



# CASE STUDY: Lakeland Care

## OVERVIEW

Managed Care Organization Lakeland Care enriches the lives of more than 7,700 frail elders and individuals with physical and intellectual/developmental disabilities by providing compassionate long-term care services and support that helps people live independently. Lakeland Care was one of the first Managed Care Organizations to provide the Family Care benefit in Wisconsin more than 20 years ago and has since expanded to 22 counties. It also partners with the Menominee Tribe and the Oneida Nation to provide tribal care management under Wisconsin's Family Care program.

Lakeland is the central connection for its members, external providers, local care teams, and the state's third-party administrator. With its focus on quality care and good stewardship of Medicaid dollars, the MCO continually strives to improve efficiency, and has deployed several systems to support various processes. Lakeland initially contacted TESCHGlobal (TG) for its expertise in migrating from legacy care management systems to Casenet's TruCare® platform. As Lakeland continually aims to simplify processes and consolidate data sources, TG has become its data management and product development partner of choice.

## CHALLENGES

- Managing data integration while migrating from a legacy system to the TruCare platform
- Cumbersome process that lacked functionality within its current tool
- Decentralized and manual management of enrollment, authorizations and claims data for 1K+ providers
- Lacked IT resources to manage CMS Interoperability and Patient Access Final Rule compliance

## CUSTOMER PROFILE

Organization: Lakeland Care

Founded: 2000

Corporate Office: Fond du Lac, WI

Vertical: Healthcare

Employees: 201 - 500 employees

## INDUSTRY

A pioneer in expanding state-supported, compassionate Family Care programs in Wisconsin.

## TESTIMONIAL

"Our partnership with TESCHGlobal has allowed us to meet technical needs that we couldn't allocate to internal resources. Each project is a collaborative effort, where TESCHGlobal works to understand our needs with regular touch-base meetings and status updates throughout, and our IT team is involved to the extent possible. TESCHGlobal has been a valuable partner in helping us to meet goals and provide efficient tools to manage our day-to-day processes!"

- Kim Mickle  
IT Applications Manager



## TG SOLUTION

- Analyzed Lakeland's data integration needs and developed an internal-facing web application for staff working in nine regional offices to more efficiently manage the data and process for frequent member enrollment, disenrollment and re-enrollment.
- Developed an external-facing web portal application for providers to view service authorizations and claims.
- TG is developing a provider management application that will automate provider application and contracting. The application will replace the current manual process and enable more providers to serve Lakeland members cost-effectively.
- TG is implementing the HealthLX Interoperability Platform and the FHIR Enterprise capability suite to establish Lakeland's compliance with the CMS Interoperability and Patient Access Final Rule.

## RESULTS

- Lakeland can view all of its member enrollment data from a single portal, pull data from multiple systems, and send authorizations efficiently and securely to the state's TPA for Family Care programs.
- Lakeland's providers can conveniently view authorizations and claims online and will soon have an expanded online relationship with Lakeland.
- Lakeland is assured of CMS interoperability compliance before the deadline with a proven solution.
- Ownership of its web applications will create year-over-year cost savings for Lakeland.
- As Lakeland has envisioned improvements in care, access to care, and in stewardship of Medicaid dollars, TG has become an essential part of the MCO's IT team, providing data management, application development, and managed services support, as needed.

## CONTACT US

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management enables  
Lakeland to lead in high  
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member services.**

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