



# 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.

### Letter from the CEO



**Caution:** Some of the content in this Newsletter may be upsetting or difficult for some people to read. Please be mindful of your feelings and well-being while reading further.

Here are a few ways that you can help take care of your mental health:

- Talk about your feelings with someone that you trust.
- Stay connected with friends and loved ones.
- Stay active; go for a walk, do yoga, or chair exercises.
- Get good sleep, try to get 8 hours of sleep every night.
- Eat well balanced meals.

Good afternoon,

The days are getting shorter, the nights are getting cooler and before you know it, we will be covered in snow. Some of us will be busy celebrating different holidays over the next few months, and others may choose to stay home or limit time with friends and family.

Today's newsletter is focused on mental health and suicide. Sometimes, people are scared to talk about their feelings because they worry what others might think. Your mental health is like your physical health; sometimes, we need help to get better. Suicide is a serious problem that affects people all around the world. Sometimes, when people feel sad or hopeless, they might think about ending their life – we can help prevent this from happening. We need to understand that it is okay to talk about mental health and suicide.

Here are a few ways that you can help someone who may be suicidal:

- Learn the warning signs of suicide.
- Be comfortable talking about death, guilt, and suicide.
- Be a good listener and never promise confidentiality.
- Stay with them and call for help.

Mental wellness and suicide prevention are important pieces to a healthy life. Remember, it is okay to ask for help and to support others that are struggling. Together, we can create a world we all want to live in.

Have a great day!

Sara Muhlbauer

Nothing is Impossible. The word itself says "I'm possible!"  
~Audrey Hepburn

## Combatting Loneliness During Winter Months with Pyx Health

With winter and the holidays approaching, loneliness can set in. Many may feel sad or experience seasonal depression. When you are feeling lonely, be sure you are doing what you can to take care of yourself in other ways. Self-care is always a good idea, especially when you are feeling down. Eating nutritious food, exercising, and connecting with others will help you feel better in the long run.

Lakeland Care has partnered with Pyx Health as a way for our members and caregivers to connect with others when they are feeling lonely or depressed. Pyx Health is a resource that helps to support you to have a happier and healthier life. Pyx Health was launched earlier this year to all members and in November was launched to all caregivers. Along with your family, friends, and care team, Pyx Health can help you have another person to trust and reach out to during these challenging times.

How can Pyx Health be a benefit to me?

- Pyx Health app can be used at any time, 24 hours a day.
- Allows you to feel better physically and emotionally.
- The app is available in both English and Spanish and have staff that speak English and Spanish with interpreter services that offer over 100 different languages.
- Teletypewriter services are available for individuals that are deaf or hard of hearing.

Download the Pyx Health app on your phone or tablet to get started. No smartphone? You can also sign up by phone, web or by QR code (see code below). Phone: 1-855-499-4777 (TTY: 711) Web: [PyxHealth.com/store-download](https://PyxHealth.com/store-download)

Please reach out to your care team with any questions about Pyx Health.

## Lakeland Care and Pyx Health Offers Support for Caregivers

On November 15th, Lakeland Care began offering the Pyx Health app free to all caregivers in Wisconsin. Pyx is already a benefit many Lakeland Care members have been using and enjoying.

A caregiver is anyone (paid or unpaid) who regularly looks after or provides care to another individual. Caregiving comes with unique challenges and stresses. It is important to know that you are not alone. We are offering caregivers a free program of support for help with loneliness and isolation, stress, and caregiver fatigue.

As a caregiver in the Pyx program, you will receive:

- Free, unlimited calls to trained staff who understand the challenges of caregiving.
- Activities and tools to support you as a caregiver and help you feel less alone.
- Access to resources like support groups, mental health resources, community resources, and more.

Sign up for the Pyx Health program using the code "lakeland." When Pyx supports you with compassion and understanding, you and the one you care for will benefit.



**Download the Pyx Health app on your phone or tablet to get started.**

No smartphone? You can also sign up by phone or web.

**Use partner code  
lakeland**

Phone 1-855-499-4777 (TTY: 711)

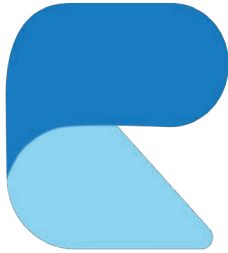
Web [PyxHealth.com/store-download](https://PyxHealth.com/store-download)



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**Together, we build better lives**

## LCI launches exciting new partnership with Ride Health



**Ride Health**

Ride Health is a platform for member transportation. Ride Health will partner with both Lakeland and transportation providers to manage transportation by streamlining scheduling.

This will not change the way you, as a member of LCI, receive transportation services during regular business hours. Lakeland Care, Inc.'s Care Teams and Transportation Associates will still coordinate rides for you. After hours calls will be answered by Ride Health staff, and they will support you to schedule any immediate rides you may need.

Bus passes and cab tickets will be purchased and distributed as usual.

### Self-Direction, Care the Way You Want It!

Having choice and control makes a big difference in your life. When you self-direct your services, you choose who, how, where, and when your care is received. This can help you reach your goals, build relationships, and boost your self-esteem and mental health. Studies have shown that those who self-direct have less unmet needs, the same or better health, and more happiness with their life than those who do not.

If you think that Self-Directed Services or SDS is for you, please ask your Care Team for information on how you can self-direct your services and supports.



### Member Rights

As a member of Lakeland Care, Inc., 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](http://www.lakelandcareinc.com) under Family Care - Member & 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 your request. Feel free to ask your Care Team for a copy at any time or by calling us at **1-877-227-3335**.

# LCI's Prevention and Wellness Highlight: Spiritual Wellbeing

The mind, body, and spirit are all linked together. The health of one can impact the health of another. Connecting with your spiritual side can give you a sense of purpose and belonging, help you feel calmer and more aware. Spiritual wellbeing can lessen the stress of everyday life.

There are many things that help a person be spiritually healthy — it's different for everyone. The biggest benefit of spirituality is that it can give you hope when life is not going the way you want it to.



## 5 ways to boost your spiritual wellbeing.

1. Connect with your faith community: Places of worship can offer ways to connect with a higher power. Reach out to a pastor or spiritual leader to meet with your faith community who can support and encourage you.

2. Volunteer to help others: Another way to improve your spiritual wellbeing is to find a cause that matters to you and to help people in need. Volunteering can give you a sense of purpose, plus it feels great to help others!

3. Learn to meditate or practice yoga: Meditation and yoga are for anyone at any level. Yoga calms and relaxes you while strengthening and stretching your body. Meditation involves focusing or clearing your mind using a combination of mental and physical techniques.

Meditating or doing yoga for as little as five minutes can help reduce stress, depression and anxiety and increase your connection with your surroundings. To help you get started, contact your local community or senior center.

4. Spend time in nature: No matter where you live, spending time in nature can boost your spiritual health. Even just a few minutes watching the birds, the trees swaying in the wind or listening to all the sounds of nature can be helpful.

5. Find hobbies you enjoy: Whether it is knitting, coloring, cooking, exercising, or reading, focusing on things you enjoy can bring back a sense of purpose and keep you focused in the moment—even just for a little bit.

Taking care of your wellbeing helps you maintain a high quality of life. There are resources that can help you. Your Care Management team is here for you. Contact your Care Manager or Nurse if you need help.

Resources: Banner Health [www.bannerhealth.com](http://www.bannerhealth.com); Optimum Health Institute [www.optimumhealth.org](http://www.optimumhealth.org)

# Lakeland Care Clothing Now Available for Purchase



If you have ever wanted to show your Lakeland Care pride, we have great news for you! We are excited to announce an online store for you to purchase Lakeland Care, Inc. branded items!

## About New Hope

New Hope is a Lakeland Care service provider and a not-for-profit organization whose mission is to inspire freedom and independence in the lives of people with

disabilities. New Hope started as a workshop to help young adults with varying abilities find employment. It then evolved into an apparel store specializing in screen printing and embroidery. You can read more about New Hope at <https://www.newhopeinc.org/>.

## How to Order

The New Hope/Lakeland Care store is open and ready to take your orders. Visit the store by going to [https://madebymetshirts.org/lakeland\\_care/shop/home](https://madebymetshirts.org/lakeland_care/shop/home). Once you order and pay for your selection, it will take three weeks to arrive at your home.

Choose to show your Lakeland Care pride with Lakeland Care branded clothing!

## Tips for Avoiding Stress At Work

Work can improve mental health, but sometimes we might also feel stressed at work. If you are feeling stressed at work, here are some things you can do:

- Practice deep breathing.
- Exercise.
- Take walking breaks.
- Get enough sleep.
- Eat a healthy diet.
- Connect with coworkers.
- Talk to your Lakeland Care Team about resources to help you.



## Member Satisfaction Survey

Lakeland Care will continue sending member satisfaction surveys to all members (or their health care decision maker) in 2024. New for 2024, Lakeland Care will introduce the option for the surveys to be completed electronically. If you prefer to receive your survey electronically, please talk with your Care Manager to ensure you have opted in to receive electronic communications from Lakeland Care. We value the feedback you have provided to us through these surveys to help enhance the services offered by Lakeland Care and hope to increase participation by offering the electronic version.

# Take Action to Protect Your Health With Seasonal Vaccines

## 5 TIPS TO STAY SAFE IN THE COLD



EXTREME COLD CAN BE PARTICULARLY HAZARDOUS FOR INFANTS AND THE ELDERLY, SINCE THEIR CORE BODY TEMPERATURE CAN DROP RAPIDLY. TAKING EXTRA PRECAUTIONS WITH THESE LOVED ONES IS VERY IMPORTANT.



### WEAR OUTDOOR CLOTHING IN LAYERS

REMEMBER TO REMOVE SOME OUTER LAYERS ONCE INDOORS, AS SWEATING CAN CAUSE YOU TO GET COLD LATER ON.

### EAT HEALTHY, NUTRITIOUS MEALS

A HEALTHY DIET WILL ENSURE YOUR BODY HAS THE FUEL IT NEEDS TO STAY WARM.



### LIMIT YOUR TIME OUTDOORS

IF YOUR SKIN BECOMES NUMB, PALE OR HARD TO THE TOUCH, SEEK WARM SHELTER.

### MOVE AROUND, BUT DON'T GET FATIGUED

WALK AROUND IF YOU CAN, AND KEEP YOUR HANDS MOVING INSIDE MITTENS.



### CARRY A CELL PHONE FOR EMERGENCIES

DON'T FORGET TO CHARGE IT!

VISIT THE EMERGENCY ROOM IF YOU HAVE SIGNS OF FROSTBITE, LIKE PERSISTENT NUMBNESS, HARDENED PALE SKIN AND SEVERE PAIN, OR SIGNS OF HYPOTHERMIA SUCH AS LOW OR COLD BODY TEMPERATURE, DROWSINESS, WEAKNESS AND UNCONTROLLABLE SHIVERING.

SOURCE: DR. PILAR ORTEGA,  
EMERGENCY MEDICINE PHYSICIAN

Now is the best time to get your seasonal influenza vaccine (also called the Flu Shot). Get protection from the flu BEFORE the illness spreads this fall and winter.

The flu shot is extra-important for people who are over age 65 or who have chronic conditions like lung disease, heart disease, diabetes, or a poor immune system because they are at high risk for complications from flu; like pneumonia, hospitalization or even death. By getting the flu shot, you can also protect your loved ones from getting sick by reducing the spread of the virus.

Many people should also get a pneumococcal vaccine (also called a Pneumonia Shot). This vaccine helps prevent certain types of pneumonia and is very important for people over age 65 and for those with heart or lung conditions. Ask your healthcare provider or pharmacist about getting this vaccine when you get your flu shot.

Protect yourself and your loved ones this season by getting your vaccines as soon as you can. Contact your Care Manager or Nurse if you need help making an appointment or coordinating transportation.

**“The flu is a potent reminder  
of the importance of  
preventive healthcare.”  
– Unknown”**

# SCAMMERS Are Smart. You Have To Be Smarter.



Scammers are becoming more creative and aggressive, causing many adults to fall victim to financial and identity fraud. Below are top tips to spot a scam and prevent yourself from becoming a victim.

## How to Spot a Scam

- You are presented with an offer that sounds too good to be true. Do not trust it if someone presents you with a life-changing opportunity.
- You are asked to give personal or financial information. Banks, companies, and government agencies will never ask for private information by phone, email, or text.
- You are told to keep a secret. Scammers do not want victims to get a second opinion from someone who could identify a scam.
- You are pushed to act quickly. It is hard for people to think clearly when they have less time to consider an offer.
- You are required to pay upfront. Organizations will not require you to pay money to receive a prize or deal.

## How to Avoid a Scam

- Review your bank accounts for suspicious activity.
- Use strong passwords and change them often.
- Double-check links and email addresses.
- Do not open emails from people you do not know.
- Keep your computers and phone software up to date.
- Familiarize yourself with common scams.
- Reach out to someone you trust.

## How To Report a Scam

When you report, your information can help protect others from scams.

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

## Fraud, Waste, & 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:

Anyone wishing to report any form of suspected fraud, waste, financial abuse, privacy violation, security breach, or unethical conduct may remain anonymous, and should contact LCI's Compliance Division via one of the below methods.

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

Phone: 920-906-5100

E-mail: [Fraud@lakelandcareinc.com](mailto:Fraud@lakelandcareinc.com) OR [Compliance@lakelandcareinc.com](mailto:Compliance@lakelandcareinc.com)

Mail: Lakeland Care, Inc.

Attn: Compliance Division

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Fond du Lac, WI 54937



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(920) 906-5100

Toll free 1-877-227-3335

TTY711

[info@lakelandcareinc.com](mailto: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](http://www.dhs.wisconsin.gov/adrc)

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