



# 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.

### A Message from the CEO

Dear Lakeland Care Members,

As we start a new year, we are excited about all the new opportunities ahead. We are excited to welcome Family Care members from Adams, Columbia, Dane, Dodge, Green Lake, Jefferson, Marquette, Rock, and Waushara counties to Lakeland Care. Additionally, we see this as a time to think about how we can make your experience with us even better.

In the coming year, we will work hard to improve the care and services we offer our members. We are adding new providers, new technology, and making sure our team gets the best training to support you. Our goal is to help you feel supported and confident in your long-term care health journey.

As we begin this new year, we are excited to continue working together to keep you healthy and happy. Thank you for being a part of our community, and we look forward to a great year ahead!

Warm regards,

*Sara Muhlbauer*



#### Our Mission:

Empowering  
Individuals.  
Strengthening  
Communities.  
Inspiring  
Futures.

### A NEW BEGINNING WITH SELF-DIRECTED SUPPORTS

Self-direction means you choose who provides your care, sets your schedule, and manages your services. It helps you achieve your goals, build relationships, and improve your self-esteem and mental health. If you're interested in self-directing your services, ask your Care Team for more information.

### CARING ACROSS CULTURES

Caring Across Cultures is a learning experience from InControl Wisconsin. It helps people with disabilities and their caregivers build stronger, better relationships. We believe that understanding each other's cultural differences is an important part of building these connections. To learn more, visit the Caregiver Resource section of our website: <https://www.lakelandcareinc.com/caring-across-cultures/>.



## Medicare Benefits

Upon enrollment with Lakeland Care, you are required to report any insurance coverage outside of Medicaid.

Your Care Manager or RN Care Manager will request a copy of your additional insurance card coverage. This allows IDT to assist with exploration and care/service coordination with your additional insurance providers.

Medicare has the potential to cover hospitalizations, physician services, prescription drugs, transportation, and personal emergency response systems.

With the new year, remember to review your Medicare Part C plan and the benefits included, or consider exploring if adding a Medicare Part C plan is right for you.

If you have questions about a service within your Medicare Part C benefits, contact your Care Manager or RN Care Manager.

### Energy Assistance Programs

Now is a good time to get prepared and learn more about Wisconsin's Home Energy Assistance Program (WHEAP).

What is WHEAP?

WHEAP is a program that provides assistance to households across Wisconsin for heating costs, electric costs, and energy crisis situations to help lower the burden of monthly energy costs.

Apply online for Energy Assistance at:  
<https://energybenefit.wi.gov/>

For more information on WHEAP, call 1-866-432-8947.

### Employment

Looking to boost income, health, or try something new? Focus on your employment journey!

Working in your community can improve connections, purpose, and well-being.

Here's how to KICKSTART 2025:

- Get a job locally
- Take a class
- Volunteer
- Explore careers with a quiz
- Talk to your Care Team about DVR
- Attend the Employment First Conference in May 2025

Contact your Care Team for more information!

### Rent Smart

Rent Smart teaches key rental skills, including understanding rights and responsibilities.

It helps build positive relationships with landlords, secure affordable housing, and improve rental history.

Free and open to the public, Rent Smart is perfect for first-time renters or those with poor rental or credit histories.

Register online for the Winter-Spring 2025 Virtual Program at:  
<https://go.wisc.edu/Rentsmartregister>

**Together, we build better lives.**

## 2025 New Year Kickstart

The new year can be a great time to set a new goal. Even though starting something new can feel scary, it doesn't have to be. Start small to move through the new year at your own pace and find what works for you to make the changes that you've been thinking about.

Once you reach your goal, you can set the next one and build on your success. Consider some of these "New Year, New You" ideas for a happier, healthier 2025:

### MAKE A GOAL

**Don't be afraid to start small.**

**Setting smaller goals makes them easier to reach.**



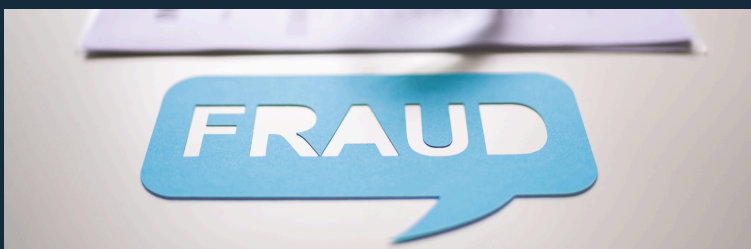
1. Move more! Start small, adding 5-10 minutes of physical activity per day. Increase time as you get stronger. (Please consult with your physician before beginning any new exercise routine).
2. Eat some veggies - try adding one additional serving of vegetables to your diet per day. Add more over time until veggies become a daily habit.
3. See your doctor. If you haven't seen your healthcare provider in the past year, make an appointment. Get up to date on recommended health screenings this year.
4. Find your fun! Take a class, try a new hobby, and meet some new friends - including fun and enjoyment in your life is essential to your well-being.
5. Clear the clutter. Start small with just one area. Decluttering your space is one of the best things you can do for your mental health. Clear floor space also helps avoid trips and falls!

## FRAUD, WASTE AND FINANCIAL ABUSE

Lakeland Care, Inc. is committed to preventing and reducing fraud, waste and abuse, as well as non-compliance.

We encourage all members, and the public to report suspected fraud, waste, abuse or non-compliance to our compliance team at Lakeland Care, Inc.

We keep all reports confidential and do not tolerate retaliation for reporting concerns to us. Our compliance team investigates all reports to ensure we are protecting our public funding and our members.



## CONFIDENTIAL WAYS TO REPORT

If you think you have identified fraud, waste, abuse or non-compliance, you can contact Lakeland Care, Inc. in the following confidential ways:

### Online form submission:

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

**Phone:** 920-906-5100

**Email:** [Fraud@lakelandcareinc.com](mailto:Fraud@lakelandcareinc.com) OR [Compliance@lakelandcareinc.com](mailto:Compliance@lakelandcareinc.com)

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

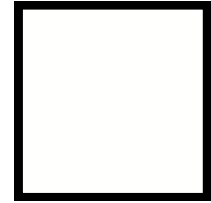
**Wisconsin Fraud Hotline:** 1-877-865-3432  
OR [www.dhs.wisconsin.gov/fraud](http://www.dhs.wisconsin.gov/fraud)

You may also contact your Care Team!





**N6654 Rolling Meadows Drive  
Fond du Lac, WI 54937**



## **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

TTY 711

[info@lakelandcareinc.com](mailto: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](http://www.dhs.wisconsin.gov/adrc)

**lakelandcareinc.com**