



LAKELAND CARE

Together, we build better lives.

Lakeland Care Connection

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

Letter from the CEO

Happy September, can you believe that summer is starting to wind down already? With each of my newsletter notes, I try to share an inspirational quote to help find perspective in any situation. I want to share with you the memory that Casey, a Lakeland Care member, shared with me after they read June's Lakeland Care Connection.

"My name is Casey and I am a member of Lakeland after surviving a stroke, leaving me with short term memory loss. I just recently moved. In doing so, I came across the Spring newsletter featuring a recipe from Sara Muhlbauer with a quote, 'Impossible is just an opinion.' This REMINDED me of something I wrote for my staff when I worked for Festival Foods many years ago. The first year that I took over as offsite catering manager for The Marq we won the Green Bay Press Gazette "Best in the Bay" reader's choice for offsite catering. In taking over the department I wrote this little ditty to set the tone for "my kids," and keep it going...

Nothing is Impossible

"Nothing is impossible, there are only things that have yet to be accomplished... A long, long time ago, there was a pair of hopeful brothers who believed that one day, they would be able to fly... But there were haters...people who told them that they were stupid, that they were wrong, that they would never EVER be able to fly...but those haters...well those haters were wrong... and those brothers? Well, those brothers were Wright... NOTHING is impossible there are ONLY things that have yet to be accomplished...

"I would repeat this at meetings, huddle-ups, and in general, every opportunity. I hung it with a steak knife on the kitchen wall... We won that same award four...years...straight..."



Thank you Casey for sharing your story. And I hope that your 'ditty' will help others accomplish the impossible.

~ **Sara Muhlbauer**
Chief Executive Officer
Lakeland Care Inc.

The goal is
progress, not
perfection.



Your Member Centered Plan

What is your Member Centered Plan?

Your MCP or Member Centered Plan is a document representing your goals related to health, independence, and community involvement and what is in place to support you in meeting those goals. Your MCP includes both your **Care Plan (CP)** and your **Individual Service Plan (ISP)** documents.

Who is involved in the creation and review of your Member Centered Plan or “MCP”?

Care Team: When joining Lakeland Care’s Family Care Program, a care team is created to support you in living as independently as possible in your community. You are the center of your care team and therefore should be involved in every part of planning your care. Let your team know if you need any assistance to take part in the conversations and process.

Your care team includes YOU and:

- A Registered Nurse (RN) from Lakeland Care.
- A Care Manager (CM) from Lakeland Care.
- Anyone you want to be involved, including family members or friends; and
- Other professionals depending on your needs. For example, a physical therapist or mental health specialist.

What are my role and responsibilities?

Speak up for yourself –

- Continue to be an active member and participant in the development and ongoing review of your care plan.
- Voice your opinion, desires, and concerns to your care team as often as necessary.
- If you do not feel your care plan is accurate or offers reasonable support for your outcomes (goals), please discuss with your care team.

Share your experiences -

- Share what you can do for yourself, how you do things, and who helps.
- Participate and provide input regarding overall quality of the staff, services, and items supporting you.
- Participate through phone calls, visits, meetings, mailed member surveys, and more.
- Whether positive or an area for improvement, SHARE.

Why is my MCP important to me?

The MCP provides a snapshot of what is important to you, in which areas support is needed, and the supports you are receiving related to meeting those identified needs. It gives you something to reference and helps you communicate with those supporting you. It identifies strengths, and it identifies areas where support is needed. When support needs are identified, you and your care team create outcomes, or goals, for what you would like to achieve.

Under that desired outcome it lists:

- Preferences: what you prefer.
- Interventions: who assists you and in what way(s).
- Backup plan: what happens if the initial supports fail.
- Risks: potential risks related to your preferences.

| Staff Responsible - Focus Area | Details |
|--------------------------------|--|
| | <p>Member Strengths:</p> <ul style="list-style-type: none"> • Environment - Is happy with their current living arrangement. • Supports - Feels has desired contact with family/friends. • Community Involvement - Feels included and happy with care planning process. • Community Involvement - Is interested in working and is seeking employment. • Environment - Has a stable living situation. • Environment - Home is accessible. • Physical - Accepts assistance with personal care tasks. • Physical - Completes recommended preventative care. • Supports - Natural supports assist with personal care task. • Nutrition - Has access to healthy food choices. |
| RN - Respiratory | <p>Outcome: Jane will have adequate respiratory health through taking medications as ordered.</p> <ul style="list-style-type: none"> • Member Preference: Jane is aware of and understands the risks related to smoking. She is not interested in quitting smoking at this time.; • Intervention: Education provided related to impact of smoking with a respiratory diagnosis. Cessations support offered and available if/when Jane is interested.; • Intervention: Inhaler- manages independently; Natural Support • Intervention Backup Plan: Pharmacy for inhaler: 1-555-123-4567; • Barrier Risk: Jane has ongoing respiratory monitoring and/or treatment needs and smokes.; |

NEXT UP--WHEN, WHAT & WHY

As of May 1, 2023, the MCP documents look different.

- Simplified to be easier to read, reference, and use!
- Your strengths will be grouped together in one easy to find spot towards the top of the Care Plan.
- Back-up plans will be clearly identified.

LCI's Prevention and Wellness Highlight: Emotional Wellbeing

Lakeland Care's Wellness Wheel shows us the many areas of life that make up our overall health and well-being. Our focus this issue is on Emotional Wellbeing.

Do you know anyone who is happy 100% of the time? Neither do we. It's normal to feel stress, anger, and sadness. The key is to not let negative emotions keep you down. Long term negative feelings can create chronic stress, which can lead to many health problems, damage to your immune system, or even shorten your life span.

The good news is having strong emotional wellness can help you thrive! Here are a few ways to strengthen your emotional wellness.

Develop a more **positive outlook** by appreciating the good times and recognizing good things you have done for others. Forgive yourself when you make mistakes. Surround yourself with positive people whenever you can.

Stay **physically active** to help manage stress, anxiety, and depression. Exercise rewards you with a quick mood boost. In addition to the many physical benefits, regular exercise can boost your self-confidence, improve brain function, and help prevent memory loss.



The Resource Allocation Decision (RAD) Process

The Resource Allocation Decision making process or RAD is a process used by your Care Manager and RN Care Manager (Interdisciplinary Team or IDT) when they are making a decision related to a request made by you or your legal decision maker. When making the decision, IDT will take into consideration your long-term care outcomes, personal experience outcomes, strengths and supports whether natural, community or paid supports.

The areas that are reviewed during the RAD process include:

- What is the core issue and all possible

interventions?

- What natural (family/friends) and community supports are available to meet the need?
- How can you, as the member, meet the need with or without supports?
- What is the most effective and cost-effective option to meet the need?

IDT staff will make a decision within 14 to 28 days. For more information on the RAD process, please consult your Lakeland Care Member Handbook. If you need a new member handbook, please reach out to your IDT.

Let's Celebrate!

Is most of your mail junk mail or bills? Be on the lookout for some mail that celebrates YOU and your membership with Lakeland Care. Starting in July, Lakeland Care began enhancing our personal touch to member communications by sending out birthday and Lakeland Care

service anniversary cards as a gesture of our gratitude for being able to serve and provide your Family Care benefits.



Reporting Abuse, Neglect and Exploitation

No one should have to suffer from suspected abuse or neglect.

Abuse can be physical, emotional, or sexual. Abuse can also be when someone provides you a treatment (such as gives you a medication) without your informed consent, or when someone restrains you or forces you to be alone as a punishment.

Neglect is when someone who is responsible to care for you, does not provide you with needed care or help.

Self-neglect is when someone responsible for their own care, does not get needed care



(including food, shelter, clothing, or medical/dental care) resulting in a dangerous situation for that person.

Financial exploitation is when someone else takes advantage of you for your money, items, or property, which may be considered theft and/or fraud.

Hurting someone is never a sign of caring.

If you or someone you know is being hurt or taken advantage of, call the police or Adult Protective Services (APS) for help.

- Local APS helplines for Adults-at-Risk (age 18-59): <https://www.dhs.wisconsin.gov/aps/aar-agencies.htm>
- Local APS helplines for Elder Adults-at-Risk (age 60+): <https://www.dhs.wisconsin.gov/aps/ear-agencies.htm>
- Elder Adult-at-Risk Helpline: <https://reportelderabusewi.org/>
- Your Care Manager or Nurse can help you make a report.

Member Rights

As a member of Lakeland Care, Inc., it is your right to have access to the Member Handbook and the Provider Directory. You also have the right to information about rights, protections, and responsibilities. These rights and protections are listed within the Member Handbook. The Member Handbook can be found on our website at www.lakelandcareinc.com under Family Care - Member & Families - Member Handbook. You can also access the Provider Directory and search for a provider on our website by clicking on the "Find a Provider" button at the top of our website. A printed copy of the Member Handbook and/or Provider Directory is also available to you upon your request. Feel free to ask your Care Team for a copy at any time or by calling us at 1-877-227-3335.

How To Protect Yourself from Phishing

What is Phishing?

Phishing emails and text messages may look like they are from a company or person you know and trust. Common phishing scams appear to come from banks, credit card companies, the IRS, law enforcement, Amazon, UPS, or Fed Ex. Phishing emails and text messages often tell a fake story to trick you into clicking on a link or opening an email attachment.

Some common fake stories used are suspicious activity or log-in attempts, messages saying you are eligible to register for a government refund, verifying a purchase, or coupons for free stuff. Scammers then play on your emotions by creating fear, urgency, and authority to trick you into making decisions to provide the scammer with your personal information without thinking.

How to Spot a Phishing Email or Text

- Poorly written with misspellings and incorrect grammar.
- Offers that are too good to be true.
- Language that is alarming, urgent, or threatening.
- Stressing urgency to click on a link within the email or text.
- Requests for personal information. Most businesses won't reach out to you through email or text to request your personal information.

Best Practices for Email and Text

- Does the sender's email address match the business or website it's coming from?
- Always hover your mouse over any links within an email to ensure they match the sender's website.
- When in doubt, go directly to the website instead of clicking on the link (including the unsubscribe link).
- Do not reply back to a suspicious email or text.
- If you have a concern with your account or a payment, call the company directly.



How To Report Phishing

When you report phishing emails or text messages, the information you give can help protect others from scams.

- Step 1: Email - forward phishing emails to the Anti-Phishing Working Group: reportphishing@apwg.org, or Text messages – forward phishing text messages to SPAM (7726).
- Step 2: Report the phishing attack to the Federal Trade Commission (FTC): reportfraud.ftc.gov

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 are not followed by providers or caregivers. This can lead to expenses or treatments that aren't needed.

If you suspect fraud, waste, or financial abuse, you must report it to LCI, 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

[Continued next page](#)

Phishing continued...

Compliance Division via one of the following 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

Look for 2023 Member Satisfaction Surveys

Lakeland Care's vision is to create a world we all want to live in. We live by our core values of kindness, inclusion, and trust, and want your experience with us to be great! We value your feedback, as it helps us identify opportunities for improvement so we can continue to improve the service you receive.



To make sure we're providing the best experience possible, we would like to know how we're doing and where we need to do better. By the end of the year, all Lakeland Care members (or their health care decision-maker) will receive a Member Satisfaction survey. Your feedback is very important and helps us improve the care and services we provide 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.

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



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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

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