

# THE PROVIDER POST

## Disability Awareness



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# Disability Awareness and Abilities through Self-Direction

Disability awareness centers on recognizing strengths and working together to ensure individuals with disabilities have the opportunity to lead, choose, and shape their own lives. At Lakeland Care, we partner with agencies to create opportunities for members to build skills, expand knowledge, and pursue personal and professional goals. As a provider, you can support inclusive practices that value self-determination by honoring member choice, promoting skill-building opportunities, and collaborating with care teams to ensure each person's strengths guide their services. By working together, we can break down barriers, support empowerment, and improve outcomes for everyone.



## Meet Lakeland Care Member Lina

Lina's journey is a powerful example of what can happen when individuals receive the right support to grow and succeed. She transitioned from a group home and sheltered workshop to living in her own apartment and obtaining meaningful, competitive integrated employment at TJ Maxx, where she has thrived for four years. Visit our website to read Lina's full story and learn how encouragement and a supportive work environment can truly change lives.

Read Lina's full story:

<https://lakelandcareinc.com/member/lina/>



## Understanding Visible and Invisible Disabilities

Disability awareness is an ongoing effort to promote inclusion, protect rights, and foster understanding by challenging stereotypes and removing barriers. It involves recognizing both visible and invisible disabilities, advocating for accessibility, and practicing respectful etiquette.

Some disabilities are visible, such as when a person uses a wheelchair or has difficulty walking. Others are “invisible,” meaning they are not immediately apparent, but can still affect communication, movement, senses, or daily activities. Because these challenges are not obvious, individuals with invisible disabilities may be misunderstood or judged unfairly.

Disabilities can be physical, cognitive, sensory, emotional, developmental, or a combination of these. There is no “one size fits all.” Even people with the same disability may have very different needs based on their age, experience, culture, personality, resources, and support system. Focus on a person’s abilities

rather than their disability. They are a person with a disability, not a “disabled” person.

Language matters, but attitudes and behaviors often create the greatest barriers. For respectful and effective interactions:

- Treat people with disabilities with the same respect and consideration that you give others.
- Do not assume help is needed. Ask first what support, if any, would be useful.
- Speak directly to the person, not the interpreter or caregiver. Use a normal tone and pace, and age-appropriate language. Use sign language, speech, writing, or other communication methods as needed.
- Be mindful of environmental barriers, such as noise, distractions, uneven floors, steps, narrow doorways, or heavy doors.

Everyone’s needs are different, and some disabilities may not be visible. Avoid assumptions, stay open-minded, ask questions respectfully, and be aware.

# Protect PHI. Report Privacy Incidents

Safeguarding member privacy is a core compliance and program integrity responsibility at Lakeland Care, Inc. (LCI). LCI and its contracted providers are required to protect Protected Health Information (PHI) in accordance with HIPAA.

Additional information on HIPAA and PHI can be found on the Health and Human Services website: <https://www.hhs.gov/hipaa/index.html>



## Fraud, Waste, and Financial Abuse

Lakeland Care, Inc. (LCI) maintains a comprehensive compliance and program integrity program in accordance with 42 CFR §438.608 and Wisconsin Medicaid contract requirements. LCI is committed to preventing, detecting, and reporting fraud, waste, abuse, and non-compliance. Members and the public are encouraged to report concerns to LCI's Compliance Department. All reports are handled confidentially, and retaliation for good-faith reporting is strictly prohibited.

How to report:

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

**Compliance Hotline:** 920-455-5735

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

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

Concerns may also be reported to the Wisconsin Department of Health Services (DHS) and the Office of the Inspector General (OIG).

**Wisconsin Fraud Hotline:** 1-877-865-3432 OR [www.dhs.wisconsin.gov/fraud](http://www.dhs.wisconsin.gov/fraud)

# PROVIDER EDUCATIONAL FORUM

Lakeland Care, in partnership with the Wisconsin Department of Health Services (DHS), invites providers to an educational forum focused on supporting Justice-Involved Members and understanding the Supervised Release Program.



**TUESDAY**  
APRIL 7, 2026



**START AT**  
9:30 AM - 11:30 AM



**VIRTUAL**  
Click [here](#) or  
scan QR code

## Topics Include:

- Overview of the Supervised Release Program
- Insight into provider expectations when supporting members with histories of sexual offenses returning to community living
- Discussion of liability considerations
- Presentations from providers sharing experiences and successes
- Interactive Q&A

## Guest Speakers:

Karen Strobel and Kim Dexter, Bureau of Community Forensic Services



**LAKELAND CARE**  
Together, we build better lives.



To register,  
please scan the  
QR CODE

# C.A.R.E. Award Winners

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

## QUARTER 3 - 2025

The logo for Molitor Transport features the company name in a stylized, blue, cursive font with a white outline, set against a solid pink rectangular background.

Molitor Transport consistently demonstrates professionalism and compassion in serving its members. The team prioritizes safety, comfort, and emotional support throughout the process. When challenges arise, they respond quickly and thoughtfully to meet member needs. The staff members take time to understand individual situations and provide solutions that enhance the overall experience.

The logo for ACG Home Cares LLC consists of the letters 'ACG' in a large, light blue, serif font, with 'Home Cares LLC' in a smaller, dark blue, sans-serif font below it, all enclosed within a light blue oval border.

Kailey is well known among care managers in the Oshkosh area as a compassionate and supportive provider with excellent communication skills. She keeps her team and the Lakeland interdisciplinary team informed about member progress and regularly attends Member Centered Plan assessments and check-in meetings. She is a dependable and valued resource, and we are grateful for her and her team of caregivers.

**Schmidt  
Consulting**

Angela Schmidt is an invaluable resource who helps us provide stable, honest, compassionate, and respectful therapy to members facing mental health challenges. She offers meaningful insight into members and their motivations, which supports their health and safety. Angela is highly talented and well respected.



Jarjeh and his staff at the McDonald St. home truly embody the C.A.R.E attributes. Their compassion and flexibility allow them to effectively support members who have experienced significant challenges. The team maintains high standards, builds strong rapport, and provides person-centered and respectful care. Through their dedication, the McDonald St. home consistently offers an enriched and supportive experience for the members we share.

The positive growth in our members is clear, with many experiencing greater stability, confidence, and comfort since joining the McDonald St. home. Members who once faced significant challenges now show meaningful improvements thanks to the team's compassionate, trauma-informed approach.



Seth Hawkins provided exceptional dedication and compassion during a difficult time for one of our members. After the member's father passed away, he ensured the member and his brother were supported by coordinating transportation, making evening check-ins, and providing reassurance. He also kept the care team informed with regular updates.



Abbey and the GT Independence staff went above and beyond to support a member during a challenging situation. They extended their shift to ensure the member received the care and assistance needed, coordinated transportation, and facilitated a safe return to her accommodations. Additionally, they arranged for her emotional support dog to be brought to her and ensured she had essential items like medications and food. Their dedication and compassion made a significant difference during a difficult time.



**LAKELAND CARE**

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