

December 2024

Quarter 4 Newsletter



LAKELAND CARE

Together, we build better lives.

The Provider Post

SELF CARE

Community Connections

Connecting with others has many benefits for our mental health and well-being. When we build connections, we often feel happier and less lonely. Talking and spending time with friends or family can reduce stress and help us cope with challenges. These connections also encourage us to try new things and stay active, which is good for our physical health. Additionally, having a support system can boost our confidence and make us feel more understood. Connecting with others can enrich our lives, help us grow as individuals, and brighten our day! Here at Lakeland Care, Inc., we are helping our members make connections and explore interests every day. Join in and make a connection today!

“Carve out the time to care for yourself and kindle your own fire.”

-Amy Ippoliti





E.M.P.L.O.Y. AWARD

Did you know that the Community Supports Team at Lakeland Care collaborates with our staff to nominate and extend an inclusive employer award to local businesses? The E.M.P.L.O.Y. Award is presented twice a year to recognize employers that **Embrace** differences, provide **Meaningful** contributions, **Partner, Lead** in their community, provide **Opportunities**, and promote a **You** can attitude!

Lakeland Care was proud to recognize New Perspectives Senior Living in Howard, JOANN Fabric and Crafts in Green Bay, and The Home Depot in Green Bay with an E.M.P.L.O.Y. Award for their commitment as an inclusive employer. Thank you for your dedication to Embracing differences, providing Meaningful contributions, Partnering with your community, Leading by example, offering Opportunities, and endorsing a “You can” attitude! Thank you for all you do in creating a supportive work environment for people with disabilities to live a full and meaningful life!

What a great way to celebrate October’s National Disability Employment Awareness Month (NDEAM)!



NEW Family Care PDN Rounding Rules Effective OCTOBER 1, 2024

Effective October 1, 2024, EVV encounters editing for Family Care Private Duty Nursing (PDN) codes 99504, S9123, and S9124, have been changed to align with the rounding rules established by CPT.

All available visits are added together to determine the total duration of PDN visits in a day (based on whole minutes).

PDN units are defined to be an hour of service (60 minutes). However, like other time-incremented services, rounding rules apply.

The rounding rules will be defined as any duration that is greater than half the unit is rounded up to the next whole unit (as defined in the CPT definition referenced below). For example, 30 minutes is considered 0 units, however, 31 minutes is considered 1 unit. Similarly, 90 minutes is considered 1 unit, however, 91 minutes is 2 units. This same logic continues forward as the duration and units increase.

- Per CPT®, unless there are code or code-range-specific guidelines, parenthetical instructions, or code descriptors to the contrary, the following standards apply to time measurement:
- A unit of time is attained when the midpoint is passed. For example, an hour is attained when 31 minutes have elapsed (more than midway between zero and 60 minutes). A second hour is attained when 91 minutes have elapsed. There are many CPT® codes that follow this mid-point time rule including critical care, psychotherapy, and physical and occupational therapy services that are time-based.



Congratulations to the 2024 C.A.R.E. 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 3 - 2024



1st Place - Rise and Shine AFH LLC

The Rise and Shine team continues to provide excellent service and care to our members. They go above and beyond expectations on multiple levels, from community integration to facilitating specific supports for each member. They work hard at meeting the individual at the member's level and encourage ongoing growth by providing positive reinforcement and coaching specific to each individual.



2nd Place - Good Life at Home LLC, Farmhouse Adult Family Home

Our care teams report "Good Life at Home is one of the best providers I have worked with. This provider is top-notch. We are thrilled with their professionalism and expertise." We appreciate all you do for our members.



3rd Place - Streu's Pharmacy

Our care teams appreciate your assistance in providing our members with their nutritional drinks. You have gone above and beyond to secure these items for many years. We appreciate you working with us to find a solution to any concerns and making sure our members have the items that they need. Thank you for all you do.

FREE TRAINING

Scan the QR code below



From October 2024 - March 2025, Lakeland Care is partnering with Lakeland Care Plus Consulting to offer free virtual trainings to area providers. These engaging and informative sessions will equip participants with practical tools and strategies to enhance professional development and foster growth within their organizations. Investing in community partnerships is essential to us as we strive to create a world we all want to live in. We look forward to seeing you there!



Reporting Abuse, Neglect, and Exploitation

Everyone deserves to feel safe and respected- reporting abuse, neglect, or exploitation is essential to protecting vulnerable individuals and ensuring their well-being.

The terms Adult Protective Services (APS) agency and Adult Protective Services system are used to refer to the agency or agencies to which the county has assigned responsibility under Wis. Stat. §55.02 for planning and carrying out the county's protective services responsibility.

If you suspect someone is being abused, neglected, exploited or otherwise mistreated, report it to the member's care team (920)-906-5100 or toll-free: 1-877-227-3335; APS <https://www.dhs.wisconsin.gov/aps/ear-agencies.htm>; or a local law enforcement agency immediately. To report concerns in a nursing home or other licensed long-term care facility, contact the Division of Quality Assurance (DQA): <https://www.dhs.wisconsin.gov/misconduct/reporting.htm>.

If you believe someone is in danger, call 911 right away.

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 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: 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 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