay**

### Cherry Cove Assisted Living & Memory Care: Christine D.

"We would like to thank you for the excellent care and service provided to our member. The care team reports that you are an excellent advocate for residents even when a 30-day notice has to be issued, you continue to work with all involved to ensure there is a good transition. You support your staff by working the floor when needed and complete continual training with them. Additionally, it was said you are willing to troubleshoot and brainstorm to solve problems and have excellent communication with all involved. The care team stated, "Chrissy is a true gem. You can tell she loves her residents and goes above and beyond for them." Another care team stated, "Chrissy and her team continue to support each and every resident at the facility despite all the difficult situations they stumble upon. Chrissy, for starters, has a number of behavioral residents and struggles to keep good, reliable staff because of this. Yet, Chrissy and staff continue to work together with their own team and all the support to continue to strive for success for each and every individual no matter how hard it gets. Chrissy deserves recognition for her continued commitment in supporting our members."



# Meet Your Provider Relations & Contracting Team



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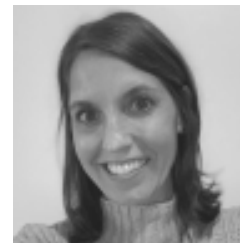
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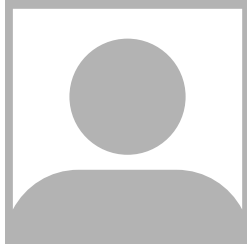
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## Meet Your Network Quality Team



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## Connect with Lakeland Care

