



LAKELAND CARE

Together, we build better lives.

The Provider Post

February 2024

Keeping providers informed



DHS Makes Changes to Provider Appeals

The Department of Health Services (DHS) shared last year that DHS will be requiring providers to include specific information with their DHS provider appeal submissions.

They asked that the following information be added to all appeal decision letters.

All provider appeal requests to DHS must:

- Be clearly marked "appeal".
- Include the Member's name.
- Include a specific explanation of the payment amount or a specific reason for nonpayment, partial payment, or denial.
- Contain the provider's name, date of service, date of billing, date of rejection, and reason(s) the claim merits reconsideration for each appeal.
- Include the appeal denial letter from the MCO.

The DHS started requiring this information from providers in January 2024.

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Prevention And Wellness Spotlight: Social Wellbeing

Social wellbeing is one of the eight dimensions of wellness. A person's overall health is comprised of more than just their physical and mental health. Social health is the aspect of wellbeing related to making connections with those around us- family, friends, or people in our communities. It includes how people communicate, care for others, seek and lend support, and the ability to make and keep relationships.

Older adults can be particularly vulnerable to loneliness and social isolation due to declining health and mobility, loss of loved ones, and a smaller social network. Additionally, caregivers are often affected by social isolation due to the time and attention needed to care for others. Positive social habits can help build relationships and improve social wellbeing, helping us all stay healthier in all aspects of life.

Here are some tips for improving social wellbeing:

- Join a group focused on a favorite hobby (reading, gardening, etc.).
- Take a class to try something new.
- Volunteer to help at a community garden, hospital, or school.
- Make to-do lists and set a daily routine.
- Consider joining an exercise class or walking group.
- Join a support group.



Are you struggling with staffing?
Are resignations coming across your desk?

Join us for PEP

A 2-Part Workshop Designed to:

- Enhance recruiting efforts
- Engage current employees
- Prevent employee attrition

PEP UP YOUR ORGANIZATION
PREPARE, ENGAGE & POSITIVELY IMPACT

"I cannot believe the amount of material that was presented in this short amount of time! I took more away from this than an entire college course I have taken. So many great ideas!"

-Mark AAC

"I expressed to my organization how the PEP Workshop has been the best training I've attended."

- Anonymous

Upcoming Training Dates Available
8:30am - Noon

Cohort 11: February 20th & March 19th - Appleton
Cohort 12: April 9th & May 7th - Fond du Lac

Reserve Your Spot Today!



consulting@lakelandcareinc.com

Q4 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 LCI 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.



Friendly Village

Lakeland Care, Inc. would like to thank Friendly Village and staff for the excellent care provided to our member. The care team reports the member was placed on hospice care while at a skilled nursing facility in Wausau, WI. The member's wishes were to come home to Rhinelander to pass away with her husband, who resided at Friendly Village, at her side. The member required certain cares that Friendly Village staff were not trained in. Friendly Village had all nursing personnel trained in the management and specifics of the care required, obtained the needed equipment, and accepted the member into their facility. The member passed away peacefully on 11/22/2023 surrounded by her husband and family at Friendly Village Nursing and Rehab.



Rapp's Moving & Storage, Inc.

Lakeland Care, Inc. would like to thank Rapp's Moving and Storage for the excellent care you are providing to our member. Rapp's assisted a member in transporting items from one facility to another. Rapp's worked with the member for over two hours, packing and moving the items. When they arrived at the new facility, the new facility would not accept all items on the truck. Rapp's owner, Geneva, reported that she would keep the member's belongings in storage and talked with them about storing items. Rapp's has also been fantastic regarding bed bug remediation. They will sort through the items on the members behalf so that items kept can be treated.

Blue Jay Taxi

Merrill (715) 539-Taxi (82614)

Taxi Fax (715) 539-0275

Blue Jay Taxi

Lakeland Care, Inc. would like to thank Blue Jay Taxi for the excellent care you are providing to our members. On 10/10, the care team contacted Blue Jay Taxi very late in the day for a transport at 4:30 a.m. on 10/11. Blue Jay Taxi called a staff member in and was able to get to the member's house on time. The care team reports Blue Jay Taxi is always very kind and understanding, and Cheryl goes above and beyond for all our members!

Reporting Fraud, Waste, and Financial Abuse

Lakeland Care, Inc. (LCI) reserves the right to request service verification documentation from our contracted providers to protect the Family Care Program and be good stewards of Medicaid funds. Service verification documentation can include, but is not limited to, provider's case notes, files, documentation, and member records that verify that the services billed were delivered.

Per the Provider Contract and related Addendum(s), Providers **cannot** bill for services under the following circumstances:

- A member discharges from the setting at the provider's request.
- A member elects to move to a different setting.
- A member goes to visit a relative or friend.
- A member goes on vacation.
- A member attends a camp.
- A member dis-enrolls from LCI.
- The death of a member.

Best Practices to Avoid Fraud, Waste, and Financial Abuse:

- Refer to your Provider Contract and Addendum(s).
- Reach out to your Provider Specialist with any questions or concerns.
- Verify that the services billed do not fall under the categories listed above.

Fraud, Waste, and Financial Abuse:

LCI and other agencies that administer the Family Care program are funded through Medicaid. LCI is committed to ensuring that Medicaid funds are utilized appropriately. Everyone, including our contracted providers, has a responsibility to report a suspected fraud, waste, or financial abuse violation of LCI resources. Examples of each include:

1. **Fraud:** Falsification of member records, claims for services not rendered, theft of resources, and embezzlement (stealing).
2. **Waste:** Incorrect or unnecessary use of resources.
3. **Financial Abuse:** Over-utilization and under-utilization 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



Email
fraud@lakelandcareinc.com
compliance@lakelandcareinc.com



Mail

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



Call

(920) 906-5100

What Is Self-Determination?

How Can Your Agency Make an Impact?

Self-determination means making things happen in your own life, instead of others doing things for you. This predominantly means being able to make your own decisions about all areas of your life and increased independence!

Here at Lakeland Care, self-determination is embedded within our Mission, Vision, and Core Values. We encourage all our members to lead self-determined lives, to the fullest extent possible.

Studies have shown that individuals who lead self-determined lives experience positive outcomes in the areas of employment, education, community living, and overall quality of life.

Here are some ways that your agency can encourage and promote self-determination:

1. Offer choice in when, how, and from whom members receive your services.
2. Include clear self-direction principles and language in member-centered support plans and goals and provider policies and handbooks.
3. Provide tools and support to members about how to choose their day-to-day and leisure activities.
4. Provide staff formal training on how to understand member needs and goals to promote member empowerment and self-determination.
5. Provide staff tools and supports about how to assist members to manage their own spending money, and how to assist members to be truly in control of their services and supports.

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 has implemented an annual screening for Social Determinants of Health and related risk factors in order to learn about and improve the conditions in our member's lives.

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.

LCI care teams will be using the SDOH screening tool during future in-person member visits to identify and reduce any risks that may exist. The information gained through this screening process will be used to source and develop resources to better serve our members and communities.

Save the Date!

Employment First Conference

This year's event will be held at the Kalahari Resort & Convention Center in Wisconsin Dells on May 21st, 2024.

Attendees will have a chance to network with various professionals within the field, expand your knowledge, and walk away with some useful tools and resources!

All stakeholders are encouraged to attend, including people with disabilities and their family members, service professionals, school staff, and others who support people with disabilities to achieve employment, make connections and contribute to their community.

\$125 Early Bird Rate (ENDS 4/5/24)

\$175 General Registration (ENDS 5/7/24)

\$50 for Person with Disabilities and Family Member

Sign up to receive registration notifications: Click on the link here:

<https://forms.office.com/Pages/ResponsePage.aspx?id=9gEMq-UZKU6dq00D-CtklahekS3x9bZOnIXMGrBYZodUNTRaSElBMFoxUlKxNTM5UkxYNTI5VFdFUC4u>

Connect with Lakeland Care

