

THE PROVIDER POST

Suicide Prevention & Mental Health Awareness

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Free HCBS Settings Rule Training Available for Residential Providers

Lakeland Care is pleased to share a free training opportunity for contracted residential providers, including assisted living and adult family home staff. Developed by the Wisconsin Department of Health Services (DHS) and offered through UW-Green Bay ...Learn more on page 5.



Suicide Prevention and Mental Health Awareness

Suicide prevention matters because suicide is preventable — yet it still occurs. Prevention is the only way to stop suicide, and conversations can save lives. Learning what to say and knowing what resources are available can prepare you to provide support when it matters most.

Support is available for both you and the person you are helping. Contact the free 988 Suicide and Crisis Lifeline for 24/7 support from a trained counselor. Conversations are confidential unless there is an imminent risk of harm to you or others.

- Call or text 988
- Chat online at 988lifeline.org

Take Action to Help Prevent Suicide

1. **Ask Directly:** It may feel uncomfortable, but asking someone about suicide is better than avoiding the subject. For people experiencing suicidal thoughts, being asked about them can be a relief.
2. **Listen and Validate:** Hearing that someone is experiencing or has experienced suicidal thoughts can be overwhelming. Listen with empathy and take their feelings seriously.
3. **Be There:** Offer your support by being present, whether in person, by phone or by text. If you are unable to provide support at that time, help identify someone who can.
4. **Help Them Connect:** If there is immediate danger, help them access support such as 988 or the nearest emergency department.
5. **Check In Regularly:** Don't wait for a crisis or assume that "no news is good news." Make it a habit to check in regularly and remind them they are not alone.
6. **Take Care of Yourself:** Supporting someone in crisis can be emotionally challenging. Be honest about what you can manage, and seek support for yourself when needed.



Influenza and Pneumonia Prevention



Now is the time to prepare for the increased risk of respiratory illnesses that accompanies cooler weather each year. Older adults and people with chronic health conditions or disabilities are at a significantly higher risk for serious complications from these vaccine-preventable illnesses.

Help protect the individuals you serve by coordinating vaccinations for:

- ✓ Influenza (Flu)
- ✓ Pneumococcal Disease
- ✓ RSV
- ✓ COVID-19
- ✓ Other Vaccine-Preventable Diseases



Consider contacting a **local pharmacy or health department** to coordinate an on-site vaccination event at your location(s).



For the best protection, individuals should receive recommended vaccinations by the end of October, before respiratory illness activity increases.



Plan ahead and take action now.

Clinical Practice Guideline Resources

Lakeland Care, Inc. (LCI) offers Clinical Practice Guidelines on the following topics:



Blood Pressure and Vital Sign Monitoring



Dementia Screening and Early Intervention



Diabetes Management



Falls Prevention and Injury Reduction



Social Determinants of Health (SDOH)
Social Risk Factors Screening

These resources are available to LCI contracted providers under the **Resources tab** in the Data Clarity Provider Portal. The guidelines are reviewed and updated at least every two years to ensure the information provided is accurate and up to date. For questions about these resources, please contact your Provider Specialist.



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CAREGIVER TRAINING WORKSHOPS

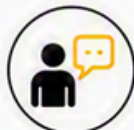
Professional development for
administrators, supervisors,
trainers & HR professionals.



BACKGROUND
CHECKS



COMPLIANCE &
REGULATIONS



MISCONDUCT
INVESTIGATIONS



CONTINUING
EDUCATION



STAFF RETENTION
& ENGAGEMENT



SURVEY
READINESS



REGISTER TODAY

www.uwosh.edu/ccdet/caregiver-register/

FREE TRAINING

HCBS Settings Rule Training

Build knowledge. Support best practices. Empower the people you serve.

TRAINING COVERS:

- History and goal of the HCBS Settings Rule
- Person-centered planning principles
- Federal settings rule requirements
- How staff can support compliance
- Additional HCBS resources and tools



Beginning August 1, 2026, use promo code:

LCI-SETTINGS-2

CLICK HERE TO LEARN HOW TO REGISTER

Code is valid through December 31, 2026 or until all available vouchers have been used.

For questions regarding the training, providers can contact hcbs@uwgb.edu.
Questions about the HCBS Settings Rule may be directed to the DHS HCBS mailbox.



IMPORTANT:

Certified AFH: Forward Health Enrollment

To receive payment, certified Adult Family Homes must be enrolled with Wisconsin Medicaid via the ForwardHealth Provider Portal **and** keep their AFH certification current, as failure to enroll or annually upload renewed certification may result in **nonpayment or contract termination**.

NEW PROVIDERS

- Providers must submit a Medicaid enrollment application through the ForwardHealth Portal to obtain a Medicaid-issued provider ID.
- Enrollment cannot be backdated, and claims will be denied if a provider is not actively enrolled.
- After initial enrollment, providers will receive a letter with instructions to request a PIN and set up portal access; this step is required to maintain enrollment.

RE-CERTIFICATIONS

- Providers are responsible for keeping an active certification and required credentials current in the ForwardHealth portal after initial enrollment.
- AFH certifications are valid for one year and renewed annually. **Providers must upload** new certifications to the ForwardHealth Portal at least 10 calendar days prior to expiration.
- Providers with expired or invalid certifications/credentials in the ForwardHealth Provider Portal are **subject to termination**.
- If a provider does not have a current certification uploaded in the ForwardHealth Portal, Lakeland Care is **unable to issue payment** during the lapse.

FOR ASSISTANCE, CONTACT:

- ForwardHealth Provider Service Call Center: 1-800-947-9627
- Available Monday through Friday, 7:00 a.m. - 6:00 p.m. (Central Time, with the exception of state-observed holidays).

STAY CONNECTED

- If you encounter barriers with ForwardHealth enrollment or maintaining your credentials in the ForwardHealth Provider Portal, please keep the Lakeland Care Certified AFH team informed by emailing **certifiedAFH@lakelandcareinc.com**.



LAKELAND CARE
Together, we build better lives.

**Falls
Free**
Wisconsin

PROVIDER EDUCATIONAL FORUM

*Fall Prevention Strategies
for Providers*

September 29

9:30 AM - 11:00 AM



FEATURED PRESENTER

Suzanne Morley, BS, CHES

Health Promotion Program Coordinator
Wisconsin Institute for Healthy Aging

YOU WILL LEARN HOW TO:



Identify
fall risks early



Implement
prevention interventions



Reduce injuries
through proactive
care



REGISTER TODAY!

Scan the QR code



Provider & IDT Engagement Fair: **Connections That Matter**

Exploring Assistive Technology and Community Supports



Wednesday, September 16th, 2026

10:30am – 2:30pm

Lakeland Care Inc Fond du Lac Office

N6654 Rolling Meadows Drive, Fond du Lac, WI



LAKELAND CARE

Together, we build better lives.



A collaborative event designed to strengthen relationships, increase awareness of available resources, and support more informed service planning.

- Showcase your services and supports
- Connect directly with care teams
- Share educational materials and success stories
- Demonstrate assistive technology, remote supports, or other innovative services
- Build relationships and increase visibility within the network
- If interested in attending please email [supportedliving specialist@lakelandcareinc.com](mailto:supportedliving@lakelandcareinc.com)

FREE

Website Accessibility & Compliance Support for Lakeland Care Providers



Lakeland Care is proud to offer the **Provider Website Compliance & Enablement Program** to eligible providers in our network.

A provider's website is often the first-place members, caregivers, and referral sources go for information. This fully funded program is designed to help participating providers improve website accessibility, security, usability, and member access while creating a better online experience for those they serve.

Through the program, eligible providers may receive:



A website accessibility and compliance assessment



Actionable recommendations for improvement



Website enhancements within approved program scope



Validation of completed improvements



Participation is voluntary and subject to program eligibility and available funding.



If your organization is a Lakeland Care provider and would like to learn more, we encourage you to reach out.



Contact us
P4Pwebsite@lcplusinc.com
if you want to learn more.



Reporting Abuse, Neglect, and Exploitation

Did you know?

Contracted providers are required to report incidents to Lakeland Care, Inc. (LCI), including, but not limited to, abuse, neglect and exploitation within one business day.

Contracted providers must honor the rights of LCI members, including the right to be free from abuse, neglect and exploitation.

- Abuse can be physical, emotional, financial, or sexual. Abuse also includes administering treatment, such as medication, or involving a member in experimental research without the member's informed consent.
- Neglect occurs when a caregiver fails to provide necessary care, services or supervision, creating a significant risk of harm to member(s).

- Financial exploitation can include fraud, enticement, or coercion, theft, misconduct by a fiscal agent, identity theft, forgery or unauthorized use of financial transaction cards, including credit, debit, ATM and similar cards.

What can you do if you witness or suspect abuse, neglect or financial exploitation?

- Report issues of this kind to the member's LCI care team as soon as possible.
- You may also contact Adult Protective Services (APS): [Adult Protective Services: Report Alleged Abuse | Wisconsin Department of Health Services](#). APS helps protect the safety of seniors and Adults at risk who have experienced abuse, neglect or exploitation.

Always call 911 in an emergency.

FRAUD, WASTE & FINANCIAL ABUSE



Lakeland Care, Inc. (LCI) is committed to safeguarding the Medicaid program from fraud, waste and abuse (FWA). We believe that each employee, our contracted providers, and other entities that work with Medicaid programs play a crucial role in preventing, detecting and eliminating FWA.



WE ALL HAVE A RESPONSIBILITY.

We encourage all members and the public to report suspected fraud, waste, abuse or noncompliance to our compliance team at LCI.



REPORTS ARE CONFIDENTIAL.

All reports and hotline calls may be made anonymously and without fear of retaliation or intimidation.



SPEAK UP, IT MATTERS.

Please remember you are required to report any suspicious or potential wrongdoing. If you believe you have identified fraud, waste, abuse or noncompliance, you can contact LCI in the following confidential ways:

REPORT CONFIDENTIALLY

- ▶ **Online form:** <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

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 2 - 2026



Since moving into Agape, our member has made significant improvements in stability, daily functioning and overall well-being. Through consistent support, encouragement and advocacy, staff have helped the member build healthier routines and strengthen relationships. Their person-centered approach, including celebrating achievements with meaningful experiences, has contributed to the member's continued progress.

Comfort Living Care LLC

Mo provides compassionate, respectful and person-centered support that helps our member remain safe, engaged and successful in the community. Through strong communication, professionalism and consistent support, Mo has contributed to positive outcomes and increased stability. Thanks to his dedication and commitment, Mo is a valued provider and an important support for our member.



Safe Quality Care demonstrated compassion, flexibility and professionalism while supporting a vulnerable individual during an urgent transition to a new living arrangement. Staff helped ensure the move was completed safely and respectfully while meeting the individual's immediate needs. Their commitment to quality care, collaboration and community support made a meaningful difference during a critical time.



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