



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



Greetings and Happy New Year,

For many people, the new year brings the thought of starting fresh, and reflecting on what you

learned over the last year.

At the start of every year, I try to find a word that gives me purpose throughout the year.

This year, my word is courage. To me, courage means having the mental strength to work through my fears. We all have lived in fear at one time or another in our life. Change is the biggest fear many of us face. Often, people feel they must face their fears alone.

When you are enrolled with Lakeland Care, your care team will help you work through your fears and encourage you to look forward. We walk beside you, so you are never alone. My wish for you is that you have the courage to face any challenge before you.

Thank you for being a part of Lakeland Care,

Sara Muhlbauer

“Courage starts with showing up and letting ourselves be seen.”

Brene Brown

WINTER 2024

HIPAA Privacy and Reporting

As a member of Lakeland Care (LCI), your long-term care supports are funded through the Medicaid health system. LCI has a duty to protect you and ensure you are receiving the best care possible. One way LCI protects you is by being dedicated to protecting your privacy.

HIPAA/Privacy:

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

Member Privacy Right in Focus: Requests for Access

You have the right to inspect and copy your record maintained by LCI. As part of your right to access, you also have the right to direct LCI to send a copy of your record to a person or entity of your choosing. Your right of access to your PHI exists as long as LCI maintains your record. If you would like to request a copy of your record, you must fill out the Request for Access to PHI form. You can request this form from your Care Team.

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!

Social Determinants of Health (SDOH) Screening

Social Determinants of Health, or "SDOH," are the conditions in which people live, including safe housing and neighborhood, education, finances/money, access to transportation, access to nutritious foods, and good healthcare. LCI is taking action to learn about and improve the conditions in our members' lives by screening for Social Determinants of Health and related risk factors.

Sometimes, SDOH conditions can lead to poor health and quality of life. For example, people who do not have access to grocery stores with healthy foods are less likely to have good nutrition. People who do not feel safe in the place that they live can have high stress levels

and mental health concerns. These types of conditions can raise people's risk of certain health conditions and can even shorten their life span in comparison to people who do not have these same risk factors.

During their next visit, your LCI care team may be asking you to answer some SDOH screening questions. Your answers can help them to identify and reduce any risks that may impact your health and well-being. This information helps us develop resources to better serve you and our communities. Let your care team know if you would like more information about SDOH risk factor screening.

Together, we build better lives

Lakeland Care Can Help You Gain Employment!

Prevocational services, or Pre-Employment services, help people learn skills that are needed to work in the community. Some skills might be: learning how to communicate with supervisors, co-workers and customers; how to dress for work; following directions; learning tasks; problem-solving skills; asking your supervisor and co-workers for help if you need it; how to follow work place safety rules; and learning how to get to and from work. Prevocational services are only used for a short time so that members can be successful and use their skills to work in a community job! Are you interested in working at a job in the community? Talk to your Lakeland Care Team at your next visit!

New Method for Member Satisfaction Surveys

New this year, LCI will be sending satisfaction surveys through e-mail for those who have opted in to receive electronic communications. You may receive an e-mail from this email address: membersatisfaction@lakelandcareinc.com via SurveyMonkey (member@surveymonkeyuser.com). This is from Lakeland Care, and we appreciate you taking the time to complete the survey. If you are unsure if you have opted in to receive electronic communications from Lakeland Care, please reach out to your care team. Lakeland Care will still send paper surveys to anyone who has not opted in to receive electronic communications.

New Year, New You!

Start the new year by increasing your independence and having more choice and control over your services. When you self-direct your services, you choose who, how, where, and when your care is received. Self-directed supports (SDS) can help you to reach your goals, build relationships, and boost your self-esteem and mental health.

Empower yourself to lead the changes in your life.

If you think that SDS is for you, please ask your Care Team for information on how you can self-direct your services and supports.

Member Rights

As a member of Lakeland Care, it is your right to have access to the Member Handbook and the Provider Directory. You also have the right to information about rights, protections, and responsibilities. These rights and protections are listed within the Member Handbook. The Member Handbook can be found on our website at: www.lakelandcareinc.com 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.

WINTER 2024



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Fond du Lac, WI 54937**

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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

lakelandcareinc.com