



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

Greetings from Lakeland Care!

As we begin to enjoy the warmth of summer, I find myself reflecting on the work that we continue to do together. This season is not only a time for sunshine and leisure, but also a time to celebrate our achievements. Whether you recently graduated from high school or college, started a new job, or met a personal goal – celebrate these milestones and create your next mission!

I encourage you to take time this summer to relax, recharge, and enjoy moments with family and friends. Together, let's make the most of this season of warmth and renewal. Thank you for being a part of the Lakeland Care family!

Warm regards,

Sara Muhlbauer



**Rest is not the
absence of activity
but the presence
of peace.
~Jo Saxton**

SELF-DIRECTION, CARE THE WAY YOU WANT IT

Having choice and control makes a big difference in your life. When you self-direct, you choose who provides your care and your schedule. You can show people how you want to be cared for. Self-directing can help you to reach your goals, build relationships, and boost your self-esteem and mental health. Studies have shown that those who self-direct have more of their needs met, the same or better health, and higher happiness with their life than those who do not.

If you think that self-direction is for you, please ask your Care Team for information on how you can self-direct your services and supports.

MARK YOUR CALENDAR!

Influenza season is right around the corner. Make plans now to get your flu shot soon. The best time to get vaccinated is October. Contact your health care provider or local pharmacy for an appointment.



Fall 2024

SEPTEMBER IS FALLS PREVENTION MONTH

Most falls can be prevented—you have the power to reduce your fall risk.



Each year, thousands of older Americans fall at home. Many people think falls are a normal part of aging. The truth is, they're not. Most falls can be prevented—and you have the power to reduce your risk. Exercising, managing your medications, having your vision checked, and making your living environment safer are all steps you can take to prevent a fall.

Consider making an appointment with your health care provider to talk about your risk and other fall prevention ideas. Fall prevention deserves your attention. Contact your LCI care team if you have questions or need assistance.

Fraud, Waste, and Financial Abuse

Fraud is when someone intentionally lies to a health insurance company, Medicare, or Medicaid to get money.

Waste is when someone carelessly overuses health services.

Financial abuse happens when best practices aren't followed, leading to expenses or treatments that aren't needed.

How to Report

To report suspected fraud, waste, financial abuse, privacy violation, security breach, or unethical conduct anonymous, contact LCI's Compliance Division via one of the below methods.

Phone: 920-906-5100

Online:

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

E-mail: Fraud@lakelandcareinc.com

Compliance@lakelandcareinc.com

Mail: Lakeland Care, Inc.

Attn: Compliance Division

N6654 Rolling Meadows Dr

Fond du Lac, WI 54937



THE IMPORTANCE OF STRONG PASSWORDS

Since so much of our lives involves having to log into an app or a website these days, from social media to banking apps, it's important to consider how to create strong passwords to protect yourself from hackers.

Password Tips:

- Don't use the same password for multiple sites
- Avoid names of loved ones, pets, anniversaries or birthdays
- Avoid common passwords like "password" or "123456"
- Use special characters
- Use a pass phrase like "!LOve\$umm3r"
- Change your password regularly
- Watch out for phishing emails or pop-ups
- Instead of writing down your password, consider using a password manager app to store your passwords securely

How To Report a Scam

1. File a report with your local law enforcement.
2. Email or call the Wisconsin Bureau of Consumer Protection:
 - a. Call (800) 422-7128
 - b. Email: DATCPHotline@wisconsin.gov
3. Report suspected scams to:
 - a. Federal Trade Commission (FTC) at www.ReportFraud.ftc.gov
 - b. FBI Internet Crime Complaint Center at www.ic3.gov

While extra steps feel like obstacles they are necessary.



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Connect with Nature

- Sit and enjoy the sights, sounds, and smells of your surroundings.
- Physical activities like leisurely walks, gardening, or stretching.
- Invite friends or family to join you in an outdoor game, picnic, or social gathering.
- Practice mindfulness while outside, focusing on your senses to stay present and appreciate nature's beauty.

Spending time outdoors & connecting with nature offers physical & mental health benefits, such as reduced stress & improved mood.

Member Rights

As a member of Lakeland Care, it is your right to have access to the Member Handbook and the Provider Directory. You also have the right to information about rights, protections, and responsibilities. These rights and protections are listed within the Member Handbook. The Member Handbook can be found on our website at: www.lakelandcareinc.com under Family Care- Members & Families- Member Handbook. You can also access the Provider Directory and search for a provider on our website by clicking on the "Find a Provider" button at the top of our website. A printed copy of the Member Handbook and/or Provider Directory is also available to you upon request. Feel free to ask your Care Team for a copy at any time or by calling us at 1-877-227-3335.

YOUR MEDICARE BENEFITS

Medicare has the potential to cover services such as: hospitalizations, physician services, prescription drugs and other services like transportation and personal emergency systems.

Our Care Managers and RN Care Managers are reviewing services and benefits, making sure that member Medicaid and Medicare benefits are being used appropriately and you are receiving the services to meet your assessed needs.



If you have any questions, please reach out to discuss further with your Care Manager or RN Care Manager.

REPORTING INCIDENTS

Did You Know: LCI must report some types of member incidents to the Department of Health Services (DHS)?

Your LCI care team can help if you are worried about how someone else is treating you. They can help if you are being hurt, are not being taken care of, or are being taken advantage of. You or someone you trust should call your care team right away if you think any of these things have happened or are happening to you.

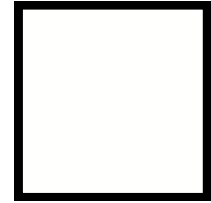
Your care team will ask you questions, look into your concerns, tell you what they learn, and share ideas for how you can stay healthy and safe.

Call 911 in an emergency!





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



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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

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

lakelandcareinc.com