



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

Dear Lakeland Care Members,

Summer is here! The sun is shining, the days are longer, and it's the perfect time to enjoy the outdoors. Staying active and spending time in your community can help you feel happier and healthier.

Make the simple things count! Take a walk in the park, ride your bike, or try a dance class. Even working in a garden helps you move and feel good. Summer is also a great time to meet people. Check your local library or community center for events like movie nights, book clubs, or summer fairs. Volunteering is another great way to give back and make new friends.

Grab your sunscreen, drink plenty of water, and enjoy everything summer has to offer. Stay active, stay connected, and have fun!

Warm regards,

Sara Muhlbauer



ARE YOU UP TO DATE ON YOUR PREVENTIVE CARE?

Making healthy choices can help you avoid many chronic diseases and can even lower your risk of illness. But healthy behaviors are only part of the picture. Getting routine preventive care can help you stay well and catch problems early:

- Regular checkups with your healthcare provider, separate from visits for sickness or injury
- Screening tests or lab tests to check for diseases early, when they may be easier to treat
- Vaccines (shots) that improve your health by preventing diseases
- Regular dental cleanings
- Education and counseling to help you make informed health decisions

You can reduce your risk of chronic disease by changing unhealthy habits like smoking, poor diet, inactivity, or heavy drinking. These changes are even more important if you have a family history of disease. Your doctor can help you prevent or catch health issues early.

Quarter 3, 2025



MAKE PREVENTION CARE A PRIORITY

In today's fast-paced world, it's easy to focus on our health only when something goes wrong. But we want to shift that focus from being reactive to being proactive. Preventive care isn't just a concept; it's a smart strategy to stay ahead of health issues before they become serious.

Why Preventive Care Matters

Preventive care includes routine screenings, immunizations, lifestyle counseling, and annual checkups that are essential for early detection and management of health risks. These services are the foundation of good health and a key part of any care plan.

Benefits of Preventive Care

- Early detection of chronic conditions like diabetes, hypertension, and cancer.
- Better management of existing conditions.
- Reduced emergency room visits and hospitalizations.
- Improved quality of life and independence.
- Lower long-term healthcare costs.

WARNING SIGNS OF ABUSE AND HOW TO REPORT

All adults have the right to make their own choices and live independently. Adults with disabilities and older adults have these same rights, though they may need help from others. This can make them more vulnerable to abuse, neglect, or exploitation. We can all help keep our communities safe by learning to spot the warning signs.

Physical Health Signs

- Lack of medical aids (for example, glasses, walker, teeth, or hearing aids)
- Unexplained bruises, burns, cuts or scars
- Lack of basic hygiene, adequate food and water, or clean clothing

Social - Emotional Signs

- Lack of interest in social contacts or isolation from family/friends
- Unreasonable fear or suspiciousness
- Unexplained changes in behavior

Financial Signs

- Unusual withdrawals from the bank or ATM activity
- Unpaid bills, despite having adequate financial resources

Each county in Wisconsin has trained Adult Protective Services (APS) staff who can help if you or someone you know are being abused. If you suspect something is wrong, call your care team directly at (920) 906-5100 or toll-free at 1-877-227-3335, or your county APS helpline (listing by county can be found here): <https://www.dhs.wisconsin.gov/aps/report.htm#agencies>

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HEALTHIER YOU WITH SELF-DIRECTION

Self-directing your services can help you reach your goals, increase your self-esteem, and improve your 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.

When you self-direct, you can improve your health by:

- Having dependable caregivers
- Having caregivers you know and trust
- Making relationships
- Being involved in your community
- Increasing your independence with decision-making skills



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

Preventive Care and Community Connections

Community-based organizations like senior centers, churches, and libraries help make preventive services more accessible. Programs like Yoga, Tai Chi, Strong Bodies, trivia, blood pressure checks, and flu shots benefit adults of all ages and abilities. These services promote healthier lifestyles and build community connections for better health outcomes.

FRAUD, WASTE AND FINANCIAL ABUSE

Lakeland Care, Inc. is committed to preventing and reducing fraud, waste and abuse, as well as non-compliance.

We encourage all members, and the public to report suspected fraud, waste, abuse or non-compliance to our compliance team at Lakeland Care, Inc.

We keep all reports confidential and do not tolerate retaliation for reporting concerns to us. Our compliance team investigates all reports to ensure we are protecting our public funding and our members.



CONFIDENTIAL WAYS TO REPORT

If you think you have identified fraud, waste, abuse or non-compliance, you can contact Lakeland Care, Inc. in the following confidential ways:

Online form submission:

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

Compliance Hotline: 920-455-5735

Email: Fraud@lakelandcareinc.com OR Compliance@lakelandcareinc.com

Mail: Lakeland Care, Inc.
Attn: Compliance Division
N6654 Rolling Meadows Drive
Fond du Lac, WI 54937

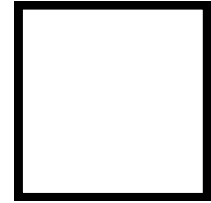
Wisconsin Fraud Hotline: 1-877-865-3432
OR www.dhs.wisconsin.gov/fraud

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