



The Provider Post



DISABILITY AWARENESS

Understanding Diverse Disabilities

One in five Americans have some form of disability or functional limitation. This does not include individuals who do not identify themselves as a person with a disability such as aging populations who have difficulty accepting their limitations or individuals from diverse ethnic and cultural backgrounds concerned about stereotypes and discrimination.

Disability may be physical, cognitive, sensory, emotional, developmental, or some combination of these. It is important to realize that not “one size fits all”. Two people with the same disability may have significantly different needs that can be based on their age, history, culture, personality, access to resources, and support system. People with disabilities prefer to be seen for their abilities, not their disabilities. They are a person with a disability, not a “disabled person”.

Not all disabilities are visible. A person may struggle to follow a conversation or respond, due to conditions like vision or hearing loss, or a brain injury. Avoid assumptions, stay open-minded, ask questions, and stay aware.

When and How to Assist Someone with a Disability

- **Respect:** Treat people with disabilities with the same respect as anyone else.
- **Assistance:** Always ask if help is wanted before offering assistance.
- **Communication:** Speak directly to the person, rephrase if needed, and include them in conversations.
- **Environment:** Be mindful of noise, accessibility issues, and physical barriers like steps or narrow doorways.
- **Deaf/Hard of Hearing:** Address the person directly, not the interpreter. Use all forms of communication, including speech, writing, and sign language.



Urgent: Provider Action Needed for Adult Long-Term Care Waiver Enrollment

The deadline for providers who deliver home and community-based services under one of Wisconsin's adult long-term care (LTC) waiver programs to enroll with Wisconsin Medicaid or to add adult LTC waiver services and programs to your existing Medicaid enrollment is **January 1, 2026**. This applies to:

- Adult LTC waiver-only providers.
- Medicaid-enrolled providers who also provide adult LTC waiver services.

ForwardHealth requires you to enroll with Wisconsin Medicaid as described in Wis. Admin. Code ch. DHS 105. If you do not enroll, you cannot provide services or receive payment from managed care organizations (MCOs) or IRIS (Include, Respect, I Self-Direct) fiscal employer agents.

Click here for the full article and important information regarding this change:

https://www.forwardhealth.wi.gov/kw/pdf/LTC_2025-01.pdf

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/>.



National Developmental Disability Awareness Month

National Developmental Disability Awareness Month, observed every March, raises awareness about individuals with developmental disabilities in all aspects of community life. We encourage everyone to celebrate the contributions of individuals with disabilities, whether through volunteering, competitive employment, or participating in community activities that highlight their talents!

How can you get involved?

- Participate in local events
- Educate and advocate within and outside of your organization the value individuals with disabilities bring to their communities and workforce
- Promote inclusivity by adopting inclusive practices and programs
- Listen and learn through engagement with individuals with disabilities, listen to their experiences and perspectives, and learn from them!
- Wear orange. Orange symbolizes energy and positivity and is the official color of Developmental Disabilities Awareness Month
- Hold an art contest and showcase the creative talent of individuals you serve and support by showcasing their artwork in your offices, on your website, and social media



Disability Awareness Through the Lens of Self-Determination

Self-determination is the ability to make choices, set goals, and take action to achieve them. It's vital for disability awareness, as it empowers individuals with disabilities and boosts independence. At Lakeland Care, self-determination is central to our Mission, Vision, and Core Values. We support our members in leading self-determined lives to the fullest.

Here are ways to promote self-determination for your members:

- Model the choice-making process
- Give advance notice of options
- Educate staff on disabilities and learning styles
- Offer more information about each option
- Teach members about their legal rights
- Provide visuals of options

Congratulations to the 2025 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 1 - 2025



The LCI care team reports a positive experience working with Kimbrough Adult Family Homes, Oneida Home 1, and appreciates the clear and consistent communication. Kimbrough Adult Family Homes helped a member through medication changes, offering assistance at each step. They utilized strategies to meet the client's needs and maintained strong communication with LCI staff. This provider demonstrates compassion, accountability, and respect.

River Trail Adult Family Home

Mary shows genuine care for the members, supporting them when their guardians are unavailable. She keeps accurate medical records and ensures members' health needs are met. The home is clean and well-maintained, and Mary is known for her honesty and openness. She handles challenging behaviors respectfully, intervening before escalation. Mary encourages community involvement and personally takes residents to activities that enrich their lives.



Sandy provides compassionate, high-quality care, treating the members like family. She ensures they are well cared for through daily assistance, fun activities, and outings. Sandy communicates effectively with IDT, guardians, and families, always keeping everyone informed. She sets the standard for excellent caregiving and is the person you want caring for your family.



LAKELAND CARE

Together, we build better lives.



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 or
- 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.

Additional information on HIPAA and PHI can be found here:

<https://www.hhs.gov/hipaa/index.html>

Fraud, Waste, and Financial Abuse

Lakeland Care, Inc. (LCI) 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. Please contact LCI in the following confidential ways:

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

Wisconsin Fraud Hotline: 1-877-865-3432
OR www.dhs.wisconsin.gov/fraud



COMPASSIONATE TRANSITIONS CONFERENCE:

Enhancing Resilience, Communication, and Care

Gain valuable insights and strategies for navigating the evolving landscape of care transitions.

MAY 29, 2025 | 8:30 AM - 3:30 PM

N6654 Rolling Meadows Dr.
Fond du Lac, WI 54937



This full-day conference is designed to support discharge planners and others involved in transitions of care. The event aims to foster professional development while strengthening community connections, providing valuable insights and strategies to ensure smooth, compassionate transitions.

REGISTER TODAY!



Limited spots available!