



LAKELAND CARE

Together, we build better lives.

Lakeland Care Connection

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

Letter from the CEO

Welcome to the Spring Member Newsletter! I hope you are all doing well and are able to start to enjoy the outdoors a little more than over the winter. There are some pretty amazing things happening at Lakeland Care, as well as great information for you in this Newsletter. I hope you enjoy the Newsletter.

I have included a simple recipe for you to try at home, with a crock pot. Wishing you a great day!



Sara Muhlbauer
Chief Executive Officer
Lakeland Care, Inc.

Impossible is
just an opinion.

Paulo Coelho

Crock Pot Chicken Stew

Ingredients:

- 1 1/2 pounds boneless chicken breasts
- 1 medium onion chopped
- 2 small peeled potatoes, cut into cubes
- 4 medium carrots sliced
- 4 celery stalks chopped finely
- 15 ounce can of tomato sauce
- 1 tablespoon tomato paste
- 1/2 teaspoon salt
- 1/4 teaspoon pepper
- 1/2 teaspoon dried oregano
- 1/2 teaspoon garlic powder
- 2 cups low sodium chicken broth
- 1 cup frozen peas (Added when ready to eat)

Instructions:

1. Chop all veggies and cut raw chicken into cubes
2. Stir all ingredients together into slow cooker, except peas.
3. Cook on LOW for 6 hours
4. When ready to serve, stir peas in until heated through.

Makes 4 servings

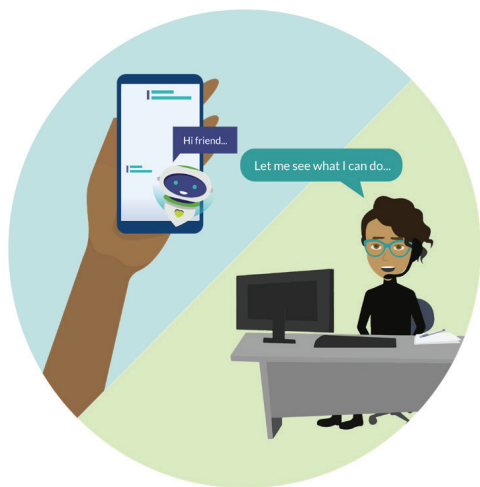
Prep time: 10 minutes

Cooking time: 6 hours

Pyx Health works with Lakeland Care to help support you for a happier and healthier life

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It can be hard to stay healthy and feel good all the time. That's why we're bringing Lakeland members the optional Pyx Health support at no cost. Pyx Health makes it easy to connect to the right support when you need it. You can use the Pyx Health app at any time, 24 hours a day. Along with your care team, Pyx Health can help you feel connected and heard!



Pyx Health connects you quickly to:

- Caring staff with time to listen.
- Tools to help you feel better physically and mentally.
- Enhanced partnership with your Lakeland Care Team.

Did you know:

- The app is available in both English and Spanish.
- Pyx has staff that speak English and Spanish and interpreter services that offer over 100 different languages to best meet your needs.
- Teletypewriter services are available for individuals that are deaf or hard of hearing.
- Pyx services can help your caregivers too.
- Pyx is HIPPA compliant.

Download the Pyx Health app on your phone or tablet to get started.
No smartphone? You can also sign up by phone, web or by QR code.
Phone: 1-855-499-4777 (TTY: 711)
Web: PyxHealth.com/store-download



Lakeland Care Member Pyx Users Share:

“ This is great; I appreciate all the help I can get! ”

Together, we build better lives

Public Health Emergency Unwinding

The Medicaid Continuous Enrollment requirement that began on March 18, 2020, due to the Covid-19 Public Health Emergency, ended on March 31, 2023. Wisconsin Department of Health Services (WI DHS) will resume the Annual Redeterminations (Renewals) for Medicaid enrollment. Renewal Notice Letters were mailed by DHS at the beginning of March. This letter shared with you the date of your coming renewal. Renew at the right time – not too early or too late.

You will receive a renewal packet 45 days prior to the renewal date.

You should not try to renew until a renewal packet is received from DHS. If you do not recall your renewal date you may find that by: accessing the MyAccess app, visiting access.wi.gov or by contacting your Economic Support Consortium.

If you have not done so already, here is action you can take:

Update your address, mobile phone number, and email address so you can be contacted with important information about your benefits. This can be done by:

- Accessing the MyAccess app
- Visiting access.wi.gov
- Contacting your Economic Support Consortium

Watch. Read. Act.

- Watch your mailbox for your renewal packet.
- Read all mail from the State of Wisconsin Centralized Document Processing Unit (CDPU).
- Act by the due date!

2023 Member Satisfaction Surveys Are Coming Soon

We value your opinion and would love to hear about your experience with Lakeland Care. Each member (or their health care decision-maker) will receive a Member Satisfaction survey from Lakeland Care during 2023. Your feedback helps us improve our care delivery and internal processes to make your experience even better!

If there are opportunities for us to improve the service you are receiving from us, please make sure your care team is aware as well. We value your feedback as an LCI Member.

You may also receive a survey from the Wisconsin Department of Health Services in the summer months of 2023, please complete both surveys.



LCI's Prevention and Wellness Highlight: Nutritional Wellbeing

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

It is well known that good nutrition is important for good health. Healthy eating can help us get to and stay at a healthy body weight, prevent many chronic diseases and common illnesses, as well as help you recover 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, our bodies and lifestyles change and so does what we need to stay healthy. Older adults may need fewer calories, and many people with chronic conditions or disabilities have special diet needs. In addition, both older adults and people with disabilities can find it difficult to eat well.



Do any of these concerns keep you from getting the nutrition you need?

- Healthy foods are not available where you shop or you can't get to the store?
- It's hard for you to cook or feed yourself?
- Your medications make your mouth dry, reduce your hunger or ability to smell food?
- You don't have enough money for certain foods?
- You have trouble with chewing or swallowing?

How you can improve your health and nutrition:

- Include the following types of food in your meals as much as possible: 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, and chicken, fish, eggs, beans, and nuts
- Limit foods with lots of calories but few nutrients, such as chips, candy, bakery items, soda, and alcohol.
- Increase your physical activity as much as possible to help increase your appetite.

Continued on Next Page

Nutritional Wellbeing Continued

- Share a meal with a friend or family. Talk about your favorite foods and recipes.
- See a dentist to help with any tooth or mouth pain.
- Drink plenty of liquids with meals. A dry mouth can make it difficult to swallow. See your doctor if the problem continues.

Food is an important part of everyone's day. To live the best life possible, it is extremely important to eat healthy foods every day.

Poor nutrition can cause health problems like muscle weakness, depression, extreme tiredness, and a weakened immune system that can keep you from fighting off illnesses.

Do you need help getting nutritious foods or making healthy food choices? There are many resources that can help you. Your Care Team is here for you.

Contact your Care Manager or Nurse if you need help.

Reporting Incidents

As a member of Lakeland Care, your health and safety is our top priority! You or someone you trust can help by telling your Care Manager or Nurse if any of these things happen:

- Someone hurt you physically, sexually, emotionally or mentally (abuse)
- Someone responsible for taking care of you did not do so (neglect)
- Someone took or misused your property, valuables or money (financial exploitation)
- Your medication went missing or was stolen
- You were admitted to the hospital or a treatment center
- A caregiver or someone kept you away from your family or friends
- A caregiver or someone restrained you; meaning, they physically controlled or prevented you from doing something
- You required medical attention after a fall or accident
- You or someone else called the police to investigate something that happened to you

Do not be afraid to report an incident to your Care Manager or Nurse. If you do not have all the information at first, report what you know. When you call your Care Manager or Nurse, they will:

- Ask you questions about what happened and answer your questions
- Make sure you are safe and comfortable
- Fill out a report that may be sent to the State of Wisconsin Department of Health Services
- Look into what happened and discuss what they learned with you
- Make suggestions on how you can stay safe in the future

**If you are in danger or need help FAST
-- call 911 IMMEDIATELY!**

Catch a Ride with Transportation Associates

Lakeland Care continues to focus on ways of trying to provide top notch customer service to our members by providing streamlined access to services.

Lakeland Care now has dedicated staff, Transportation Associates, to assist each member in arranging their transportation services. Members will continue to review their general transportation needs with and gain approval from their Care Team; however, once approved the Transportation Associates can be utilized to arrange your Lakeland Care funded medical and non-medical transportation services.

Once the transport is arranged, the Transportation Associate will contact and inform you of the name of the transportation provider, time of pick up and ensure your needs have been addressed appropriately. If you are currently residing in a residential setting (CBRF, RCAC, AFH) please continue to arrange your transport services as you have been.

The Transportation Department is available during business hours of Monday thru Friday 8:00 a.m. – 4:30 p.m. to take member transportation requests. For transportation needs outside of business hours use the LCI on-call number at 877-227-3335.

The transportation department does work diligently to answer all incoming calls; however, during peak times or after hours you may receive the transportation department's general voicemail; please know that all of these voicemails are listened to and a Transportation Associate will return all phone calls from messages that are left within 24 business hours.



The Transportation Department strives to find transportation for all rides that are requested and approved by your care team; however, if the ride is called in less than 72 business hours in advance there may be times that the ride cannot be secured. To request a ride you can either reach out by e-mail at Transportation@Lakelandcareinc.com or by phone at 920-906-5199.

Member Rights

As a member of Lakland 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 which can be found on our website at 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.

How To Protect Yourself from Fraud, Waste, and Abuse

Payment for Residential Placement

As a Lakeland Care member, Lakeland Care is responsible to pay for your items and services in the family care benefit package that are needed to support your long-term care outcomes. If your long-term care outcomes include residential placement, Lakeland Care works directly with the residential provider to negotiate a rate that Lakeland Care will pay the provider. The provider agrees to accept that rate as payment in full for your residential placement.

A residential provider may not bill you directly for any cost of your placement. The residential provider also cannot ask that you pay an additional rate, beyond what Lakeland Care pays the provider, to remain in your residential setting. If you, or your family, is asked to pay for residential services out of your own personal funds, do not sign any contracts agreeing to pay and immediately reach out to your care team.

Fraud, Waste, and 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 happens when best practices aren't followed, leading to expenses or treatments that aren't needed. If you suspect fraud, waste, or financial abuse, you must report it to Lakeland Care, and we will investigate. Your actions may help to improve healthcare and reduce costs for members, providers, and the healthcare system.

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

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

You may also contact your Care Team!



June Is Alzheimer's and Brain Health Awareness Month



Although everyone's brain changes as they age, it's important to know that memory loss is not necessarily a normal part of aging.

Forgetting words or names once in a while is not cause for alarm, but memory loss is often one of the first warning signs of a bigger concern.

New research shows that people keep their brain healthy with good lifestyle habits. The more of these activities you do regularly, the healthier your brain and body can be. Start now. It's never too late or too early to develop healthy habits.

Get regular exercise that raises your heart rate to increase blood flow to your brain and body. Exercise 30 minutes, 3 times per week to reduce your risk.

Smoking increases risk of cognitive decline due to reduced blood flow to the brain. Quitting smoking can reduce your risk right away.

Take care of your heart and brain at the same time. Obesity, high blood pressure

and diabetes — are bad for heart and brain health.

Safety first! Head injury, like a concussion, can increase your risk of cognitive decline and dementia. Wear a seat belt, use a helmet, and prevent falls.

A healthy diet that is lower in fat and higher in vegetables and fruit helps to reduce the risk of cognitive decline. Mediterranean and DASH (Dietary Approaches to Stop Hypertension) diets contribute to risk reduction.

Not getting enough sleep due to conditions like insomnia or sleep apnea can result in problems with memory and thinking.

Get medical treatment if you have symptoms of depression, anxiety or other mental health concerns. Left untreated, these issues can harm your brain health.

Find social activities that are meaningful to you. Find ways to be part of your local community; volunteer, join a social group, attend local events. Sharing activities with others is great for your wellbeing and brain health.

Challenge and activate your brain. Work on puzzles, make some art, play games and learn new things. Exercising your mind is great for your brain!

As a member of Lakeland Care, your long-term care supports are funded through the Medicaid health system. Lakeland Care has a duty to protect you and ensure you are receiving the best care possible.

Spring into Self-Directed Supports

A core value of the Family Care program is increasing a member's self-determination and independence. As a Lakeland Care member, you can choose to direct many of the services you receive. This option is known as Self-Directed Supports (SDS). SDS allows the members to have more control over their services and providers allowing them to better reach their long-term care outcome (LTCO).

Through SDS, members can choose to hire family, neighbors, or friends. If that is not an option, members can advertise and hire employees. The member is the legal employer of their employee(s) and is responsible for recruiting, hiring, determining wages (within the appropriate wage bands), training, supervising, and, if necessary, terminating their employee(s). The member chooses a Fiscal Management Service (FMS) agency who manages the payroll for all their SDS employees.

Why Self-Direct?

There are many reasons why you might decide to participate in SDS:

- Desiring more flexibility in scheduling services
- Having strong preferences for who provides your service or how services are provided
- More flexibility than with a traditional service provider
- Choosing who you hire to provide services to you.

Some of the benefits you may experience when you self-direct your services:

- Increased independence and self-esteem
- Choosing who provides the services and where (even in the community!)
- Increased community access – enjoy those outdoor activities!
- Increased support to maintain or grow your social connections, personal lifestyle, and employment goals
- Increased satisfaction with service

Currently, 23% of Lakeland Care's members who reside in their own home utilize SDS.

If you feel that SDS can also work for you, please contact your Care Team for further information on how you can self-direct your services and supports.

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



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

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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

For more information about your long term care options, contact the Aging and Disability Resource Center (ADRC) in your county:

www.dhs.wisconsin.gov/adrc

lakelandcareinc.com