



# Network News

Keeping Providers Informed

Lakeland Care would like to take time to express our gratitude to the partnership we have with our providers as we navigate this pandemic together. Your commitment to providing high quality services to Lakeland Care members has continued to show even in these unprecedented times. We are thankful for your dedicated support to ensuring the health and safety of our members.

Lakeland Care offices remain closed to the public. All of our staff are teleworking and can be reached by telephone. Please call your care team directly or call 1-877-227-3335 for assistance. Please continue to reference the Department of Health Services (DHS) and CDC websites for the most up to date information related to COVID-19.

Updates from Lakeland Care's quarter two Provider Network Advisory Committee meeting are below:

- LCI providers are expected to continue to report all incidents during the COVID pandemic.
- LCI has decreased the amount of background check audits during the COVID pandemic.
- LCI was able to distribute PPE to 289 Providers that responded to the PPE survey.
- Direct Care Workforce (DCW) funding: Providers eligible for DCW funding are required to sign and return by May 30, 2020 an updated DCW funding agreement in order to continue to receive DCW funding.
- Due to the COVID19 pandemic, LCI has made the decision to cancel the Provider Summit for the 2020 calendar year. We were looking forward to spending the day with many of our providers however want to ensure the health and safety of everyone involved, so believe it is best to hold off. We are continuing discussions and will re-evaluate for dates in later 2021.

## COVID-19 Provider Communication

While COVID-19 has had an impact in altering some of the operations of LCI contracted providers and LCI as well, we would like you to know that although some information that needs to be shared has changed, some remains the same.

### COVID-related communication changes

LCI Care Management teams need to be informed:

- If any of the LCI members you serve become symptomatic of COVID-19 or test positive for the virus.
- If any of your employees or other clients have tested positive for COVID-19.
- If it is determined that case review, staffing or service planning is essential to member health and safety, the provider will agree to participate in dialogue via video technology or telephone with LCI staff.
- Of your inability to accept new LCI members for services, or changes in your ability to continue services for existing members you serve in advance of making those service changes.

### Communication that remains the same

LCI Care Management teams still need to be informed as previously:

- If a member has a change in condition/hospitalization.
- Immediate reportable critical incidents and all other incidents involving LCI members, as documented in the provider handbook, are still required.

# Lakeland Care Office Updates

As the pandemic continues to affect our communities, LCI remains committed to making member and employee health and safety a priority, therefore, LCI offices will continue to remain closed to the public until further notice. While our offices are closed, our staff are still here to support you virtually! All staff are teleworking and can be reached by telephone or email.

Lakeland Care is actively collaborating with DHS and other MCOs to identify a unified plan to provide guidance regarding necessary Personal Protective Equipment (PPE), protocols and practices in support of care to the members, providers and communities we serve. Additional communication will be forthcoming regarding when and how LCI offices will re-open to the public.

While we are saddened we can't welcome you in person into our offices at this time, we are excited to announce that we have opened a few new locations to better serve you! We look forward to introducing you to our new spaces when it's safe to do so.

## **Green Bay:**

In February 2020, Lakeland Care opened a second office location in Green Bay. We now have office locations at 2985 Ridge Road and 2050 Riverside Drive.

## **Oshkosh:**

After 10 years in our office at City Center, Lakeland Care's Oshkosh location has moved to a new location! As of June 1st, our Oshkosh office will be located at 520 North Koeller Street.

Although office accessibility and locations have experienced some change, the service and support you can expect from LCI employees have not. Our phone numbers remain the same! Please continue to contact your care team directly or the LCI offices (Oshkosh: 920-456-3200 or Green Bay: 920-425-3900).

# Introducing Two New Network Quality Team Members

Please join LCI in welcoming two new Specialists to the Network Quality Team.



Nicole Treder transitioned from Care Management to a Network Quality Specialist (NQS) in early March and will be covering the GSR-4 area (Wausau, Stevens Point, Rhinelander) when she completes her orientation. Nicole has a background in Criminal Justice and started as a Care Manager when she joined LCI last year. Although Rachel Miller, NQS who previously covered that area, is still with the team, providers will instead be hearing from Nicole regarding incidents, statements of deficiency, IDT/Provider surveys and Care Awards.



Coty Smith joined the Network Quality Team in late March in a position new to LCI. He will be serving as the Network Certification Specialist (NCS) and will be completing the AFH certifications and re-certifications for LCI when he completes his orientation. Coty joined LCI last year as a Care Manager and also has a Criminal Justice background. Due to his recent experience working in a provider setting prior to joining LCI, Coty is looking forward to meeting and working with the AFH providers.

# Q1 2020 C.A.R.E. Award Winners

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

## Touch of Care; John J.



*“Always going above and beyond for our members. You are personally requested by so many people and we know it’s because you take time to listen and make them feel cared for and special. When we schedule rides with your company, we know that we can count on our members getting where they need to go on time and safely. Thank you for ALL that you do!”*

-Nominated by Andrea M.

## Centennial Inn; Elizabeth Z.



*“The care and compassion you showed our member in making sure he did not pass away alone, while making sure he was comfortable in his final days by advocating for the care he needed is greatly appreciated. Thank you for showing such compassion.”*

-Nominated by Janet R.

## GT Independence/GT Financial Services; Kay N.



*It was reported to LCI Network Relations and Quality staff that, “GT Independence was willing to work with our member after other providers had declined. They assisted with a recent bed bug situation and Kay helped our member with things that he had accumulated in his apartment. GT Independence continues to treat LCI members with dignity and respect.”*

-Nominated by Network Quality and Network Relations Departments

# 2019 Caregiver of the Year



Each year Lakeland Care highlights a “Provider/Caregiver of the Year Award” to one provider who has consistently shown an exceptional level of C.A.R.E. and quality service over the past year. In 2019 we are excited to announce that the nominee for this award was Grant B. with Advanced Medical Transport.

Grant went above and beyond for a Lakeland Care member as they underwent the most difficult time in their life. Grant was the person to take them to treatment each day and ensured safety above and beyond what any provider would be expected to do. His high level of accountability in ensuring safety and wellbeing along with the respect and compassion exemplifies Lakeland Care’s high quality standards and we look forward to continuing to work with you for our member’s safety and enrichment for years to come.

# Restrictive Measures Update

The Department of Health Services (DHS) recently published a new version of the DHS Restrictive Measures Guidelines and Standards (RMGS). Lakeland Care is required by our contract with DHS to follow these guidelines and standards. The RMGS includes significant revisions and we encourage providers, especially those serving members with approved Restrictive Measures Plans and/or members with challenging or complex behavioral needs, to review the new language at the following link:  
<https://www.dhs.wisconsin.gov/publications/p02572.pdf>

Some of the changes include updated definitions and clarification to types of restrictive measures, updated process for review and approvals, and offering guidance on positive support planning. The DHS RMGS are strongly rooted in providing positive and proactive supports and ensuring the least restrictive setting and interventions for each member. Lakeland Care aligns with this philosophy and is committed to ensuring members have access to safe and respectful supports that uphold member rights to the maximum extent possible. Positive Behavior Support Plans, and plans including the use of Restrictive Measures, should be created in collaboration with the member and all of the member's supports (natural supports, providers, LCI staff, etc), following a comprehensive assessment.

If you have questions about a member specific situation regarding the use of restrictive measures, please contact the member's care team. If you have general questions about Lakeland process regarding Restrictive Measures, or following your review of the new DHS RMGS, please contact LCI's Restrictive Measures Lead at: (920) 652-2589.

## Reporting Fraud, Waste and Financial Abuse

### Reporting Fraud, Waste, and Financial Abuse

Everyone has a responsibility to report a suspected fraud, waste, or financial abuse violation of LCI resources (services, money, equipment, etc.) immediately. Please include as much detail in your report as possible – who, what, when, where, why, how, how much, etc.

#### You may remain anonymous!

**Online:** <https://www.lakelandcareinc.com/reporting-fraud/>  
**Phone:** 920-906-5100  
**Email:** [fraud@lakelandcareinc.com](mailto:fraud@lakelandcareinc.com)

**Mail:** Lakeland Care, Inc.  
Attn: Compliance Division  
2985 S Ridge Road  
Green Bay, WI 54304

### HIPAA/Privacy Violations

All HIPAA/Privacy violations need to be reported immediately.

**Contact:** Julianne Cox, Compliance Director  
**Phone:** 920-425-3947  
**Email:** [julianne.cox@lakelandcareinc.com](mailto:julianne.cox@lakelandcareinc.com)

OR

Lakeland Care's Compliance Division  
920-425-3900  
[compliance@lakelandcareinc.com](mailto:compliance@lakelandcareinc.com)

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our Facebook Page!*



[www.facebook.com/lakelandcare](http://www.facebook.com/lakelandcare)

# Network Relations Team Contact Information

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Jill Wroblewski	Network Relations Supervisor - Green Bay	920-425-3883	jillian.wroblewski@lakelandcareinc.com
Dan Zirbel	Provider Specialist - Fond du Lac	920-906-5171	daniel.zirbel@lakelandcareinc.com
Joe Ware	Provider Specialist - Oshkosh	920-456-3231	joseph.ware@lakelandcareinc.com
Nate Johnson	Provider Specialist - Oshkosh	920-456-3205	nate.johnson@lakelandcareinc.com
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Jill Wenger	Provider Specialist - Green Bay	920-425-3830	jill.wenger@lakelandcareinc.com
Yvonne Brooks	Provider Specialist - Manitowoc	920-657-2181	yvonne.brooks@lakelandcareinc.com
Carrie Dalgetty	Provider Specialist - North Central WI	715-420-2478	carrie.dalgetty@lakelandcareinc.com
Jennifer Eiting	Network Quality Specialist - Oshkosh	920-456-3217	jennifer.eiting@lakelandcareinc.com
Debbie Verhyen	Network Quality Specialist - Green Bay	920-425-3889	debbie.verhyen@lakelandcareinc.com
Rachel Miller	Network Quality Specialist - Green Bay	920-632-2884	rachel.miller@lakelandcareinc.com
Nicole Treder	Network Quality Specialist - North Central WI	715-420-2446	nicole.treder@lakelandcareinc.com
Coty Smith	Network Certification Specialist	920-456-3228	coty.smith@lakelandcareinc.com
Raella Florea	DME Coordinator - Fond du Lac	920-906-5106	raella.florea@lakelandcareinc.com
Tracy Trepanier	Network Relations Assistant - Fond du Lac	920-906-5867	tracy.trepanier@lakelandcareinc.com
Emily Beyer	Network Relations Assistant - Fond du Lac	920-906-5874	emily.beyer@lakelandcareinc.com

## For more information about Lakeland Care, contact us:

**CRIVITZ** | 308 Henriette Avenue\*  
**FOND DU LAC** | N6654 Rolling Meadows Drive  
**GREEN BAY** | 2985 S. Ridge Road  
**GREEN BAY** | 2050 Riverside Drive\*  
**MANITOWOC** | 3415 Custer Street  
**MARINETTE** | 2003 Marinette Avenue\*  
**OSHKOSH** | 520 N. Koeller Street\*  
**RHINELANDER** | 232 S. Courtney Street\*  
**SHAWANO** | 607 E. Elizabeth Street\*  
**STEVENS POINT** | 5474 Hwy 10 East\*  
**WAUSAU** | 501 S. 24th Avenue, Suite 100\*

[lakelandcareinc.com](http://lakelandcareinc.com)

**1-877-227-3335**

\*By appointment

