

THE PROVIDER POST

Planning for the New Year

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Self-determination empowers individuals to make choices based on their values, preferences and goals....Learn more on page 4.

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 6.



Planning For The Year Ahead

As the year comes to a close, take time to check in on your health and the well-being of those you care for. A few simple steps can help improve health outcomes and prepare you for the year ahead.

Review Health Care Needs

If you help manage healthcare appointments, medications or medical bills, take time to review the individual's current health care plan. Confirm preferred providers and pharmacies remain in-network and seek guidance if you have questions about insurance or financial assistance.

Schedule Important Health Appointments

Preventive care is an important part of supporting long-term health. Schedule needed primary care visits, dental and vision exams, recommended screenings and vaccinations. Follow up on ongoing health conditions and discuss any concerns with the health care team.

Review Medications and Supplements

Check medications and supplements to make sure they are current and taken as directed. Dispose of expired or unused medications, update medication lists and talk with a health care provider or pharmacist about any questions or concerns.

Support Healthy Habits

Building healthy habits does not have to feel overwhelming. Start with small, realistic goals, such as choosing balanced meals and finding enjoyable ways to stay active. Build on habits that already work and explore local wellness, exercise or nutrition resources for additional support.



Check In on Well-Being

Caregiving can be rewarding but also physically and emotionally demanding. Make time for your well-being by recognizing signs of stress, finding healthy ways to relax and staying connected with others. Seek professional support if stress or anxiety becomes difficult to manage.

Planning ahead can help support the well-being of those in your care. Focus on one step at a time, celebrate progress and remember that small changes can make a meaningful difference in the year ahead.

National Disability Employment Awareness Month (NDEAM)



October's National Disability Employment Awareness Month (NDEAM) celebrates the contributions of employees with disabilities and the importance of inclusive workplaces.

Congratulations to our 2026 E.M.P.L.O.Y. Award recipients: A&J Mobility in De Pere, Sam Meyer, State Farm Insurance agent in Fond du Lac, and Zuppas Café & Catering in Neenah. These employers demonstrate a strong commitment to creating meaningful employment opportunities in their communities.

Thank you to our community employers, employment service providers and Division of Vocational Rehabilitation (DVR) partners for your continued collaboration and support of inclusive employment.

Congratulations to this year's award recipients!



Supporting Self-Determination: A Key Part of Quality Services

Self-determination empowers individuals to make choices based on their values, preferences and goals. It includes making personal decisions, setting meaningful goals, choosing how support is provided and taking an active role in shaping their lives.

Providers can support self-determination by shifting from “doing for” to “doing with.” Instead of directing outcomes, providers can work alongside individuals to build the skills, confidence and resources needed to pursue what matters most to them.

Here are five practical ways to support self-determination in everyday service delivery:

1. Listen first: Ask, “What matters most to you?” Understanding an individual’s priorities helps ensure supports are meaningful and person-centered.
2. Use person-centered approaches: Focus on strengths, interests and abilities rather than only needs or challenges.
3. Encourage choice and control: Create opportunities for individuals to make decisions about routines, activities and how services are provided.
4. Build skills and independence: Support the development of self-advocacy, communication, problem-solving and decision-making skills.
5. Celebrate progress: Acknowledge achievements, both large and small, while recognizing the individual’s role in their success.



When individuals are empowered to direct their own lives, it can strengthen engagement, confidence and independence. By supporting self-determination in everyday practice, providers can help promote dignity and meaningful outcomes.

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.

For more information about HIPAA and PHI, visit the U.S. Department of 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 OR 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

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.

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.

Your Voice Matters!

The Independent Living Council of Wisconsin is seeking input through its **2028 - 2030 Needs Assessment Survey**.

Share your perspectives to help inform future planning and priorities.



Survey closes
November 1, 2026

Take the Survey →

<https://www.surveymonkey.com/r/F2NQXGW>

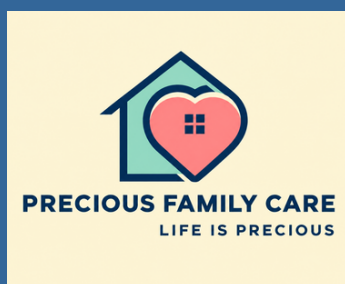


LAKELAND CARE
Together, we build better lives.

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 - 2026



Samuel and the caregivers at Precious Family Care AFH have created a safe, supportive and person-centered environment that has helped the member feel happier and more secure after challenges in a previous living arrangement. Through patience, compassion, trauma-informed care and proactive planning, Samuel has demonstrated a strong commitment to supporting the member's goals and overall well-being.



Jackie and the staff responded quickly to an unexpected tornado warning, ensuring residents and visitors were safely moved to a secure area. They demonstrated compassion and respect by providing seating, snacks and activities to ease anxiety and create a calm, supportive environment. Their thoughtful actions, including playing a resident's favorite Sonny and Cher song, brought comfort and reassurance during a stressful situation and reflected their commitment to resident safety and well-being.



Kingsley and his team helped a member transition to a stable, supportive living environment following an unexpected move. Through proactive support, respectful communication and collaboration with the Care Team, Behavioral Health Services and guardians, they have helped the member thrive while balancing independence and safety. Kingsley's thoughtful planning and hands-on involvement reflect his commitment to positive, sustainable outcomes for the people he supports.

ForwardHealth Enrollment

for Community-Based Adult Family Homes (C-AFH)

Learn more about:



Key information and requirements.



Helpful steps and resources.



Support for C-AFH providers.



[Click here to learn more >](#)

Need to Contact Us?

Not sure who your Provider Relations Specialist, Provider Quality Specialist, or a member's IDT staff are? The contact information below can help connect you with the right person.



Contracting & Provider Relations

Network.Relations@lakelandcareinc.com

Provider Quality

Network.Quality@lakelandcareinc.com

Member-Specific Questions

Check the member's authorization in the Provider Portal for assigned CM and RN contact information.

Need Help Finding the Right Contact? Call us at 920-906-5100.



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