



The Provider Post

PREVENTION AND WELLNESS

September is Falls Prevention Month!

Each year, thousands of older Americans experience falls. According to the CDC, Wisconsin has the highest fall death rate among older adults in the nation. Falls threaten the safety and independence of older adults and generate enormous economic and personal costs.

While falls are more common in the elderly population, falling is not an inevitable result of aging. By taking proactive steps to reduce risks for those in your care, you can make a positive impact on maintaining their quality of life. Through practical lifestyle adjustments, education and evidence-based falls prevention programs, the number of falls among seniors can be substantially reduced.

Open conversations about reducing risks, including health conditions, medications and increasing exercise is a great place to start. Ensure that older adults have their vision checked and see their Primary Care Provider annually. Help to assess their living environment to be safer or suggest a professional consult from an Occupational Therapist to do so. LCI's Fall Prevention and Injury Reduction Clinical Guideline is a great resource available via the LCI Provider Portal. Also, visit FallsFreeWI.org for additional information.

Help Prevent Influenza & Pneumonia This Season

With the coming colder weather also comes serious respiratory illnesses. Older adults and those with chronic conditions or disabilities are at much higher risk for developing potentially life-threatening complications from these illnesses. **Help protect those most vulnerable by helping to coordinate vaccinations against influenza, pneumococcal, RSV and more. The best time for these vaccinations is September - October.** To inquire about coordinating an on-site vaccination clinic, contact your local pharmacy or public health department.

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 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: overutilization 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 below methods.

Online form submission:

<https://www.lakelandcareinc.com/reporting-fraud/>

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



Clinical Guideline Resources Available

LCI has Clinical Guidelines on the topics of Dementia Screening and Early Intervention, Diabetes, Falls Prevention and Injury Reduction, and Social Determinants of Health:

Social Risk Factors Screening.

These resources are available to LCI Contracted Providers via the Resources tab on the Data Clarity Provider Portal. The Guidelines are reviewed and updated at least every 2 years to ensure the information is accurate and up to date. Please reach out to your

Provider Specialist with any questions you may have about these resources.





**LAKELAND CARE
RECEIVES ITS 2ND
TOP WORKPLACE
AWARD!**



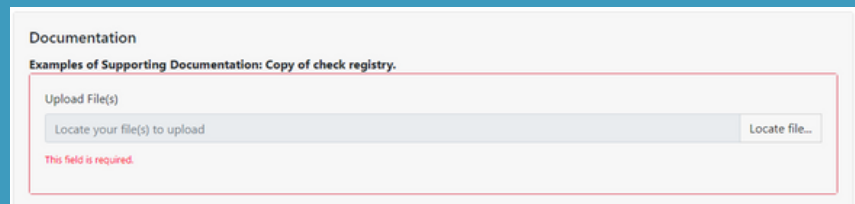
**WAY TO GO
LAKELAND
CARE!**

Ensuring Program Integrity – Service Verification

It is the goal of Lakeland Care Inc's (LCI) Compliance Division to ensure the protection of the Family Care program and be good stewards of Medicaid funds. To do that, we conduct a variety of audits throughout the year to safeguard program integrity. An example of one of those audits is the quarterly service verification audit.

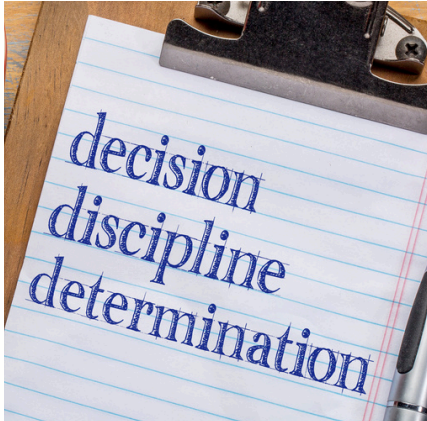
During this audit, provider claims are randomly selected. The chosen providers receive a notification email from the provideraudits@lakelandcareinc.com email address directing them to log into their provider portal to view the specific claim being audited, as well as an attachment detailing examples of supporting documentation.

The specifics of the claim being audited will be available in the provider portal under the 'Audits & Verifications' tab, similar to the background check audit. When you select 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. Also in that box, is the below section, where you will upload your supporting documentation and add comments (if necessary).



After you submit your documentation, we will receive a message that documents were uploaded. We will review and either approve or follow-up if needed.

If you have questions or concerns about the updated service verification process, feel free to reach out to LCI's Compliance Auditor, JoAnn Zipperer at joann.zipperer@lakelandcareinc.com. If you need access to your Lakeland Care Provider Portal, please email: networkrelationssupport@lakelandcareinc.com for support with logging in and how to navigate the system.



Living Happier through Self-Determination

Having choice and control makes a big difference in an individual's life. Self-determination can help an individual reach their goals, build relationships, boost their self-esteem, and improve their mental health. Studies have shown that those who live a self-determined life have more needs met, the same or better health, and higher happiness with their life than those who do not.

Additional ways your agency can encourage self-determination:

- Support members in decision-making regardless of the severity of their disability or level of support needed.
- Make major decisions collaboratively between members (and families/legal representatives, when appropriate) and your agency.
- Provide opportunities for members to make choices such as selecting housemates, how their day is structured, and their circle of support.
- Understand the concept of “dignity of risk,” and support members’ rights to make choices even if you disagree with those choices.
- Support communication skills of members and employ active listening.



Self-Determination Conference 2024

Kalahari Resort and Convention Center, WI Dells

October 21 - October 23

Attendees will network with various professionals within the field, expand their knowledge, and acquire some useful tools and resources on self-determination.

All stakeholders are encouraged to attend, including individuals with disabilities and their family members, service professionals, and others who support individuals with disabilities to achieve a self-determined life, make connections, and contribute to their community.

Registration ends September 20, 2024

To learn more and register: <https://sdc.wi-bpdd.org/>

Congratulations to the 2024 CARE Award Winners

Lakeland Care Inc. (LCI) continues to recognize outstanding providers through the C.A.R.E. Award (Compassion, Accountability, Respect, Enrichment). The C.A.R.E. Award is a way for LCI Care Teams and staff members to recognize the outstanding service of LCI providers and individual caregivers. Each quarter an internal LCI committee chooses three providers/caregivers from all submissions and the committee utilizes the C.A.R.E. principles to honor the recognized providers.

Quarter 1 - 2024



Copperleaf-North Crest: On January 17, 2024, a fire occurred at the assisted living facility. The entire building was safely evacuated, all residents were transferred and relocated to alternative locations while ensuring the safety and well-being of everyone involved. Thank you for the care and services provided during this challenging time!



Oshkosh WI Assisted Living LLC, The Residence at Oshkosh II: During a flooding event at the facility, the staff responded quickly and efficiently ensuring all residents were evacuated safely and without injury. You demonstrated commitment to ensuring the safety and well-being of LCI members during the time of restoration by offering members a relocation room at an alternative building with the option to keep this as their permanent residence or return to the facility once the restoration was completed. Thank you for all of that!

Blotnicki
Adult Family
Home

Blotnicki Adult Family Home: LCI would like to thank you and your staff for the excellent care you are providing to our members. LCI care teams report the staff are very positive and solution-focused when working through issues and are open to explore all avenues to ensure residents receive the best care. Communication is excellent and behavioral situations are handled with calmness and deep caring for everyone in the home.

Quarter 2 - 2024



Clarity Care, McKinley: Stephanie Holman, a lead staff member, has been phenomenal with one of our members. She is very patient in listening to him to ensure he is heard and his needs are met. Stephanie takes so much time understanding his perspective and working with him through behaviors. She has also been amazing at communicating with us and making sure we are updated. We appreciate all you do!



Innovative Services Inc, Ontario II Adult Family Home: The new program manager, Naomi Hampton, has been a blessing to one of our members. The care and attention to detail that Naomi has provided has been noteworthy. She communicates well with IDT and the guardian, and she sets a high standard of how healthcare providers are to perform. Our member is very fortunate to have moved into a residence where not only are her healthcare needs being met, but she's found safety and belonging.

Northwoods
Senior Home
Care LLC

Northwoods Senior Home Care LLC: Leanne and her staff are always kind, honest, transparent, timely, and holistic thinking. Leanne strives to ensure everyone using NWSHC is well taken care of, backup plans in place, and will jump in to assist in any way she can. She is always communicating member needs and changes timely and is very willing to collaborate to discuss how to adjust or meet member needs. Everyone that works at NWSHC has a big heart and you can see the passion they all have.



LAKELAND CARE'S 2024 DAY OF GIVING



47

Providers served in 4 GSRs and 21 counties. This was 2 more providers than in 2023.



156

Lakeland Care volunteer staff slots filled. The same number of staff participated in 2023.



468

Total hours Lakeland Care staff volunteered. Based on 3 hours multiplied by 156 volunteer staff.*



\$14,910

Dollars worth of time. Based on 468 hours multiplied by \$31.86.*

*Note that Day of Giving volunteer projects shifted from 4 to 3 hour shifts in 2024.

*Note that \$31.86 is the Wisconsin equivalent for volunteer pay in 2024.



Be the change you
wish to see in the
world.



PROVIDER FEEDBACK SUMMARY

What Went Well

- Providers felt Lakeland Care volunteers interacted well with members to keep them engaged and members were excited to connect with volunteers.
- Providers noted that Lakeland Care volunteers had positive attitudes, were enthusiastic, hardworking, friendly, and motivated to get a lot of work done in a short amount of time.

Opportunities for Improvement

- Overall providers felt no large improvements needed to be made and everything went smoothly.
- The only request for more volunteer help and/or volunteer hours during the Day of Giving!

Wonderings and Responses

- The 2nd Annual Day of Giving was so successful that providers are wondering when the next Day of Giving will be and if Lakeland Care can do more than one per year. More to come soon!
- Providers wondered if they were limited to one site location. This is not the case and something we will work to educate on for our next Day of Giving.



Thank
you!

*Thank you to all
our volunteers and providers
for your outstanding support
and dedication. Your hard
work and commitment make a
significant difference, and we
appreciate all that you do!*

- Lakeland Care