



Partnering with *iCare-Inclusa*

Founded in Wisconsin in 1972 by the Knapp family, Lori Knapp Choice™ was created to provide a better life for then 13-year-old Lori Knapp, helping her live in her community rather than an institution.

That same commitment still drives our work today: supporting individuals of all ages and abilities to live independently, make their own choices, and direct their supports with confidence. For more than 10 years, we've partnered with care teams across Wisconsin to make self-direction work smoothly, transparently, and with dignity.

Benefits of Working with Lori Knapp Choice™

Simple Referrals

- Easily submit referrals to our team via email
- A dedicated Enrollment Specialist will conduct a Welcome Call within one business day

Regular Enrollment Updates

We keep you informed throughout the enrollment process by providing:

- Confirmation of the referral
- Date of enrollment visit
- Notification when Member is ready to start
- Communication regarding unexpected delays

Educational Enrollment Process

Our dedicated Enrollment Specialist will conduct an in-home enrollment in which they will:

- Complete paperwork with the the Member and their Direct Care Workers
- Explain Member's role as Employer
- Review *mySDHub* (online portal)
- Provide materials for ongoing support

Proactive EVV Support

- EVV training for both the Member and Direct Care Workers during the enrollment visit
- Our dedicated EVV team proactively reaches out to those who may be struggling to correctly log and approve time

Reliable Payroll & Timesheet Processing

- Timesheets are submitted via CareTime (EVV) or online timesheets
- All time must be entered and approved by the 3rd and 18th of each month
- Payroll is processed twice monthly

Seamless Transitions

- Direct coordination with *iCare-Inclusa* and outgoing FEAs to align transfer dates
- Coordinated hand-off of data and records, minimizing disruption for Members and Direct Care Workers



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