

Children's Long-Term Support Provider Bulletin

Information for CLTS Program Providers

As a Children's Long-Term Support (CLTS) Program provider, you serve an essential role in supporting children and families. This bulletin is part of DHS' commitment to support you by communicating important program information.



Share your feedback on the draft CLTS Program waiver application this May

As a CLTS Program provider, you have key insight and knowledge about how the program is working. We value your opinion and want to share an upcoming opportunity for you to improve the CLTS Program for the next five years.

In 2025, the Wisconsin Department of Health Services (DHS) began work to renew the CLTS Program waiver. The waiver describes all CLTS Program rules, like what services are available

and who can join. Using feedback from families, counties, and providers about how we can improve the program, we started drafting the new waiver application late last year. We plan to share the draft in May, when you'll have a chance to read it and give us your feedback.

About the waiver

Wisconsin Medicaid offers the CLTS Program with approval from the federal government through a waiver. A waiver lets us cover services that Medicaid usually doesn't allow. The waiver needs to be renewed and approved by the federal Centers for Medicare & Medicaid Services (CMS) every five years. The current CLTS Program waiver expires at the end of 2026.

Get ready to give feedback in May

Most feedback we received in 2025 focused on improving consistency across counties and supports for families. We have incorporated this feedback into the new waiver application draft.

Anyone can read the draft and send comments about it. We especially want families, counties, and providers to read the draft waiver application and let us know if any other important CLTS Program improvements should be added.

Almost here!
→

In May, we will post the draft waiver application online for 30 days and ask for feedback. You'll be able to send your comments directly to us. We'll send emails with a link to the draft and information about how to send your feedback.

Finalizing the waiver with your feedback

After the 30 days for comments is over, we will review all feedback and make final updates to the waiver application. Then, we will submit the final draft to CMS for approval. The new waiver and all program changes will go into effect on January 1, 2027.

Thank you for being involved in the waiver renewal process. Find more information and updates, visit the [CLTS Program Waiver Renewal webpage](#).

CLTS Program Waiver Renewal Timeline



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

Deciding together with participants and families

Your role as a CLTS Program provider is important to supporting each participant's needs, strengths, goals, and inclusion. Building collaborative partnerships with children, families, and county waiver agencies helps ensure the best outcomes for children and families.

The CLTS Program uses a team approach to service planning. It's called Deciding Together. The goal is to create service plans centered around participants and their families.

Services should be meaningful, effective, sustainable, and work toward meeting each participant's outcomes. Deciding Together supports transparent and shared decision-making for everyone on the team.

Deciding Together is now clearer than ever

We've made some changes to the Deciding Together Guide to make each step more action-oriented and easier to understand. The five steps remain the same, but now focus on what the team does together, from identifying outcomes a child and family wants to achieve to evaluating whether supports and services are working in a responsible and cost-effective way.

A summary of Deciding Together

Step 1: Identifying Outcomes

The team starts by clearly identifying what the child and family wants to achieve. This step focuses on outcomes and helps guide every decision that follows. Outcomes are the specific steps that help the child and family meet their overall goals and the results they would like to see.

Step 2: Thinking Creatively

The team explores a wide range of ideas to support those outcomes.

Step 3: Weighing Options

The team looks closely at how each option supports the child's outcomes, what funding sources are available, and how to use CLTS Program funds responsibly.

Deciding Together RESOURCES

Learn more about the Deciding Together process in the [Deciding Together Guide, P-02246](#).

Want to know more about how the CLTS Program works for families? Get the [CLTS Program Participant and Family Handbook, P-03689](#).

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Step 4: Developing the Plan

Once the options are decided, the team creates a clear, outcome-based service plan, which is called an Individual Service Plan (ISP). The team identifies which supports and services will be included in the plan based on current goals and outcomes, aligned with CLTS Program policy, and responsible use of public funding. Each chosen support or service funded by the CLTS Program must be directly linked to a specific child-focused outcome and reflect the shared understanding developed in previous steps.

Step 5: Evaluating the Plan

The team makes sure the supports and services in the ISP are helping the child meet their outcomes.

Your CLTS Program Provider Handbook is coming soon

We heard you—providers need a one-stop-shop resource for navigating the CLTS Program. We've started working on a handbook to make it easier for you to understand program requirements, billing, enrollments, and more!

What will the provider handbook include?

- Information about the CLTS Program to help you learn more about your role
- Informational guides to help you manage your CLTS Program Provider Registry account
- Billing information, like how to use the ForwardHealth Portal, prior authorizations, claims, and training resources
- Your roles and responsibilities, including program quality and standards

Where can I find the provider handbook?

We will send an email to all CLTS Program providers and county waiver agencies when it's ready. The handbook will be online, linked on the DHS website, and available to access and download at any time.

Get in touch

Have questions, concerns, or ideas about the handbook? Contact us at

DHSCLTSProviderRelations@dhs.wisconsin.gov

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Service highlight: Employment-related services

As CLTS Program participants become teenagers and start thinking about life after high school, you can play an important role in shaping their futures. We believe everyone can work if they have a job that matches their interests and skills, along with the right support at the right time. Work is essential for better health, higher quality of life, improved self-confidence, and a stronger sense of community. That's where the CLTS Program's employment-related services come in.

In this bulletin, we'll highlight two employment-related services: **Discovery and career planning** and **community competitive/integrated employment**.

How do these services help kids?

Both of these services help participants discover what kind of job they would like and help them find and keep a "competitive job" in the community. Competitive jobs are jobs that:

- Anyone can apply for
- Pay the same as someone else doing the same job
- Integrated in the community (not separate from peers)
- Are not "set aside" for someone with a disability

What is discovery and career planning?

Discovery and career planning is based on the belief that all participants can work when given the opportunity, training, and support that builds on their strengths, abilities, and interests. This service covers classes and training. The goal is to help participants decide what kind of work they want to do, and get them ready to find a job.

With discovery and career planning, participants can:

- Learn how to write a resume
- Build general, non-job-task-specific strengths and skills
- Learn how to interview
- Explore careers that relate to their personal interests, skills, and abilities



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The goal of discovery and career planning is to help participants work toward paid employment in integrated community settings.

What is community competitive/integrated employment?

Community/competitive integrated employment helps participants stay employed in competitive jobs in the public sector, private entities, or to own their own business. This service helps participants who need intensive, ongoing support to perform their job tasks due to their disability. Providers help build a structured support system for participants during their regular work schedule to improve work performance.

Who can provide these services?

You must have the right qualifications to provide these services. Here's how you know:

1. Understand the service delivery and qualification requirements outlined in the [CLTS Program Waiver Manual, P-02256 \(PDF\)](#), Chapter 4—Provider Requirements and Allowable Services. It details:
 - How to deliver services to participants.
 - Service limitations.
2. Consider who needs the service and the outcome you will work toward together.
 - Identify how delivering the service will meet the participant's needs.
3. Confirm your qualifications and add the service to your provider enrollment.
 - Add the service to your account in the [CLTS Provider Registry](#).
 - Prepare and submit your licensing or certification credentials to DHS.

Key Resources

- [CLTS Program Providers and Services at a Glance, P-03181 \(PDF\)](#)
- [CLTS Program Waiver Manual, P-02256 \(PDF\)](#)
- [Provider Users: View, Update, and Renew a Registration, P-03312b \(PDF\)](#)

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Key contacts for CLTS Program providers

The CLTS Program wouldn't exist without the quality, life-changing services you provide. We strive to provide the resources and support you need to do the best job possible, so you can help Wisconsin's children and families thrive. We have a few teams dedicated to helping you navigate different areas of the program. Connect with these teams to help solve issues:

CLTS Program provider enrollment team

For enrollment questions, email DHSCLTSProvider@dhs.wisconsin.gov

- Using the CLTS Program Provider Registry
- How to update CLTS Program registrations
- Using MyWisconsin ID to log in
- Licensing and qualification requirements for enrolled services
- How to renew a registration

CLTS Program provider relations team

For technical guidance, email DHSCLTSProviderRelations@dhs.wisconsin.gov

- CLTS Program policy and operations
- Service requirements and limitations
- CLTS Program rate schedule and code crosswalk
- Whether your services meet CLTS Program requirements
- Upcoming program forums and webinars for providers




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ForwardHealth CLTS Program operations team

For ForwardHealth Portal questions, email CLTSOperations@gainwelltechnologies.com

- Logging in
- Submitting claims for payment
- Claims processing and payments
- Billing standards and rates
- Navigating the Portal
- Requesting login information
- Setting up your electronic funds transfer (EFT)

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The Children's Long-Term Support (CLTS) Program helps children with disabilities and their families through supports and services that help children grow and live their best lives. It is a home and community-based service waiver. It uses a Medicaid waiver to fund services for kids with disabilities. A waiver lets states use Medicaid to fund additional non-medical services and supports not normally offered. The CLTS Program aims to keep kids at home instead of at an institution.

For more information, visit the [CLTS Program: Information for Providers](#) webpage.