

March 24, 2020

Dear Member,

We are writing today to provide information to you on the Coronavirus, also referred to as COVID-19.

Lakeland Care has been working closely with the Wisconsin Department of Health Services (DHS) to learn about how we can provide the best possible support to you during this community health concern. DHS is working closely on the federal level with the Center for Disease Control (CDC). We want to share information with you regarding the steps we are taking and answer some questions you may have.

Will Lakeland Care offices be open?

Effective March 17, 2020 all Lakeland Care Inc (LCI) offices will be closed to visitors. Employees are being asked to work from home until it is safe to return to an office setting. To clarify, Lakeland Care office buildings are closed, but **Lakeland Care employees are available and able to continue to provide support to you by phone!**

How will I contact my care team if they are not at the Lakeland office?

You will contact your care team in the same way you currently do. If you have their direct number, you may use this. The calls will forward to them at their telework location. If you prefer to call the office directly, you may dial (1-877-227-3335). During regular business hours (8-4:30) these calls will be answered by a receptionist, and after hours, you may dial our on-call service at 1-866-359-9438 if you have a need that cannot wait until the morning.

Will my care team be visiting me at home?

LCI is following recommendations set forth by the CDC. The CDC is recommending that we stay home and not be in the community, unless there is a need. This is called "social distancing." LCI care teams will be staying in contact with you by phone, or if you prefer, we are able to use video conferencing to keep in touch with you. Your RN and Care Manager will be able to conduct routine assessments by phone, as well as develop or update your Member Centered Plan.

What if I need help and need to see my care team?

If you are feeling sick and think you may have contracted the COVID-19 virus, or another illness, we will work with you to ensure you are properly treated by your primary care physician. If you have other needs, such as getting food, supplies, or medications, we will help coordinate these for you and do our very best to ensure you have the help you need. We will respond to each situation as needed and do our best to ensure you have what you need to stay safe in your home setting.

Can I still send mail to Lakeland Care?

Yes! You may still mail us copies of any documentation needed, checks for your cost share, etc. We will be managing mail on a regular basis.

I have an appointment for my Functional Screen, will you be coming to see me for that?

All screen reviews will be conducted by phone. The Department of Health Services is allowing this due to the extraordinary efforts being made to slow the spread of the virus.

What if my caregiver gets sick?

LCI is working closely to review all back up plans and will talk with you about who we may call upon to help support you, should your paid staff, or family caregiver, become ill. We will do all we can to make sure your most important needs are met.

What if I live in a group home or residential facility and the staff there get sick?

Each of the facilities we work with has been working on a plan to ensure they know what to do if their employees become ill and cannot work. Lakeland Care is working closely with your providers to develop plans for support should many staff become ill.

I am nervous about people coming to my home right now. Can I say no to the people coming in to care for me?

You should discuss your concerns with your care team. It is always your right to refuse services, and it is reasonable to be concerned. However, we want to be sure you are getting the supports you need to remain safe in your home during this time. Please contact your care team to discuss specific concerns.

Am I able to request more services?

You may request more services at any time. We will talk with you about what your needs are and how those needs could be met in the best way possible.

Am I able to request an appeal right now if I am denied a service or a service is not able to be provided?

You may appeal any decision at any time.

Will Lakeland Care be reducing the care I receive?

It is not our plan to formally reduce services, however, we may need to prioritize the number of hours of care you receive based on your needs.

Where can I find more information on the Coronavirus?

Information may be found at the following websites:

Center for Disease Control:

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

Wisconsin Department of Health Services (DHS): <https://www.dhs.wisconsin.gov/covid-19/index.htm>

If you do not have access to a computer and need information provided to you by mail, you may let your care team know.

Lakeland Care wants to assure you we are here for you. Every effort will be made to support you and those caring for you through this unique time. We want to thank you for being a part of Lakeland Care and trusting us to see you through this!

Sincerely,

A handwritten signature in black ink, appearing to read 'Sara Muhlbauer', with a long, sweeping flourish extending to the right.

Sara Muhlbauer
Chief Executive Officer