



# LAKELAND CARE

Together, we build better lives.

# The Provider Post

June 2023

Keeping providers informed

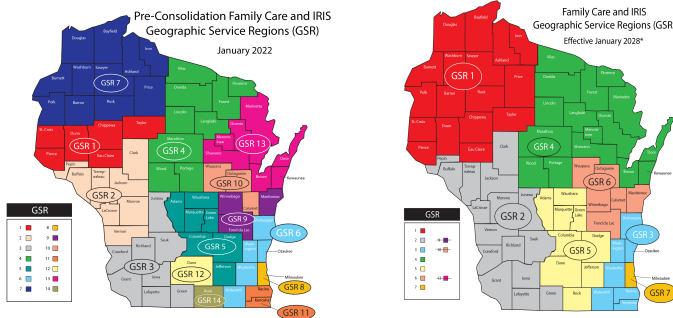
## Changes Coming to GSRs by 2028

Back in 2020, just before the start of the COVID-19 pandemic, the Department of Health Services (DHS) was working with the Long-Term Care Advisory Council to evaluate the existing geographic service regions (GSR) used for the Family Care program.

Fourteen GSRs were a significant workload for both DHS and the MCOs when it came time for the request for proposals (RFP) in those regions.

The Long-Term Care Advisory Council proposed a reconfigured map to the DHS Secretary in 2021 and the Secretary approved the Council's recommendation. The new map would be transitioning to seven regions over the next five RFP cycles.

Full size maps depicting the current GSRs and the proposed GSR map for 2028 follow on the next two pages.



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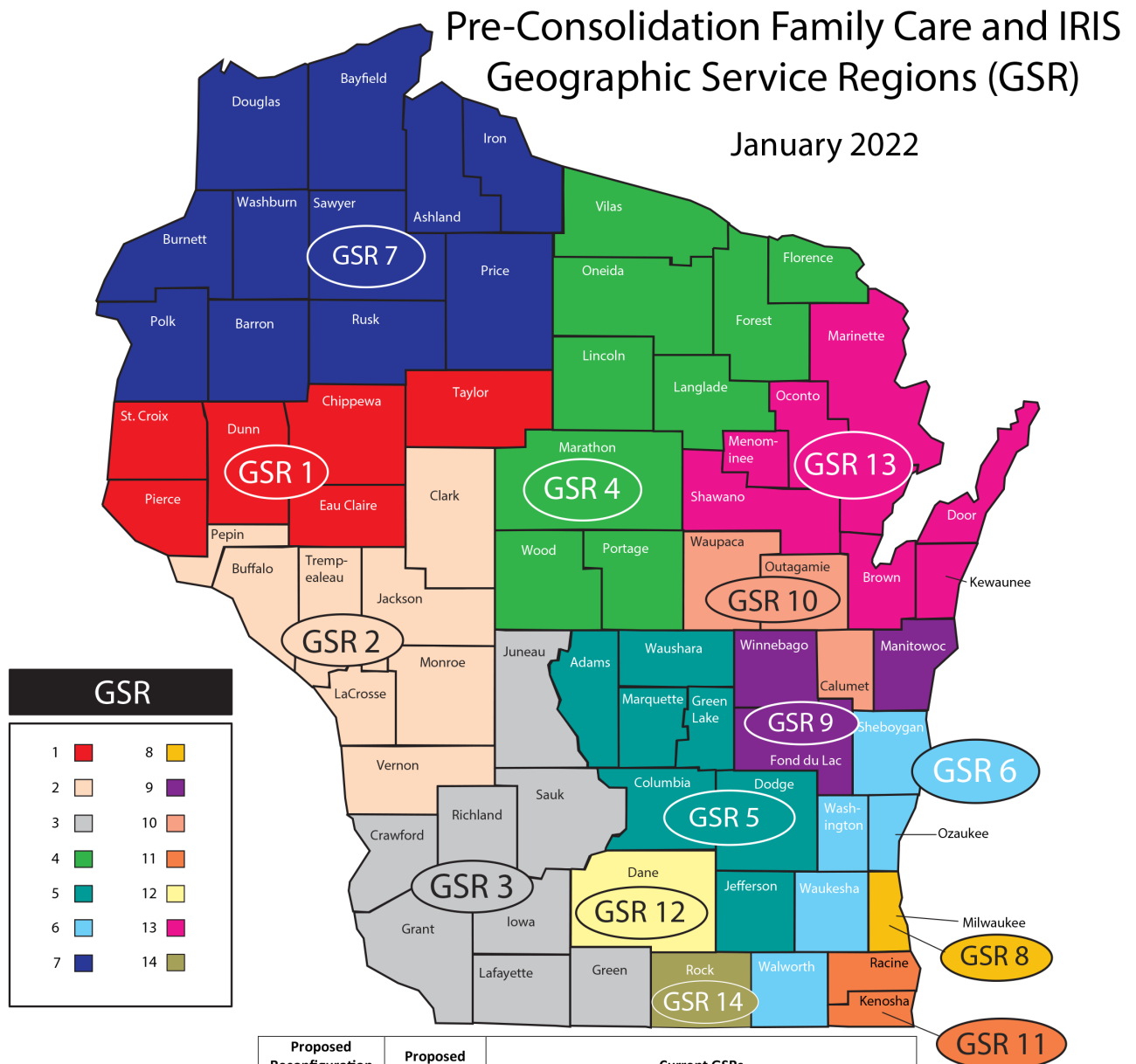
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# Changes Coming to GSRs cont.

This map shows what the current GSRs look like throughout Wisconsin

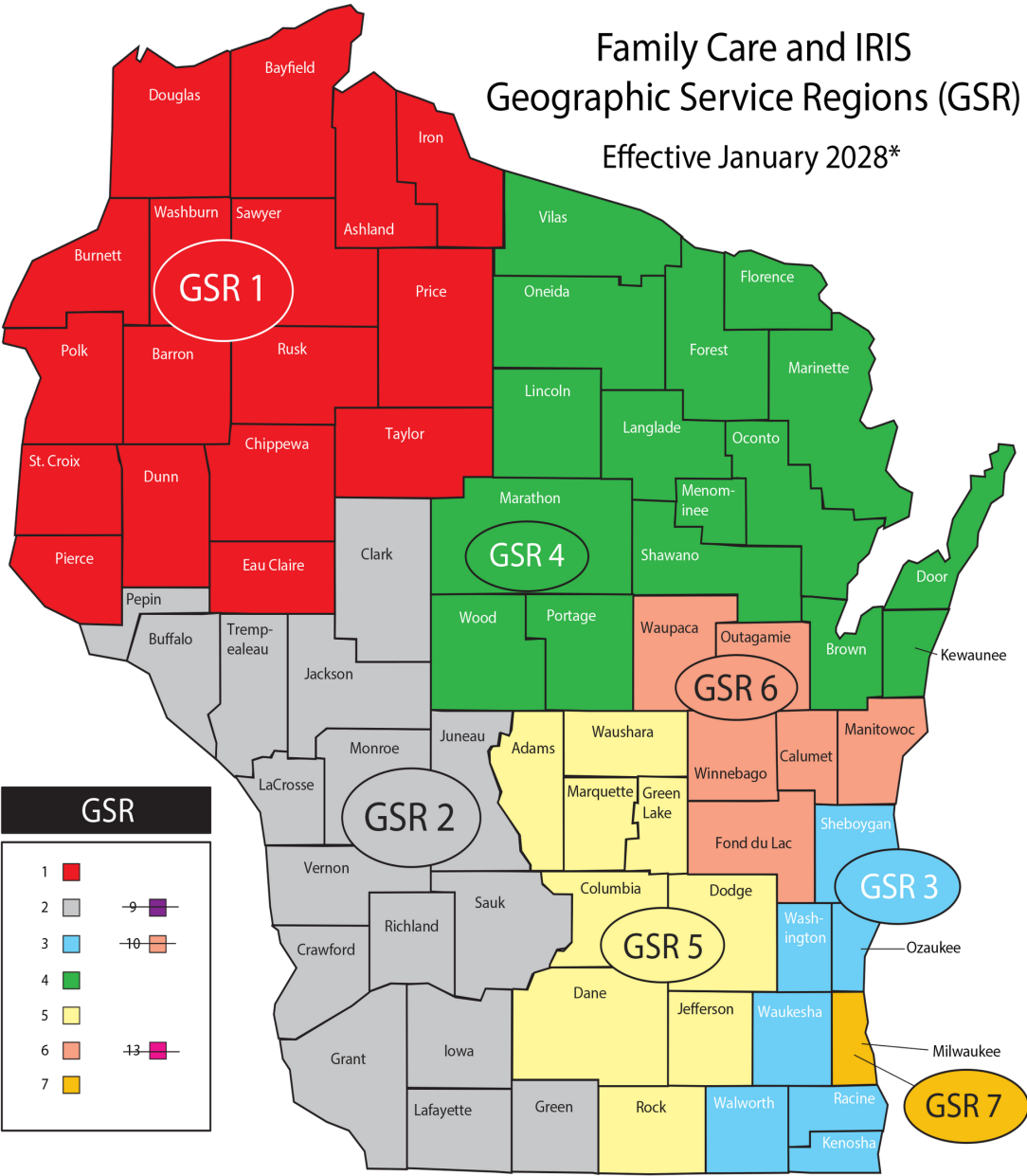


Proposed Reconfiguration Timeline	Proposed New GSR	Current GSRs
1/1/2023	New GSR 1	GSRs 1 and 7 (Ashland, Barron, Bayfield, Burnett, Chippewa, Douglas, Dunn, Eau Claire, Iron, Pierce, Polk, Price, Rusk, St. Croix, Sawyer, Taylor, and Washburn)
1/1/2025	New GSR 5	GSRs 5, 12, and 14 (Adams, Columbia, Dane, Dodge, Green Lake, Jefferson, Marquette, Rock, and Waushara)
1/1/2026	New GSR 2	GSRs 2 and 3 (Buffalo, Clark, Crawford, Grant, Green, Iowa, Jackson, Juneau, La Crosse, Lafayette, Monroe, Pepin, Richland, Sauk, Trempealeau, and Vernon)
1/1/2026	New GSR 7	GSR 8 (Milwaukee)
1/1/2027	New GSR 3	GSRs 6 and 11 (Kenosha, Ozaukee, Racine, Sheboygan, Walworth, Washington, and Waukesha)
1/1/2028	New GSR 4	GSRs 4 and 13 (Brown, Door, Florence, Forest, Kewaunee, Langlade, Lincoln, Marathon, Marinette, Menominee, Oconto, Oneida, Portage, Shawano, Vilas, and Wood)
1/1/2028	New GSR 6	GSRs 9 and 10 (Calumet, Fond du Lac, Manitowoc, Outagamie, Waupaca, and Winnebago)



Wisconsin Department of Health Services  
Division of Medicaid Services

Below is what the new map will look like in 2028.



**\*Note:** This map consolidates Brown, Door, Florence, Forest, Kewaunee, Langlade, Lincoln, Marathon, Marinette, Menominee, Oconto, Oneida, portage, Shawano, Vilas and Wood counties (formerly GSRs 4 and 13) into new GSR 4.

This map consolidates Calumet, Fond du Lac, Manitowoc, Outagamie, Waupaca, and Winnebago counties (formerly GSRs 9 and 10) into new GSR 6

## Q1 2023 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.



### **Pine Manor Health Care Center: Administrator**

We would like to thank you and your staff for the excellent care you are providing to an LCI member. The care team reports that the member suffers from dementia and is often restless. Your administrator recognized that the member was much calmer when cats were brought into the facility. Your administrator found a stuffed cat that purrs and purchased it for the member. They enjoy caring for the stuffed cat and have been much calmer and more easily directed since receiving this.



### **Dreifuerst & Sons Moving and Storage: Tom D.**

We would like to thank you and your staff for the excellent care you provided to 12 of LCI members. Your staff assisted with a total of twelve member moves from a residential facility within January and February. Your staff was flexible when moving dates had to be changed due to weather and were able to assist with moves on short notice. Multiple families reached out to our IDT staff stating you'd provided excellent services with moving their loved ones personal belongings. A member's wife stated your staff made her feel comfortable and took great care of the items that were moved. When our IDT staff make referral calls to Dreifuerst & Sons they receive friendly and accommodating customer service.



### **Cerebral Palsy Inc., Kimberly: Rebecca**

We would like to thank you and your staff for the excellent care you are providing to LCI members. The care team reported that the two members were required to move. Due to a complicated family situation, they needed clothing, toys and other necessities for their new home. It was relayed that you and your staff have a long-standing relationship with them and took it upon yourselves to gather and/or purchase what they needed. The care team stated, "The staff at CP Center are so greatly appreciated for their support during this difficult transition." You and your staff truly went above and beyond and LCI could not be more grateful!



## 2022 C.A.R.E. Award Provider of the Year



### **Community Living Connections (CLC): All Staff**

Several years ago, our office was fortunate enough to meet with Community Living Connections and to learn about their Community Supported Living program, as well as their goals and mission. During that meeting they told us how they measure their own success by decreasing services, and that one of their main goals was to "work themselves out of a job." We remember hearing that and not being sure how that could ever happen. We recently had the opportunity to see that firsthand! The LCI member, who had lived in a residential setting for over 24 years, has always dreamt of someday living in her own apartment. Thanks to the dedication and commitment provided by CLC that dream is now a reality.

## Electronic Visit Verification

EVV Hard Launch Began May 1, 2023

### **Wisconsin EVV Customer Care is here to support you**

Electronic visit verification (EVV) has been required in Wisconsin for Medicaid-covered personal care and supportive home care services since November 2, 2020. For Wisconsin to continue to receive its full federal Medicaid funding, the Wisconsin Department of Health Services (DHS) is required to begin imposing consequences for failure to capture required EVV information.

For dates of service on and after **May 1, 2023**, DHS will begin imposing financial and programmatic consequences when EVV information is not captured for required personal care and supportive home care services (service codes T1019, T1020, S5125, and S5126).

Consequences include claim denial, exclusion from future MCO or HMO capitation rate setting development, possible provider enrollment sanctions, and possible IRIS (Include, Respect, I Self-Direct) participant disenrollment. The beginning of these consequences is known as hard launch. For more information, please read [ForwardHealth Update No. 2023-12](#).

### **EVV Support**

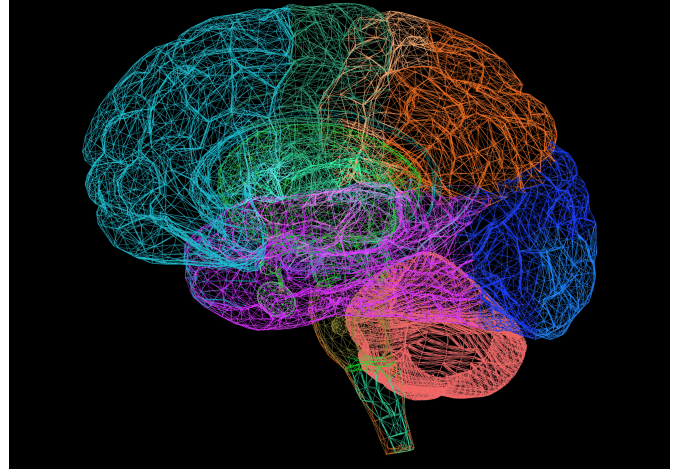
Have questions about EVV in Wisconsin? Contact Wisconsin EVV Customer Care Monday-Friday, 7 a.m. - 6 p.m. CT at 833-931-2035 or [vdxc.contactevv@wisconsin.gov](mailto:vdxc.contactevv@wisconsin.gov).

# Alzheimer's and Brain Health Awareness Month

## June 2023

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. Chronic conditions and injuries can reduce blood flow to the brain, whereas exercising the body and brain can reduce risk for dementia and Alzheimer's disease. Encourage those in your care to develop these healthy habits. It's never too late to or too early to start!



- Encourage regular exercise that raises the heart rate. Exercise should be 30 minutes, 3 times per week.
- Smoking increases risk of cognitive decline due to reduced blood flow to the brain. Quitting smoking can reduce risk right away.
- Help control chronic conditions. Obesity, high blood pressure and diabetes can harm brain health.
- Safety first! Head injury, like a concussion, can increase the risk of cognitive decline and dementia. Implement safety measures to reduce risk of injury.
- 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.
- Address poor sleep issues due to conditions like insomnia or sleep apnea. These can result in problems with memory and thinking.
- Encourage treatment for symptoms of depression, anxiety or other mental health concerns. Left untreated, these issues can harm brain health over time.
- Facilitate meaningful social activities. Find ways for those in your care to be part of the local community. Volunteering, joining social groups and attending local events are great ways to get involved.
- Help to challenge and activate the brain. Puzzles, art, games and learning new things exercise the mind and are great for brain health!



## Brain Health Month cont.

A visit with a healthcare provider should be considered if any of the following behaviors have been noticed:

- Getting lost in familiar places
- Having trouble handling money and paying bills
- Repeating questions
- Taking longer to complete daily tasks
- Displaying poor judgment
- Losing things or misplacing them in odd places
- Displaying mood and personality changes

If you have concerns or learn of concerns about memory lapses, it may be time to encourage a doctor visit. A primary care provider can help figure out what is going on and recommend any additional care needed. Early intervention can treat reversible causes of memory loss and improve quality of life.



## Coming Soon: Community Connections Pay for Performance

Beginning in 2023, MCOs will be collaborating in a Pay for Performance (P4P) initiative focusing on "Community Connections". The intent of this five year P4P is to provide the opportunity for members to fully integrate into their communities to be socially connected in accordance with their personal preferences. The overall goal of the initiative is to increase the percentage of members who are active in inclusive community life and civic engagement.

MCOs are excited about the opportunities this will provide as it honors our commitment to build diverse and inclusive communities where all people are welcomed, can feel a strong sense of belonging, and thrive as they share their unique contributions. MCOs will be collaborating to ensure there is a unified approach towards enhancing and increasing community connections for Family Care and Family Care Partnership members.

During the remainder of this 2023 year, the MCOs will work together to develop and implement an action plan to increase opportunities and support for members to explore, pursue, obtain, and stay active in community life. Please watch for future communications and opportunities to provide input on how we can incorporate best practices to further develop our current methods to enhance the lives of the individuals we are supporting and the communities that we all live, work, and engage with others. **There is no action providers need to take at this time.**

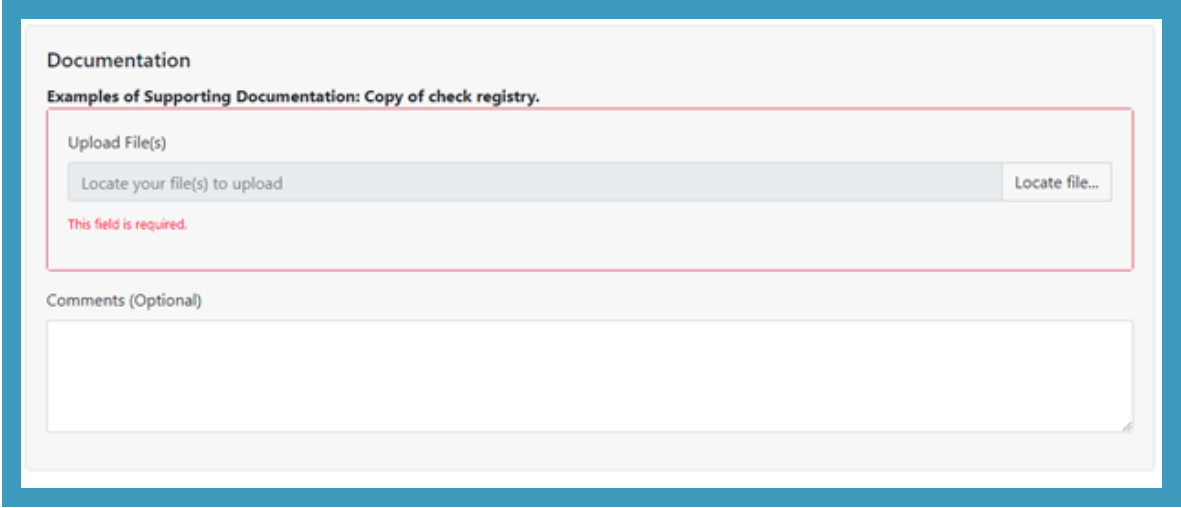
We value our strong partnerships and collaboration with our Family Care and Family Partnerships service provider network and look forward to working closely with you on this important work.

# Service Verification Audit

LCI conducts many audits and checks to detect and prevent the misappropriation of Medicaid Funds. One of the many audits our contracted providers are involved in is the Service Verification Audit. The Service Verification Audit is a random quarterly review of claims submitted by contracted providers to verify that services were rendered for claims that were paid.

Recently, the Service Verification Audit moved to the Lakeland Care Provider Portal to coordinate with our providers more efficiently. If a provider is selected to participate in the Service Verification Audit, the provider will receive an email from the [provideraudits@lakelandcareinc.com](mailto:provideraudits@lakelandcareinc.com) email address directing the provider to log into the Provider Portal. This email will contain an attachment that provides examples of supporting documentation. Once the provider logs in, the specific claim being audited can be viewed.

The specifics of the claim being audited will be available in the Provider Portal under the 'Audits & Verifications' tab. When selecting the 'View/Edit' button for the Service Verification Audit, a box will open with the claim details including member name, dates, claim number, and service type. Within the box is where supporting documentation can be uploaded and comments added, if necessary. An example of the box within in the Provider Portal where documents can be uploaded is below:



The screenshot shows a web form titled "Documentation". Below the title is a sub-header: "Examples of Supporting Documentation: Copy of check registry." The form contains two main sections. The first section is labeled "Upload File(s)" and includes a text input field with the placeholder "Locate your file(s) to upload" and a "Locate file..." button. A red error message "This field is required." is displayed below the input field. The second section is labeled "Comments (Optional)" and features a large, empty text area for entering comments.

Once the provider uploads the supporting documents, LCI receives a message that documents were uploaded and available for review. LCI's Compliance Auditor will review the documents and either approve or request follow-up if needed.

If you have questions about the updated Service Verification Audit process, please contact LCI's Compliance Auditor, JoAnn Zipperer at [joann.zipperer@lakelandcareinc.com](mailto:joann.zipperer@lakelandcareinc.com). If you need access to your Lakeland Care Provider Portal, please email [networkrelationssupport@lakelandcareinc.com](mailto:networkrelationssupport@lakelandcareinc.com) for support logging in and navigation of the system.



# Learning and Networking with LCI

At Lakeland Care we are working hard to support you, our provider partners, through various opportunities to learn, grow, and network. We are excited to share some upcoming events that Lakeland Care is participating in or hosting and want to encourage your participation.

## Learning and Networking

If you are seeking to learn and network with professionals in the industry, join us on May 23rd, at the Employment First Conference at the Kalahari in Wisconsin Dells. Lakeland Care will be presenting sessions on Motivational Interviewing: Closing the Door on Ambivalence & Opening the Door to Possibilities and Time Management: Your Life in 4D. Learn more about this event and sign up to attend by visiting <http://www.wiapse.org/>. We would love to see you there!

Lakeland Care continues to deliver PEP Up Your Organization workshop series. This is a highly collaborative and engaging workshop series in which you learn how to prepare, engage, and positively impact (PEP) up your organization. Sign up to participate in this workshop to identify strategies that can enhance recruiting efforts, engage your current employees, stop employee attrition, and gain a personal recharge.

People are motivated or drained by the culture of an organization. Be an organization who understands and commits to motivating others by utilizing these results driven processes to move your needle toward progress.

PEP Up Your Organization is free for all Lakeland Care providers. Visit our website or contact us at [info@lcplusinc.com](mailto:info@lcplusinc.com) to reserve your spot today!

Here are what organizations are saying:

"We left the first PEP session and made some adjustments to our job postings and application process. We had an increase in applicants in just one month!"

"The PEP session was filled with a number of creative and innovative ideas that I will carry back to my organization."

"The PEP Session was a great experience. The team was very kind and welcoming. The environment was positive and engaging. The team provided tools and resources for providers that we have not always have time to reflect on, which was well needed and appreciated."

## Day of Giving

Lakeland Care's Day of Giving is going on! We are excited to have over 200 LCI staff signed up to support over 50 LCI provider partners with their Day of Giving projects. LCI staff will be doing yard work, spring cleaning, gardening, member activities and more! Be on the lookout in our next newsletter for highlights from the event!



# Summer's Here

## Enjoy It with Health and Safety Tips for the Warm Weather

During the warm summer months, it is natural to want to get outside and enjoy the sunshine. However, for older adults and people with disabilities, hot, sunny weather can pose serious health threats.

Older adults are more sensitive to the effects of the summer sun and heat than younger people. People with disabilities or chronic medical conditions may take prescription medications that cause mouth dryness, increased sun sensitivity, or impaired ability to regulate body temperature or perspire. People with heart or lung conditions, thyroid disease, high blood pressure, or lupus should take extra care to avoid heat and sun exposure.

When the temperature climbs above 80°F, be proactive and take precautions to help those in your care to avoid ailments due to excessive heat.

### Summer Safety Tips:

- Encourage plenty of fluids, especially before going outside
- Apply sunscreen SPF 15 or higher at least 30 minutes prior to going outdoors, even on cloudy days. Re-apply at least every two hours
- Wear wide-brimmed hats, and light-colored, loose fitting clothes
- Offer frequent light meals that are cool and nutritious
- Stay in an air-conditioned environment during the hottest hours of the day - 10am-4pm. If there is no air conditioning at home, visit a public place such as a library, a mall, senior or community center.

Prolonged exposure to high temperatures can be very dangerous to disabled and older adults. Heat stroke can occur when the body can no longer control its temperature and is unable to cool itself.

### Warning signs of heat stroke:

- Red, hot, dry skin
- Very high body temperature
- Dizziness
- Nausea
- Confusion and irritability
- Strange behavior
- Loss of consciousness
- Rapid pulse
- Throbbing headache
- Rapid and shallow breathing

If heat stroke is suspected, get medical help immediately by calling a physician or 911. Get the person to a cool, shaded area and start to cool them using damp cloths and increased air flow using a fan, if possible. Only give fluids by mouth if they are alert and aware. Get them to help as soon as possible.

Having a family member, friend or neighbor visit regularly is a great way to help ensure safety during hot summer days. For those who enjoy gardening or taking a daily walk, make sure someone is aware of their routine and checks in regularly to make sure they are safe and well.

By following safety guidelines and taking the necessary precautions, everyone can enjoy the summer season.



# Provider Incident Reporting and LCI Collaboration

The Incident Management System (IMS) assists LCI in collaborating with all contracted providers to maintain or improve the quality of services provided to LCI members. Through this system, LCI can track and trend incidents/events including Adverse Events and Quality Alerts occurring at the member and provider levels, to ensure member health and safety, reduce member incident risk and develop strategies to prevent future incidents from occurring. LCI requires service providers to report incidents/events to the member's Interdisciplinary Team (IDT) staff within one (1) business day. Per the updated Wisconsin Division of Health Services (DHS) requirement, certified 1-2 bed Adult Family Homes (AFHs) are to report incidents/events within twenty-four (24) hours.

Please view the LCI Website under Family Care, Providers to find the Provider Handbook. In it you will find the types of incidents/events that need to be reported on page 44-47, Attachment 3.

If you as an LCI service provider report an incident/event, you and the IDT staff for that member are responsible to follow up and work together with the member to set strategies in place to prevent a similar situation from occurring.

Following an incident being reported to the IDT staff, the Provider Quality Department collaborates with providers in several ways:

1. Verifying the provider is aware of the incident/event as reported.
2. Working collaboratively with the provider to proactively enhance the quality of services for LCI members through education and process improvement recommendations.
3. Assisting in problem resolution and risk mitigation by sharing ideas and/or best practices to prevent further incidents/events.

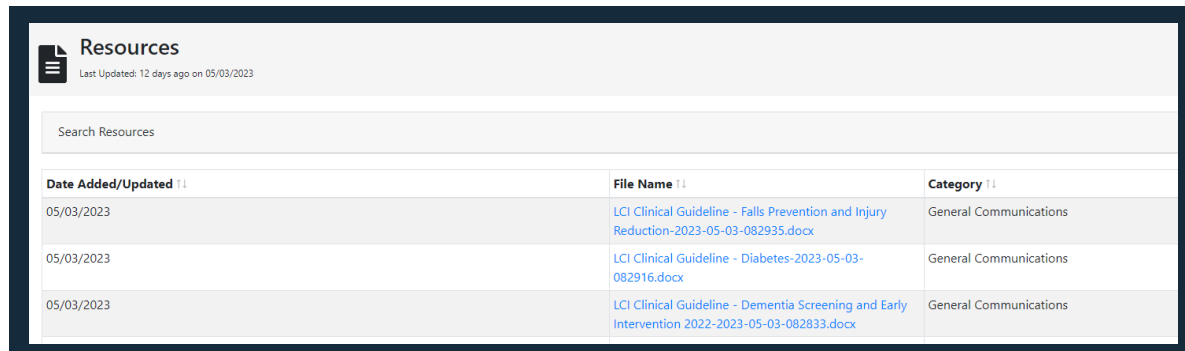
The Provider Quality Department also reaches out to providers to offer support, ideas, guidance, assistance, and collaboration following provider licensure surveys from the Division of Quality Assurance (DQA) and provider surveys completed by IDT staff.





# New Provider Resources Now Available

You may now access LCI's Clinical Guidelines via the Resources Tab in the Data Clarity Provider Portal.



Resources		
Last Updated: 12 days ago on 05/03/2023		
Search Resources		
Date Added/Updated ↑↓	File Name ↑↓	Category ↑↓
05/03/2023	<a href="#">LCI Clinical Guideline - Falls Prevention and Injury Reduction-2023-05-03-082935.docx</a>	General Communications
05/03/2023	<a href="#">LCI Clinical Guideline - Diabetes-2023-05-03-082916.docx</a>	General Communications
05/03/2023	<a href="#">LCI Clinical Guideline - Dementia Screening and Early Intervention 2022-2023-05-03-082833.docx</a>	General Communications

The Guidelines contain background information, practice support for IDT staff and links to additional resources on the following topics:

- Dementia Screening and Early Intervention
- Diabetes
- Falls Prevention and Injury Reduction

If you have questions about using Clinical Guidelines or their content, please contact your Provider Specialist or any Care Management staff.

## 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)



Mail



Call



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

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

(920) 906-5100

# Meet Your Provider Relations Team



**Angela Beaty**  
Provider Relations  
& Contracting  
Director  
(920) 906-5100



**Jillian Wroblewski**  
Provider Relations  
Manager  
(920) 363-0416



**Nate Johnson**  
Provider  
Development  
Manager  
(920) 393-91195



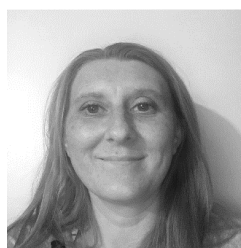
**Yvonne Sperber**  
Provider Specialist  
(920) 944-3949



**Wendy Jacob**  
Provider Specialist  
(920) 306-4983



**Bridget Pieri**  
Provider Specialist  
(920) 906-5839



**Sandra Proctor**  
Provider Specialist  
(920) 944-1301



**Amber Stary**  
Provider Specialist  
(920) 479-7121



**Jill Wenger**  
Provider Specialist  
(920) 306-2007



**Rachel Miller**  
Provider  
Credentialing  
Specialist  
(920) 770-2919



**Chantele Parkin**  
Provider  
Credentialing  
Specialist  
(920) 479-7337



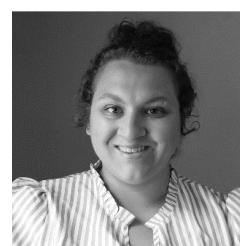
**Alec Gulan**  
Provider  
Certification  
Specialist  
(920) 306-1764



**Hope Klatt**  
Provider  
Certification  
Specialist  
(920) 944-8762



**Emily Beyer**  
Provider Relations  
Assistant  
(920) 906-5874



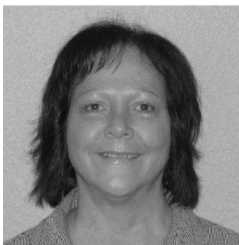
**Larissa Christensen**  
Provider Relations  
Assistant  
(920) 944-8851



**Jeanna Donovan**  
Provider Relations  
Assistant  
(920) 789-8342



# Meet Your Provider Quality Team



Jane Brackett  
Provider Quality  
Manager  
(920) 363-0854



Lindsey Cornelius  
Provider Quality  
Specialist  
(920) 456-3217



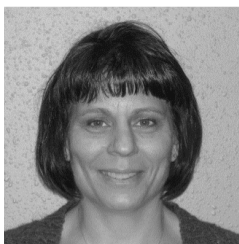
Jennifer Eiting  
Provider Quality  
Specialist  
(920) 456-3217



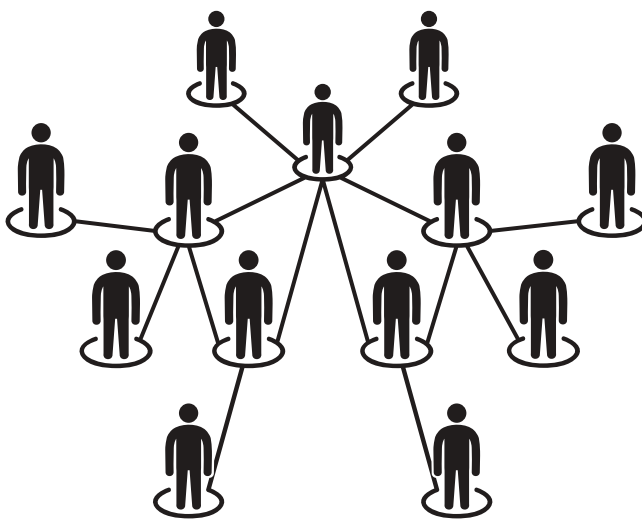
Angela Gales  
Provider Quality  
Specialist  
(920) 906-5155



Nicole Treder  
Provider Quality  
Specialist  
(715) 201-1442



Debbie Verhyen  
Provider Quality  
Specialist  
(920) 944-9647



## Connect with Lakeland Care

