



LAKELAND CARE

Together, we build better lives.

The Provider Post

May 2024

Keeping providers informed

Employment Service Providers Partnership

Lakeland Care is proud to partner with our Employment Service Providers who offer supports that help our members achieve their CIE (Competitive Integrated Employment) goals. It is through your services that our members build skills and independence to succeed in their community! It is important for our Care Teams to receive accurate and detailed information about the strengths, opportunities, and progress Lakeland Care members are making towards their service goals. One of the main ways to do this is timely submission of Provider progress reports to the Care Teams, including the DHS Prevocational Services Six-Month Progress Report and Prevocational Plan and/or Monthly Job Coaching Report. Please reach out to the member's Lakeland Care Team if you are unsure of where to find these reports or have any questions.



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June is Alzheimer's and Brain Health Awareness Month

Early identification of memory or cognition changes is the vital first step toward interventions that can delay complications of cognitive impairment. LCI's Care Management staff provides annual education and memory screening for members age 65+ and age 35+ in the DD/ID target groups to identify possible changes as early as possible.

The Dementia Screening and Early Intervention Clinical Guideline serves as a guide to support members through memory screening, appropriate referrals, and early interventions. LCI's contracted providers have access to this and other clinical guidelines through the Provider Portal. Chronic conditions and injuries can reduce blood flow to the brain, increasing the risk for dementia and Alzheimer's disease. Encouraging those in your care to adopt healthy habits can prevent or delay cognitive decline.

Examples include:

- Regular exercise that raises the heart rate
- Stop smoking
- Control chronic conditions like high blood pressure and diabetes
- A healthy diet low in fat and high in fruits and vegetables
- Prevent Falls
- Address poor sleep due to insomnia or sleep apnea
- Treat mental health concerns
- Address loneliness and isolation
- Challenge the brain with activities like puzzles, art and games



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

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

If you have noticed 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.

Safeguarding Personal Health Information

Member privacy is a top priority at Lakeland Care, Inc. (LCI). By ensuring member privacy, we foster member trust, increasing our ability to provide members with the superior care they deserve. As an LCI contracted provider, you also have a duty to protect member-protected health information (PHI).

Under the HIPAA Privacy Rule, Protected Health Information (PHI) is defined as "information, including demographic data, that relates to:

- the individual's past, present, or future physical or mental health or condition
- the provision of health care to the individual
- the past, present, or future payment for the provision of health care to the individual, and that identifies the individual or for which there is a reasonable basis to believe it can be used to identify the individual.

Common examples of PHI include names, dates of birth, addresses, phone numbers, email addresses, social security numbers, insurance ID numbers, health care records, and face photos.

HIPAA violations, in which PHI is inappropriately disclosed, erode member trust. Common privacy violations stem from lost devices, hacking, phishing, an employee accessing unnecessary information, improper disposal of documents, and releasing information after an authorization has expired.

Tips to Ensure PHI is Protected:

- Do not talk about members where others can hear you. Make sure to close the door when talking to members.
- Make sure member PHI on your desk or computer is out of view of others and stored in a locked cabinet or office when not in use.
- Do not take files containing member PHI out of the office and shred documents/files that are no longer needed.
- Ensure that the member's PHI stored on a computer is password protected and that the computer is equipped with anti-virus software.
- Provide regular staff training on HIPAA.

Additional information on HIPAA and PHI can be found on the Health and Human Services website: <https://www.hhs.gov/hipaa/index.html>

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 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



Mail

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



Call

(920) 906-5100



Email
fraud@lakelandcareinc.com
compliance@lakelandcareinc.com

Connect with Lakeland Care

