WISCONSIN DEPARTMENT of HEALTH SERVICES

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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.



CLTS Program waiver renewal: getting ready to make changes

The Wisconsin Department of Health Services (DHS) is getting ready to make changes to the CLTS Program in 2027. Families, counties, and providers like you have given us ideas and feedback over the past year on how we can improve the program. We used your input to draft the new waiver application for the CLTS Program, and we submitted it to the federal government for review in July.

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

About the waiver

Wisconsin Medicaid offers the CLTS Program with approval from the federal government through a waiver. A waiver lets the program reimburse providers for services that Medicaid usually doesn't cover.

The CLTS Program waiver describes all program rules, like what services are available and who can join. 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.

What's changing in the new waiver?

The CLTS Program has made changes to 20 services within the new waiver application. Services have been added, removed, and updated to achieve the following goals:

- Increase consistency in the CLTS Program experience
- Improve timely access and benefits coordination
- Create greater program and operational efficiency

Here's how the changes will affect program providers and participants starting January 1, 2027.

- Families and participants will have access to **new services**:
  - Adult day services
  - In-home unpaid caregiver training
  - Specialized youth care
- Some services will **no longer be available**:
  - Child care
  - Day Services
  - Participant and family directed goods and services
- Some services have significantly **new descriptions** or **new provider qualification requirements**:
  - Assistive technology
  - Counseling and therapeutic services
  - Family/Unpaid Caregiver Supports and Services
  - Financial management services
  - Health and wellness
  - Personal supports
  - Specialized medical and therapeutic supplies

CLTS Program Waiver Renewal Timeline



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- Some services are **changing**:
  - Communication assistance for community inclusion
  - Community integrated employment
  - Daily living skills
  - Discovery and career planning
  - Home modifications
  - Housing support services
  - Participant-directed broker services
  - Safety planning and prevention
  - Transportation
  - Vehicle modifications

We're here to support you through these changes

The waiver will be in effect for five years—from 2027 through 2031. We'll help you prepare so you feel confident delivering CLTS Program services in the new year.

- DHS will host webinars and share resources to support providers affected by waiver changes.
- DHS will contact providers who deliver these services with details on how to stay compliant with program requirements.
- Counties will partner with providers to help make sure participants and families keep receiving services without gaps or delays.
- DHS will share information about service updates with participants and families, including updates to the resources on the CLTS Program Information for Families web page.

Webinars

DHS will host a series of webinars to support providers who need to prepare for significant changes included in the 2027 CLTS Waiver Manual.

We'll host provider-specific webinars for the following services:

- Child care and day services
- Counseling and therapeutic services
- Financial management services (FMS)
- In-home unpaid caregiver training (providers delivering services under family/unpaid caregiver supports and services will be invited)
- Participant and family directed goods and services

HAVE QUESTIONS?

Contact CLTS Provider Relations at DHSCLTSProviderRelations@dhs.wisconsin.gov.

Visit the CLTS Program Waiver Renewal Information and Supports for Providers web page for more information on upcoming provider webinars.

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Providers delivering these services will receive email invitations for the webinars most relevant to the services they provide. We encourage you to verify your email address is current in the CLTS Provider Registry.

For more information about the dates and times of these webinars, visit the CLTS Program Waiver Renewal Information and Supports for Providers web page.

Changes to the Provider Revalidation Process

The CLTS Program waiver renewal is making changes that affect providers. One change is to the CLTS Program provider revalidation process. Starting in 2027, you'll renew your CLTS Program registration every three years instead of every four.

This change aligns the CLTS Program with adult long-term care programs and Medicaid provider practices.

What does this mean for me?

The only change to the provider revalidation process is how often it will be completed. Every three years, providers will be required to renew their CLTS Program Provider Medicaid Agreement. This agreement confirms that you are an approved Medicaid provider and must follow Medicaid rules and regulations while participating in the program.

The revalidation process requires provider agencies to confirm Wisconsin Caregiver Background Checks are completed. Caregiver background checks are required for all individuals who have regular and direct contact with CLTS Program participants. DHS will administer background checks for providers enrolled in the program as sole proprietors.

DHS will also review provider licensing and certifications to confirm they are still valid. Providers who deliver services that require a license or certification must upload a copy to their registration to be approved for certain service categories. Providers with expired credentials will need to obtain the appropriate license or certification before services can continue.

GET UPDATES FROM US

Make sure you get updates about the 2027 CLTS Program changes and other topics affecting CLTS Program providers! Join one of our lists to receive email updates.

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When will revalidation change?

All providers who would normally need to revalidate in 2027 will revalidate as usual. Here's how future revalidations will change:

Original revalidation year	New revalidation year
2028	2027
2029	2028
2030	2029

We will share more information about the new revalidation cycle, including reaching out to providers originally scheduled to renew in 2028, 2029, or 2030.

Service highlight: transportation

The CLTS Program offers a wide range of benefits providers can offer program participants. A service that has become increasingly popular is transportation. Transportation is covered by the CLTS Program to help participants maintain their inclusion, independence, and participation in the community.

What it covers

Transportation services fund a participant's nonmedical, nonemergency transportation needs to meet their goals and daily needs. That means it helps participants access both authorized CLTS Program services and the meaningful places in their community when they don't have a way to get there.

How it works

Transportation services work in three ways:

- Purchase of bus tickets, train passes, taxi vouchers, and ride share for CLTS Program participants.
- Mileage-only reimbursement to a provider during the provision of certain CLTS Program services while the participant is in the vehicle.
- Reimbursement for mileage or per-trip costs when a provider transports a participant to and from an authorized CLTS Program service or a community activity.

LEARN MORE

Learn more about transportation service requirements, limitations, and exclusions in the CLTS Program Waiver Manual, P-02256 (PDF), section 4.6.30 Transportation.

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- **Mileage reimbursement**: pays the exact number of miles driven, based on the starting and ending points of the trip.
- **Per-trip reimbursement**: pays a set rate for a one-way trip. A trip to a CLTS Program service and then back home counts as two one-way trips.

How is mileage vs. per-trip reimbursement decided?

The CLTS Program prioritizes cost effectiveness when authorizing and reimbursing providers for services. If transportation of a CLTS Program participant exceeds a specific mileage threshold, services will be authorized and reimbursed at the per-trip rate.

A provider can claim both mileage and per-trip reimbursement if a participant needs wheelchair-accessible transportation. This is the only time you can claim both reimbursements at the same time.

Remember, mileage reimbursement is used when CLTS Program participants need transportation to services provided through the program.

Requirements

You must have the following to deliver transportation services:

- A current driver's license issued by the Department of Transportation
- Current insurance on the vehicle used to provide transportation
- A vehicle with all operating and safety systems functioning

Schedule a drop-in visit with provider relations

You have questions, and we have answers! Your experience with the program is incredibly important to us. We're always improving and finding ways to support you.

The CLTS Program provider relations team is now offering scheduled, informal visits to agencies. Drop-in visits are a chance to:

- **Connect with us**. We'll have a casual conversation about what you do for participants and families.
- **Find new opportunities to work together**. We can explore our combined strengths and see how we can create and improve efficiency.
- **Celebrate your hard work**. We'll tour your facility and get to know you and your staff.

REACH OUT TODAY

If you are interested in the CLTS Program provider relations team visiting your location, please contact us at DHSCLTSProviderRelations@dhs.wisconsin.gov.

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The CLTS Program Provider Handbook is here!

We developed a one-stop-shop resource to help new and existing CLTS Program providers succeed—the CLTS Program Provider Handbook. It's designed to give guidance on your role within the program as a provider, from enrollment all the way to service provision. We partnered with providers, counties, and families to ensure it covers what you need to know.

What does it include?

Sections within the handbook include:

- How to become a CLTS Program provider
- Provider qualifications and caregiver standards
- Coordinating with county waiver agencies
- Connecting with participants and families
- How to bill for services

How do I get it?

We sent you an email with a link to the handbook. You can always access it online by going to the CLTS Program: Information for Providers web page.

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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.