

Children's Long-Term Support Waiver Provider Bulletin

Program Information for Children's Waiver Providers

As a waiver provider, you serve an essential role in supporting the lives of children and families. This Bulletin is part of DHS' commitment to support you by communicating important children's waiver information directly to you.



ANNOUNCING PERMANENT REMOTE WAIVER SERVICES POLICY AND REMINDERS ABOUT STATEWIDE UNIFORM RATES

The information provided in this Bulletin is published in accordance with Social Security Act § 1915(c) and 42 C.F.R. § 440.180.

Permanent Remote Waiver Services Policy

The Children's Long-Term Support (CLTS) Waiver Program is establishing permanent policy for remote waiver services. This new policy will help families and children access CLTS Waiver Program and Children's Community Options Program services. Permanent policy for remote waiver services will be effective for dates of service on and after January 25, 2021.

The new permanent policy includes a definition of remote waiver services, criteria for remote waiver services, and specifies the services that may be delivered remotely.

RESOURCES

- Temporary policy guidance for remote waiver services can be found in the [COVID-19: Children's Long-Term Support \(CLTS\) Program Operations Questions and Answers](#).
- Refer to the Division of Medicaid Services (DMS) Numbered Memo [2021-02](#) for comprehensive policy details about remote waiver services.

Remote Waiver Services Definition

Remote waiver services are defined as waiver services delivered using multimedia that includes both video and audio components of communication technology permitting two-way, real-time, interactive communications between a provider and a participant and/or their parents, legal guardians, or unpaid caregivers. Remote waiver services **do not** include communications delivered by audio-only telephone, electronic mail, or facsimile (fax) machine.

Criteria for Remote Waiver Services

Remote waiver services must be provided with functional equivalency (that is, able to produce the same outcome) to in-person services. All the following must apply:

- Remote waiver services must be amenable to (that is, suitable for) virtual delivery (for example, a provider attests that the quality and effectiveness of a remote waiver service is not significantly affected, and the audio is clear).
- The audio and visual quality of remote waiver services must be functionally equivalent to an in-person visit.
- You are responsible for gaining informed consent from a participant or their legal guardian before providing remote waiver services. You are also responsible for developing and implementing your own methods of informed consent. Your methods must follow all federal and state regulations and guidelines.
- DMS Numbered Memo [2021-02](#) outlines more required criteria for remote waiver services.

Allowable Remote Waiver Services

Many CLTS Waiver Program services can be delivered remotely. Refer to DMS Numbered Memo 2021-02 for a comprehensive list of services that may be delivered remotely under the new permanent policy. DMS Numbered Memo 2021-02 also includes a list of services that **may not** be delivered remotely.

None of the remote waiver services allowed in response to the COVID-19 pandemic will end before the federal authority in [Wisconsin's § 1915\(c\) Appendix K, WI.0414.R03.03](#) is terminated. DMS Numbered Memo 2021-02 includes specific details about remote waiver services that are allowed in response to the COVID-19 pandemic and that are allowed permanently.

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Reimbursement Rates for Remote Waiver Services

Reimbursement rates for remote waiver services are the same as rates for in-person services. Refer to the [Children's Long-Term Support Waiver \(CLTS\) Statewide Uniform Rate Schedule](#), P-02184, for more information.

There are no changes to requirements and processes for claims processing for remote waiver services; however, changes associated with federal procedure code modifiers for claims processing are targeted for implementation in the third quarter of 2021.

Reminder About Children's Long-Term Support Waiver Provider Statewide Uniform Rates

The Wisconsin Department of Health Services (DHS) has distributed the [CLTS Waiver Program Rate Schedule](#) for specific services. The rate schedule shows the maximum amount a CLTS Waiver Program provider can be paid for each service by unit.

As a CLTS waiver provider, you are responsible for determining your usual and customary costs, otherwise known as the amount it costs you to provide the service. **You should claim your usual and customary rate**, whether that is higher or lower than the amount in the CLTS rate schedule.

Services will **only** be paid at the maximum rate listed on the rate schedule if your actual cost is at or above the amount in the CLTS rate schedule.

Respite Care in Wisconsin

DHS administers grant funds to the Respite Care Association of Wisconsin (RCAW) to deliver outreach, recruitment, and training activities for respite care workers in Wisconsin. RCAW's comprehensive training curriculum is DHS-approved and meets the CLTS Waiver Program's respite care minimum training requirements. The online training curriculum is available for free to anyone interested in becoming a respite care worker.

RCAW also manages a statewide Wisconsin Respite Care Registry of trained respite care workers who can provide respite care for individuals of any age with a variety of disabilities including challenging behaviors and basic medical and personal care needs. Interested individuals can take the online training course and be listed on RCAW's Wisconsin Respite Care Registry.

RATE RESOURCES

DHS has published the following information about statewide CLTS waiver rates, available on the [CLTS Waiver Program Service Rates](#) webpage:

- [CLTS Waiver Program Rate Schedule, P-02184](#)
- [Children's Long-Term Support \(CLTS\) Waiver Program Benefit Code Crosswalk, P-02283](#)
- [Outlier Rate Guidelines, P-02274](#)

RESOURCES

For more information, you can visit [RCAW's website](#).

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RCAW is an excellent resource for families, respite provider agencies, and county waiver agencies to recruit and employ trained respite care workers.

Registering for the Wisconsin Physicians Service Provider Portal

The CLTS Waiver Program recommends that you create a Wisconsin Physicians Service (WPS) portal account to view your authorizations, claim status, and provider remittance advice (PRA). The provider portal also allows you to message WPS directly. Visit WPS' [CLTS waiver provider resources webpage](#) for more information about accessing the provider portal.

What do you need to register for the Wisconsin Physicians Service provider portal?

Visit the [WPS providers' webpage](#) to register for the WPS provider portal. You will need two PRA documents received in the past 90 days. The following information must be submitted to register for the WPS provider portal:

- One claim number from each PRA document
- The remittance date from each PRA document
- The total amount from each PRA document
- The electronic funds transfer number or check number listed on the first page of each PRA document

Portal users are organized by tax IDs. If you submit claims under multiple tax IDs, you must sign up for the WPS provider portal under each tax ID.

Wisconsin Physicians Service Billing and Claims Processing Tips for Children's Long-Term Support Services

It is important to submit claims correctly the first time to make sure you get timely payments and reduce administrative costs.

Reminders About Modifiers and Dates of Service for Billing and Claims Processing

You must bill appropriate modifiers to accurately reflect the services provided and for claims to be paid correctly. You must also enter the date(s) of service correctly on claims.

RESOURCES

- For questions about the WPS Provider Portal, call the WPS CLTS call center at 877-298-1258.
- For billing and claims processing tips, visit WPS' [CLTS waiver provider resources webpage](#).

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Help Grow the Children's Long-Term Support Waiver Program

Over the past few years, the CLTS Waiver Program has increased its ability to serve children with disabilities and their families. In 2020, the CLTS Waiver Program served more than 11,000 children—a 60 percent increase since 2017. To support this incredible growth, more service providers are needed to meet increased demand. The CLTS Waiver Program would appreciate your help in reaching out and sharing information with your colleagues to expand the provider network in all 72 Wisconsin counties. This will help every child with long-term disabilities or complex medical needs access supports and services when they need them.

Share information and resources from the CLTS Waiver Program's [media toolkit](#) to reach potential new providers.

CALL TO ACTION

DHS is working to improve communications and overall customer experience. Please take a few minutes to fill out the [Provider Communications Pulse Survey](#) by January 29, 2021. Your feedback will help identify areas for improvement and provide a better understanding of your thoughts on provider communications and customer service.

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The CLTS Waiver Program is a home and community-based services waiver. It provides services funded by Wisconsin Medicaid for children who have substantial limitations in their daily activities and need support to live full and inclusive lives in their home or community. Eligible children include those with developmental disabilities, severe emotional disturbances, or physical disabilities. Funding can be used for a range of services and supports based on the goals and identified outcomes for each child and their family.

For more information, visit the [Services for Children With Delays or Disabilities](#) webpage.

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