

# Connections

A Newsletter for the Members of Community Care



Why Indoor  
Plants Make  
You Feel Better  
P.10



## PG4

Are You Taking  
Your Medications  
Properly?

**TAKING MEDICATIONS AS  
PRESCRIBED CAN CONTROL  
CHRONIC CONDITIONS,  
HELP TREAT TEMPORARY  
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GOOD FOR OVERALL  
LONG-TERM HEALTH.**

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## Words From Robert Goldstein Chairman of the Board at Community Care

I am truly excited about the launching of Connections. One of the great things about my role as Chairman of the Board of Directors is to have the opportunity to meet and talk with Community Care members, and the individuals who serve them.

In speaking with members, providers and caregivers, I learned that when it came to communication, these individuals sometimes felt disconnected with the organization. They expressed the need to receive more information regarding Community Care's programs, services and legislative changes that may impact their care.

Community Care listened to these ideas and suggestions and created Connections, a newsletter made specifically for you, our members.

On behalf of the Board of Directors and Community Care, we hope that you are enjoying the newsletter and that it is a welcome addition to your life, most of all we hope that you feel more connected with the organization.

Robert Goldstein,  
Chairman of the Board of Directors at Community Care



## We Want to Hear From You!

In an effort to better serve our members, Community Care holds Regional Advisory Committee Meetings throughout the year to provide information on changes happening at the federal, state and local level that may impact our programs and members. These meetings also provide updates on Community Care initiatives.

The Regional Advisory Committee Meetings are an opportunity for us to hear from our members and everyone impacted by our programs. Anyone is welcome to attend – members, family members, providers and advocates!

The following is a list of upcoming Regional Advisory Committee Meetings:

### Racine/Kenosha/Walworth Regional Advisory:

**Date:** Wed., July 31, 2019  
**Time:** 1:00 p.m. to 3:00 p.m.  
**Location:** Kenosha County Center Room A or B, 19600 75th St., Bristol WI, 53104

For questions or more information regarding this Regional Advisory Committee Meeting, contact: Jennifer Flemal at (262)676-5931 or through email at [jflemal@communitycareinc.org](mailto:jflemal@communitycareinc.org).

### Calumet/Outagamie/Waupaca/Winnebago Regional Advisory:

**Date:** August 21, 2019  
**Time:** 12:00 p.m. to 1:30 p.m.  
**Location:** Community Care Appleton office, 4435 W. Lawrence St., Appleton WI, 54914.

For questions or information regarding this Regional Advisory Committee Meeting, contact: Nancy Leipzig at (920)750-5508 or through email at [nancy.leipzig@communitycareinc.org](mailto:nancy.leipzig@communitycareinc.org).

## Reporting Fraud, Waste and Abuse

In 2018, the Department of Justice recovered \$2.8 billion due to fraudulent Medicare claims by physicians and other health care providers. In addition, state Medicaid programs have recovered millions due to health care fraud. Healthcare fraud is a serious crime. It affects everyone and is a cost that cannot be overlooked.

**Do you think you've been a victim of healthcare fraud, waste or abuse? Do you**

**know someone who is committing health care fraud, waste, or abuse? Do you know about any unethical behavior? You can help!**



Report any instances of fraud, waste and abuse or unethical behavior by:

- Contacting Community Care's Compliance Dept. at 866-992-6600;
- Calling the Ethics and Compliance Hotline anonymously 24 hours a day at 800-826-6762;

- Completing the Compliance Inquiry form online at [www.communitycareinc.org](http://www.communitycareinc.org);
- Emailing the Compliance Department at [compliancehotline@communitycare.org](mailto:compliancehotline@communitycare.org); or
- Contacting your Care Manager.

Remember, you can remain anonymous. Community Care does not tolerate retaliation against anyone who in good faith reports suspected violations.

# Are You Taking Your Medications Properly?

Sticking to your medication routine is important. Taking medications as prescribed can control chronic conditions; help treat temporary conditions and is good for overall long-term health.

According to the Centers of Disease Control and Prevention, it is estimated that 30 to 50 percent of chronic disease treatment failures as well as 125,000 deaths per year in this country are because of non-adherence (not taking medication as prescribed).

There are many reasons people don't take medications as prescribed. Some may find it hard to follow directions, they forget, or are overwhelmed because they are taking multiple medications.

Community Care's pharmacy offers the following options to help **Family Care Partnership and PACE Members** with medication adherence.

**Health Minder:** This is a program that alerts the pharmacy technician of refills that are due to be filled for the member. Pharmacy runs a report every Wednesday, and members who are enrolled will have their medications available on Thursday. Many of the participants in Health Minder prefer to have their medication mailed to them.

**Dispill:** Members have their medication filled every two weeks in a blended calendar pack. The blisters are arranged in four columns by time of day, morning, midday, afternoon and bedtime. All the medications

to be taken at a certain time are placed together in one blister. Each blister has all the information printed on it: member name, date when to take; including the month and the day. The blister also has the name of each medication contained in the blister printed on it.

**Blister cards, (Bingo Cards):** These cards contain a single medication packed in a card containing a one month supply. These cards are used at all congregate sites, and some group homes and assisted living homes.

**Multi-blisters:** These cards have a month's worth of medications packaged together (co-mingled) in a card according to the time of day at which the medication is to be taken.

If you are a **PACE or Partnership member** and have questions about your medications, talk to your doctor. For questions about Community Care's pharmacy services, contact your care manager.



## Member Satisfaction Surveys Coming Soon!



In upcoming months, the Wisconsin Department of Health Services will be sending Member Satisfaction Surveys to **Family Care and Family Care Partnership** members from all Managed Care Organizations, including Community Care.

**If you are a Family Care or Family Care Partnership member** and you receive a Member Satisfaction Survey from DHS this year, we hope you take the time to complete it and return it. We ask all Community Care members, regardless of which program you are enrolled in, to let your Care Team know how they are performing in the following areas:

- How often do you get the help you need from your Community Care team? *If it isn't EXTREMELY OFTEN please let your Care Team know.*
- How involved are you in making decisions about

your care plan? *If it isn't EXTREMELY please let your Care Team know.*

- How much does your Care Plan include the things that are important to you? *If it isn't A GREAT DEAL please let your Care Team know.*
- How well do the services you receive meet your needs? *If it's it isn't EXTREMELY please let your Care Team know.*

Service is important to us. Please talk to your Care Team if you are not EXTREMELY happy with your services.

**If you are a PACE Member, you will be receiving a Member Satisfaction Survey from Community Care in June.** We ask that ALL PACE members complete the survey and return it within 30 days. Your feedback is very important to us!

## Teach-Back: A Simple Technique to Improve Members' Understanding

Community Care is committed to providing the best services to our members. It's important to our teams that you understand the information they share with you and that you are extremely satisfied with your services.

One way to help you understand and remember important information about your health and services is through a technique called Teach-Back.

With Teach-Back, instead of asking "yes or no" questions, your care team may ask you to explain or demonstrate important information discussed during the visit. For example, you may be asked, when is the best time for you to monitor your blood sugar level? Show me how you will do that? Or, tell me in your own words how many times a day are you taking your medication?

This technique ensures you are involved in your care plan and the decisions about your services.

## 5 Questions For... Dr. Van Anh Lee, Community Care's Dental Director

### 1 Could you describe Community Care's dental services department?

We provide oral healthcare to our PACE and Partnership members. We also serve as a resource for Family Care teams regarding their members' oral health. We have two clinics in Milwaukee county – one on Layton and on Vliet. Our members are served by a dentist, an assistant and a scheduler.

### 2 What services do our members come to you for the most?

There really is a broad range of dental needs among our members. We provide all services just as a general dental office, but with greater concentration on oral hygiene instruction, exams, cleanings, restoring salvageable teeth and replacements for missing teeth with removable appliances such as full/partial dentures.

### 3 What's your goal for the dental services department?

My goal for the dental services department is to provide consistent, high quality care in the most efficient, cost effective way possible. We have qualified, competent and caring providers. I would like to see oral health incorporated into the overall health for our members. Community Care's dental services are consistent and dependable; our members know that we are here. The clinic is open five days a week and we alternate our schedules so that someone is always there to provide services to the member. My focus is to maintain that dependability and build on it.

### 4 What would you like people to know about Community Care's dental services?

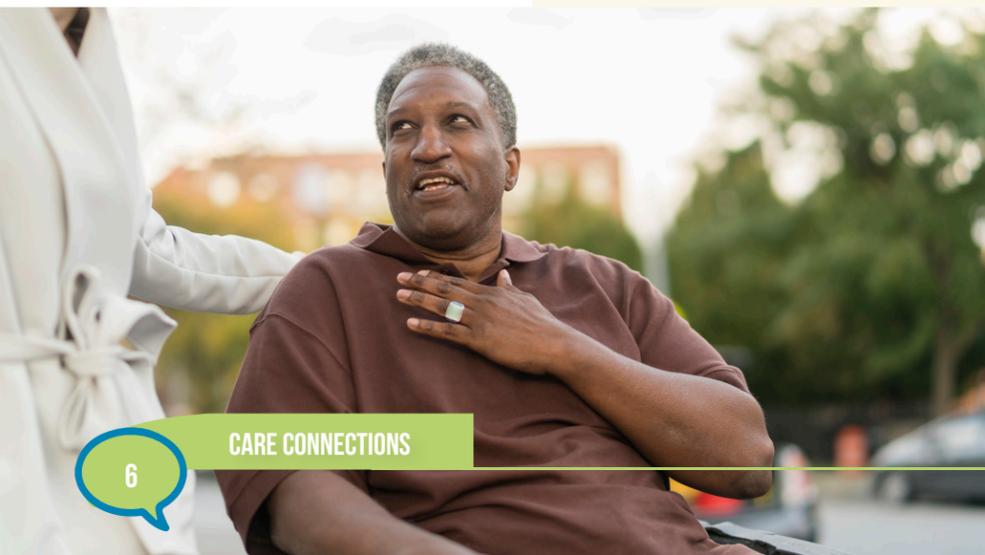
What I want people to know about our dental services is that we provide quality, efficiency and friendliness! Good oral health is so important, especially to our members. Studies show that many common dental problems can lead to even bigger overall health

### 5 What's on the horizon for dental services?

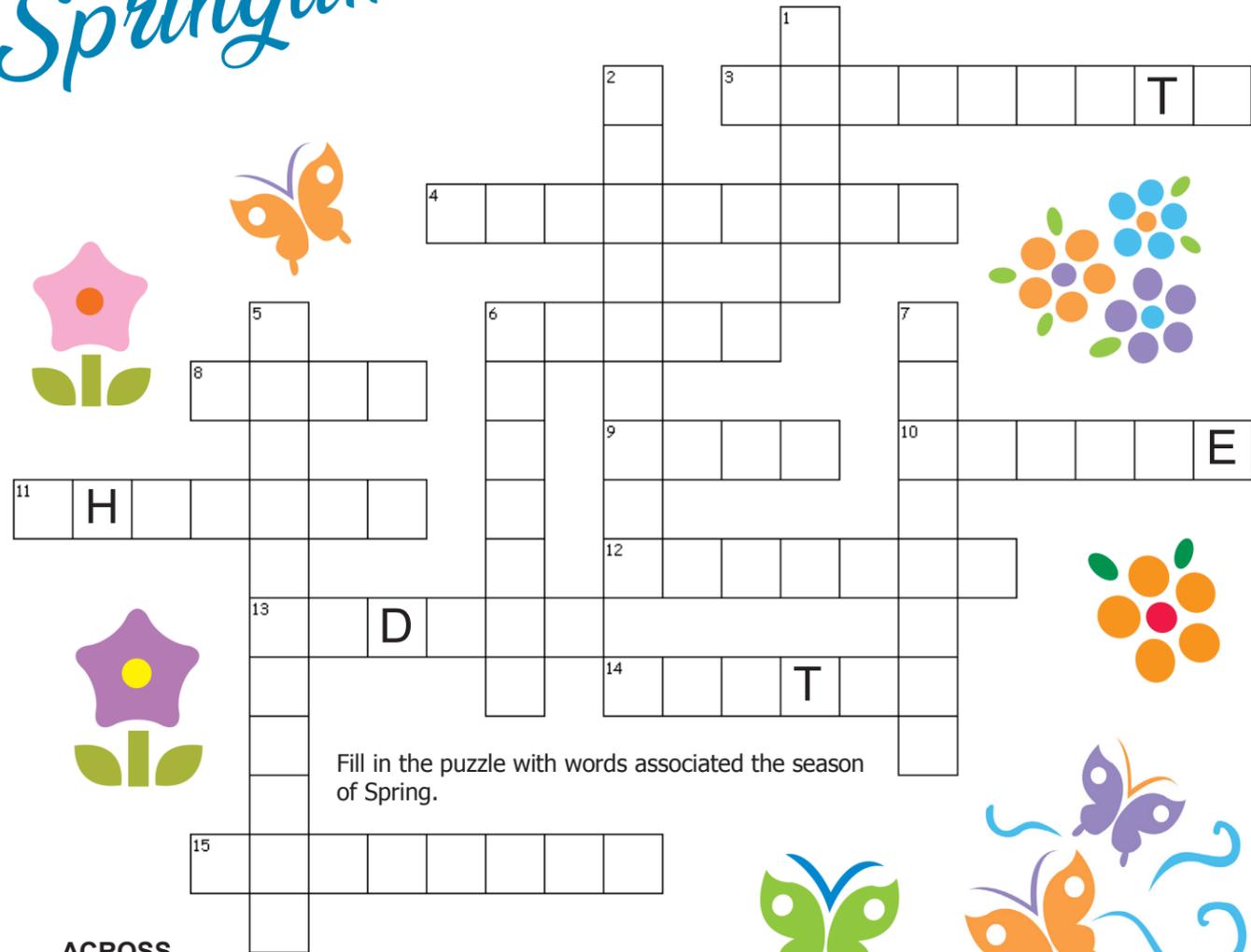
Our goal is to have at least two chairs at each clinic. At this time we have 2 chairs at the Vliet clinic. We are also currently recruiting a hygienist to join our team to provide oral hygiene care for our members.



concerns, so addressing the oral health of our members can go a long way in providing them with quality care.



# Springtime Crossword Puzzle



Fill in the puzzle with words associated the season of Spring.

## ACROSS

- What insects do when they move a substance from one plant to another to assist reproduction
- A young bird, reptile, or fish recently emerged from an egg
- A bell-shaped flower on a stem that grows from a bulb
- A comfortable temperature that is not too hot
- A structure where an animal, bird, or insect lives and lays eggs and/or takes care of its young
- A gentle wind
- Light, scattered rain
- A waterproof coat
- Small pool of water on the ground
- Soft-hued color
- A game played outside on a diamond

## DOWN

- Bird with the color red on its chest area
- Make Way for \_\_\_\_\_
- Eventually morphs into a butterfly or moth
- A small creature with a large head and long tail that lives in water and develops into a frog
- A portable, usually circular cover used for rain or sun protection

Crossword Answers: 1) Robin 2) Ducklings 3) Pollinate 4) Hatchling 5) Caterpillar 6) Tulip 7) Umbrella 8) Warm 9) Nest 10) Breeze 11) Showers 12) Slicker 13) Puddle 14) Pastel 15) Baseball



May is National Stroke Awareness Month  
*Do you know the signs?*

National Stroke Awareness Month is an annual event to bring awareness of stroke symptoms.

According to the National Stroke Association, a person experiencing a stroke can be treated if people act FAST – 80% of strokes can be prevented.

If you think you may be having a stroke or suspect that someone else is experiencing symptoms of a stroke, act FAST:

- F – Face:** Does the face droop on one side when the person smiles or look uneven?
- A – Arm:** After raising both arms, does one of the arms drift downwards?
- S – Speech:** After repeating a simple phrase, does the person's speech sound slurred or strange?
- T – Time:** If any or all of the above are felt or observed call 9-1-1 and ask for medical assistance.

For more information about National Stroke Month, you can visit the National Stroke Association website at [www.strokeassociation.org](http://www.strokeassociation.org).

*Save the Date*

COMMUNITY  
HEALTH  
MATTERS  
9.21.19

*A day of healthy  
fun for all ages!*

3220 W. Vliet St.,  
Milwaukee, WI



# WHY INDOOR PLANTS MAKE YOU *Feel Better*

**Indoor plants can help improve mental and physical health, especially anxiety. Plants reduce stress levels, improve mood, and improve reaction time and concentration. Here are some of the specific ways this happens:**

### **They Help Breathing**

When you breathe, your body takes in oxygen and releases carbon dioxide. During photosynthesis, plants absorb carbon dioxide and release oxygen. This opposite pattern of gas use makes plants and people natural partners. At night, photosynthesis ceases, and plants typically respire like humans, absorbing oxygen and releasing carbon dioxide. A few plants, orchids, succulents and moss, do just the opposite, taking in carbon dioxide and releasing oxygen. Place these plants in bedrooms to refresh air during the night.

### **They Prevent Illness**

As part of the photosynthetic and respiratory processes, plants release moisture vapor, which increases humidity of

the air around them. Plants release roughly 97% of the water they take in. Place several plants together, and you can increase the humidity of a room, which helps keep respiratory distresses at bay. Studies at the Agricultural University of Norway document that using plants in interior spaces decreases the incidence of dry skin, colds, sore throats and dry coughs.

### **They Clean the Air**

Plants remove toxins from air – up to 87% of volatile organic compounds (VOCs) every 24 hours, according to NASA research. VOCs include substances like formaldehyde (present in rugs, vinyl, cigarette smoke and grocery bags), benzene and trichloroethylene (both found in man-made fibers, inks, solvents and paint). Benzene is commonly found in high concentrations in study settings, where books and printed papers abound.

The NASA research discovered that plants purify trapped air by pulling contaminants into soil, where root zone microorganisms convert VOCs

into food for the plant.

### **They Boost Healing**

Adding plants to hospital rooms speeds recovery rates of surgical patients, according to researchers at Kansas State University. Compared to patients in rooms without plants, patients in rooms with plants request less pain medication, have lower heart rates and blood pressure, experience less fatigue and anxiety, and are released from the hospital sooner.

The Dutch Product Board for Horticulture commissioned a workplace study that discovered that adding plants to office settings decreases fatigue, colds, headaches, coughs, sore throats and flu-like symptoms.

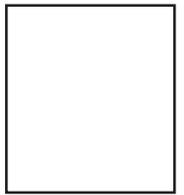
### **How Many Plants?**

The recommendations vary based on your goals. To improve health and reduce fatigue and stress, place one large plant every 129 square feet. To purify air, use 15-18 small plants for an 1,800-square-foot house.

Sources: [www.bioadvanced.com](http://www.bioadvanced.com)



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