



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

Hey there, friends!

As fall is ending soon, it's a good time to think about new beginnings and staying positive!

Embrace Change: Fall reminds us that change can be beautiful. The trees showed us that letting go of old leaves makes way for new growth. You can think about what you might want to change too! Maybe it's trying a new hobby, making new friends, or even helping out more in your community.

Set Goals: This is a great time to set some goals! Think about what you want to achieve this season. It could be reading a certain number of books, spending more time doing a hobby, or even helping others. Write your goals down and share them with a friend or family member. They can help cheer you on!

Appreciate Nature: Take some time to enjoy the beautiful weather. Go for a walk and notice the colorful leaves, the crisp air, and the fun pumpkins. Nature can inspire us and remind us to be thankful for what we have.

Stay Positive: Remember that it's okay to have tough days. Just like the weather changes, our feelings can change too. When you're feeling down, try to think of something that makes you happy or talk to someone who lifts you up.

Spread Kindness: This season is also a great time to spread kindness! A small act, like helping a friend or saying something nice, can make a big difference. Kindness is like a warm blanket on a chilly day—it makes everything feel better!

So, as we enjoy the last days of fall and prepare for winter, let's embrace change, set goals, appreciate nature, stay positive, and spread kindness. Every day is a new chance to grow and shine!

Stay healthy and happy,

Sara Muhlbauer



Just like the leaves change colors, we can also make changes in our lives that help us grow.

November 2024

BOOST YOUR LIFE WITH SELF-DIRECTION



Self-directing your services can help you reach your goals, increase your self-esteem, and elevate mental health. When you self-direct your services, you are in control of how you want to be cared for. You choose who, how, where, and when your care is received.

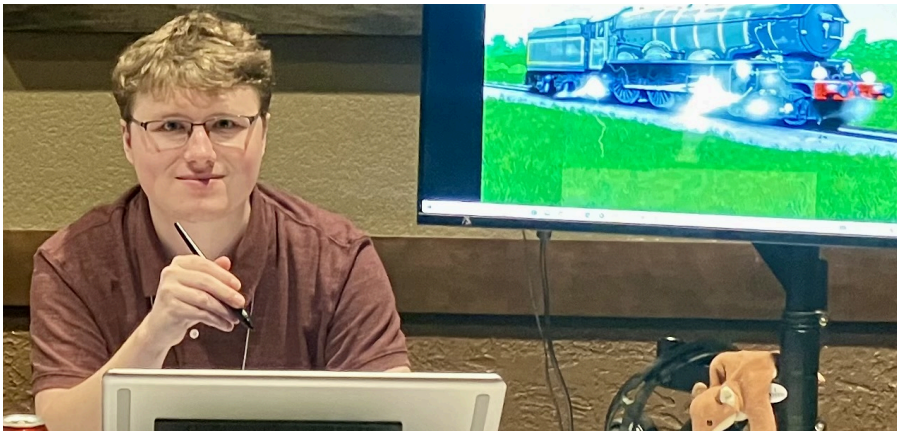
If you think that Self Directed Supports (SDS) are for you, please ask your Care Team for information on how you can self-direct your services.

COMMUNITY CONNECTIONS

Connecting with others has many benefits for our mental health and well-being helping us feel happier and less lonely. Talking and spending time with friends or family can reduce stress and help us cope with challenges, encouraging us to try new things and stay active. A good support system can boost our confidence and make us feel more understood, enriching our lives, and brightening our days! Reach out and make a connection today!

MEET LAKELAND CARE MEMBER

James maintains connection to his community through his employment at Pulaski Community School District. He learns new skills at his job that help him be independent. The money he earns at his job is important to James because he has many interests and hobbies including digital art, reading, drawing, writing, and building models of locomotives and trains. James' goal is to live independently in his own home or apartment, saying, "I really want to spread my wings and take off to live on my own."



Visit our website at <https://www.lakelandcareinc.com/member/james-2/> to learn more about how James' hobbies, interests, and employment help him live a full and meaningful life.



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A Message from our Compliance Team

As a member of Lakeland Care (LCI), your long-term care support is funded through the Medicaid health system. LCI has a duty to protect you and ensure you are receiving the best care possible, and we accomplish this in two ways:

- Being committed to preventing Fraud, Waste and Financial Abuse.
- Being dedicated to protecting your privacy.

HIPAA/Privacy

As a member of LCI, you have privacy rights. You have the right to receive a Notice of Privacy Practices, access your member record, request alternative communication, request your member record to be amended, request restrictions on who accesses your member record, and receive an accounting of disclosures.

FRAUD, WASTE AND FINANCIAL ABUSE

As a member, you can help stop fraud, waste, and financial abuse. Make sure to update your Care Team about changes in your care needs, when you are away from home, or when you are admitted to the hospital.



EXAMPLES OF FRAUD

- A member signing time sheets for an SDS worker listing hours they did not work.
- A member signing time sheets for an SDS worker listing services not provided or provided by someone else.
- An SDS worker forges a member's signature on their timecard.
- A member selling items received through the Family Care program for money.

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

Wisconsin Fraud Hotline:

1-877-865-3432 OR

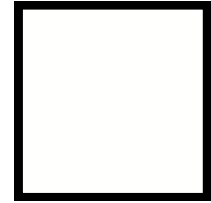
www.dhs.wisconsin.gov/fraud



You may also contact your Care Team!



**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