



# LAKELAND CARE DISTRICT PROVIDER NEWS

Dear Lakeland Care District Providers:

The end of the Lakeland Care Districts (LCD) second year of operations is approaching quickly. In 2011 we've focused on stabilizing the organization from our 2010 expansion, and we look forward to continuing to build stability in 2012. As our partners serving members in Fond du Lac, Manitowoc and Winnebago counties, we appreciate your efforts to work and grow with us during these changing times.

And, more change may be on the way as new program models emerge in the years ahead. The Department of Health Services (DHS) is seeking creative proposals for a new model of long term care services it calls "Virtual PACE," intended to provide fully-integrated care for people who are eligible for both Medical Assistance and Medicare (also known as "dual eligibles"). In Wisconsin, about 80% of people in long term care services are dually eligible, and it's believed that integrating care across these two programs will lead to better outcomes and be more cost-effective, making each program more sustainable over time.

Although the enrollment cap on long-term care programs has added some uncertainty to the industry, Family Care has again been demonstrated to be a high-quality, cost effective program. Most recently, the Department of Health Services (DHS) analyzed 2010 data and found that Family Care is the most cost-effective long term care program available. Coupled with strong member satisfaction data year after year, Family Care is a proven program that can be a platform from which to continue innovation and reform.

A sustained, successful partnership between MCOs and you, our providers, is critical to our continued success. This relationship allows us all to explore new and innovative approaches to providing the care and supports our members need, and will help us navigate challenges in the years ahead.

Right now our Provider Network team is fully engaged in the contracting process for 2012, working with you to set parameters for next year's services to LCD members. For those new to this contracting process please remember this is a time of negotiation and collaboration between you and the LCD. As you continue to work with the LCD's Provider Network team, together we are laying the groundwork for jointly supporting our members in 2012 and beyond.

Happy Holidays to you and yours!

**Katie Mnuk, CEO**

Lakeland Care District



Special points of interest:

- Care Management Supervisors
- Restrictive Measures
- Frequently Asked Questions
- Professional Boundaries
- Service Authorizations
- Employment Services

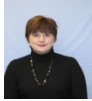


## Care Management Supervisors

Members enrolled in the Lakeland Care District are assigned an Interdisciplinary Team (IDT) made up of a registered nurse and care manager. Each of the District's branch offices has Care Management Supervisors to manage and support the IDTs located there.

If you ever have concerns or simply wish to share information about the IDT Staff doing a great job, we encourage you to contact the Supervisor in the specific branch of the Lakeland Care District. The LCD's Supervisors are listed below by the branch they work in and the target groups their IDTs support:

### **Central- Fond du Lac County 920-906-5100**



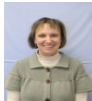
**Linda Mintner** Developmentally Disabled/Mentally Ill/Physically Disabled, Meet & Greet and Long Term Care Functional Screen Team



**Barb Sotelo** Frail Elders/Physically Disabled



**Amanda Tavs** Developmentally Disabled/Physically Disabled



**Dawn Winter** Frail Elders/Physically Disabled who reside in Assisted Living Facilities

### **East- Manitowoc County 920-652-2440**



**Lisa Behnke** Frail Elders/Physically Disabled



**Dionne Centner** Developmentally Disabled/Physically Disabled Long Term Care Functional Screen Team

### **West – Winnebago County 920-456-3200**



**Sara Muhlbauer** Frail Elders/Developmentally Disabled/Mentally Ill/Physically Disabled and Long Term Care Functional Screen Team



**Brian Nagler** Frail Elders/Physically Disabled



**Misty Pickett** Developmentally Disabled/Physically Disabled

## Restrictive Measures: LCD Approach and Philosophy

The Lakeland Care District (LCD) is committed to ensuring safe and respectful supports for all of its members. The LCD upholds the principle that all behavior, including challenging or dangerous behavior, is the member's way of communicating with those around them; their behavior is purposeful and meaningful to the member. Members with challenging or dangerous behaviors deserve to be treated with respect and afforded as much support as possible in achieving their personal experience outcomes.

It is the LCD's philosophy that restrictive measures are the least desirable way to address dangerous or challenging behavior. Restrictive measures will be considered only as an interim method of last resort, and/or when less restrictive and less intrusive strategies utilized through a thoughtful and comprehensively-developed behavioral support plan proves ineffective.

A well-crafted behavioral support plan will assure the safety of members with challenging behaviors as well as providers and other community members. Behavior support plans must be collaboratively developed within a group that includes the member and their guardian/legal representative, the LCD's Care Manager and RN Care Manager, the provider agency director or their designee, the member's direct care worker(s), and their primary physician or psychologist. The member is always at the center of the team and their participation is key to the success of the behavioral support planning process.

If you have identified the need for a restrictive measure with a member you support, please discuss development of a behavior support plan with the member's IDT staff from the Lakeland Care District. By working together, a plan will be developed to ensure the safety of all while respectfully supporting the member.

## Frequently Asked Questions

### **What is the status of the residential rate setting methodology?**

As noted in the Legislative Audit Bureau report, the DHS had been working with managed care organizations (MCOs) and stakeholders to develop a statewide residential rate-setting method that would incorporate member acuity and facility cost in determining the reimbursement rate for community substitute care settings. The project was in the analytical stage during the audit.

Since that time, several MCOs have developed and implemented rate-setting methodologies that reflect regional and geographic differences in local provider networks, encourage capacity and innovation through market competition, and support care delivery in the most integrated and cost-effective settings. Consequently, DHS is committed to building on this growing expertise and is not currently pursuing plans to implement a residential rate-setting methodology for statewide use by the Family Care MCOs.

### **How soon will my Direct Deposit be in my account?**

You will see your deposit within 48 hours from the date the invoice was paid. Tuesday and Thursday are payment days; if your check was cut on Tuesday, your deposit will be in your account by Thursday. If your check was cut on Thursday, your deposit will be in your account on Saturday.

### **There has been a contract amendment with a rate change, but the LOA (letter of authorization) that I have for billing still has the old rate. Can I still submit the LOA with the old rate or do I need a corrected authorization for submitting my invoice?**

As long as the amended contract has been returned, you will not need a new LOA to submit your invoice. When the Provider Network receives the signed amendment back, all amended rates are immediately updated internally and will be paid at the amended rate rather than the rate that is shown on your LOA.

## The Importance of Professional Boundaries

As contracted providers, you work in partnership with the Lakeland Care District (LCD) to enable and manage a variety of long-term care services and supports authorized for our members. These services and supports are for members who are elderly or who have physical and/or developmental disabilities. Our members and your clients are often vulnerable.

Why is it important that managers of employees who provide long-term care, supports and services maintain strong professional boundaries? Boundaries are the mutually understood, often unspoken social, physical, and emotional limits of the relationship between our member and a service provider. LCD members’ human dignity, autonomy, and privacy are safeguarded by boundaries. Boundaries help to guide a **working** relationship that mutually respects the privacy of each party and helps keep each party safe.

Personal boundaries may involve one’s space, time, assets, privacy, emotions, soul, and even how one is touched. It’s important to remember that the relationship between the caregiver or service person and our member is a **working** relationship. The chart below demonstrates some differences between a working versus a personal relationship. Both parties need to understand that it is a working relationship that results in good service.

<u>WORKING RELATIONSHIP</u>	<u>PERSONAL RELATIONSHIP</u>
Paid	Non-Paid
Time-limited	May Last a Lifetime
Location-defined	Location Unlimited
Goal-directed	Pleasure Directed
Unequal Power	Equal Power
Worker Responsible for Relationship	All Parties Responsible in Relationship
Training Required	No Formal Training

It is always important to remember that our members (your clients) and your employees are not personal friends. This should be viewed as a working relationship. As such, members have a right to privacy—both personal and physical. It is not acceptable for your employees to talk about a member/client with another member/client. Our members should not be sharing too much personal information, and your employees should not be sharing too much personal information with members. Your employees’ time is important, and our members should respect the time allotted for services. Employees need to be aware that boundary lines may be blurring if they choose to spend personal time with clients.

The matter of touch as a boundary in care giving is very personal. Employees involved in “hands-on” personal care or who have occasion to cross personal space to do a task should ask permission or at minimum tell the member what they are going to do and when. One should provide personal care in a manner that one would want to receive it. All matters of care involving touch should convey respect and mercy.

It is clear that employees who have access to a member’s property or money should respect the relationship as a working relationship. Our members should not have money or property stolen or used for other purposes. Lending or borrowing money or assets are not acceptable and cross boundaries. In-home workers should care for members’ property as they would their own.

Employees in the long-term care field should never confuse having a job with having a life. Your employees must determine how to meet their own personal needs on their own . . . not through relationships with clients. Employees need to recognize their own stress levels and make emotionally healthy choices. Employees need to recognize condition-related behavior of some members and accept that there are some things one cannot fix or change. Holly Moss and Laura Geynard have said: “Providing care can be an emotionally complicated process. It requires the ability to be meaningfully related to a patient and family yet separate enough to distinguish one’s own needs.”

Boundaries are important to avoid legal problems, violations of professional rules of conduct, breaking laws, and the provision of quality services. Please stress with your employees the importance of ethics and boundaries in their working relationships.

## The ABC's of LCD's Service Authorizations

As a provider, terms you may hear frequently from IDT staff include “pre-authorization” or “prior authorization.” The LCD requires that all providers obtain prior authorization before delivery of services. Prior authorization is always needed to ensure payment for services provided, but it is especially important when any new services are delivered or in situations where services may exceed the number of currently-authorized units.

As you may know, the LCD sends authorizations to providers each month. In some circumstances when services are needed before a new authorization can be sent, IDT staff will give verbal authorization. Verbal authorizations are documented by IDT staff and should also be documented by the provider.

Providers should contact members' IDT staff for prior authorization during business hours (Monday through Friday between 8 a.m. and 4:30 p.m.). If the appropriate IDT staff are not available during business hours and a provider needs immediate assistance for authorization of services, they should contact their local LCD office and the receptionist will connect them to someone who can assist.

The LCD also has an after-hours authorization number that providers can access for authorization of services outside of normal business hours. This number will connect providers to an answering service that will then contact the on-call IDT staff person for the East, Central, or West branch. See the provisions below for more details on the LCD's contract expectations for providers concerning prior authorization.

The following sections are taken from the LCD's 2011 Service Provider Contract, and can also be accessed at the following link: <http://www.lakelandcaredistrict.org/providers/2011%20LCD%20CONTRACT%20final.pdf>

### Prior Authorization

Lakeland Care District will prior authorize service(s) for each individual member. The authorization will include the specific service to be provided, the amount of service (number of units), the rate to be paid, the funding source and the duration of the service to be provided. A written authorization for each and every service will be sent at least monthly via mail. Providers are responsible for obtaining prior authorization before delivery of services. In some circumstances, initially, a verbal authorization will be given by the IDT staff which should be documented by the provider and the IDT staff.

### Business Hours Prior Authorization

For prior authorization requests during business hours, providers shall contact the IDT staff. Provider agrees to accept LCD's method of authorization as described in this contract. Provider may request additional service authorization(s) (new/additional service(s)) or extensions of existing authorizations by contacting the IDT staff. Requests for new/additional or extensions of existing authorizations may be considered by the LCD IDT staff, but the mere factor of a request does not in any way imply that there will be any change in service level, service type or duration of service. The final decision for any change or increase in services rests with the LCD IDT staff and the eligible member.

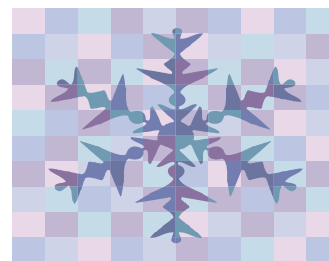
### After Hours Authorization

For prior authorization needed outside of regular business hours, provider can contact LCD's on-call answering service at 866-359-9438. The answering service will then contact the on-call IDT Staff person for the Central, East, or West office.

### Prior Authorization Elements

The letter of authorization from LCD includes:

- a. Service Type
- b. Number of Units
- c. Funding Source
- d. Effective Dates
- e. Frequency Schedule



### Services in Excess of Authorization

Lakeland Care District will not be obligated to pay for services not prior authorized or for services that exceed the authorized rate or units.

**Lakeland Care  
District**

**N6654 Rolling Meadows Drive  
Fond du Lac, WI. 54937**

**(920) 906-5100**

**Visit us at:**

**[www.Lakelandcaredistrict.org](http://www.Lakelandcaredistrict.org)**

**LCD Employment Services**

Take a look around your business and ask yourself “How can hiring someone with a disability help my business?” There are lots of benefits to hiring individuals with disabilities, including:

- Widening your profit margin by reducing staff turnover;
- Boosting customer loyalty;
- Reducing workers compensation costs; and
- Accessing financial incentives from the federal government.



Above all, if the individual is qualified for the position . . . it’s just the right thing to do!

A Lakeland Care District (LCD) member who desires to be employed in the community should be given every chance for that to happen. The LCD’s Employment Coordinator, Megan Acheson, works closely with our members and their care managers, LCD employment providers, area businesses and the Division of Vocational Rehabilitation (DVR) to make sure all possible opportunities are explored in members’ quest for employment. The Employment Coordinator has the resources to help in whatever ways needed, from assisting with DVR applications and initial meetings, to contacting employers, to discussing the benefits of hiring individuals with disabilities.

October was designated as Disability Employment Awareness Month both in Wisconsin and across the nation. During that month the LCD hosted the Fond du Lac Chamber of Commerce’s Business Connection, providing an opportunity to share the benefits of employing people with disabilities with a large number of area businesses.

Interested? It’s easy to get started: for additional information on employing LCD members, please contact Meghan Acheson at 920-906-5181. There are also many websites available with information regarding employment for individuals with a disability, including: [APSE.org](http://APSE.org), [gettinghired.com](http://gettinghired.com), [odep.gov](http://odep.gov), and [opm.gov](http://opm.gov).