



Children's Long-Term Support (CLTS) Waiver Program Enrollment

Eligibility and Enrollment Streamlining



Agenda

- Overview
- Data conversion and transition
- Waiver agency portal
- Using the enrollment wizard
- Notices to participants
- Reports



Overview

The Centers for Medicare and Medicaid Services (CMS) requires states to ensure that home and community-based services (HCBS) waiver applicants have been determined eligible to meet:

- Medicaid nonfinancial and financial requirements.
- Functional institutional level of care requirements.
- Enrollment standards according to the state's protocols.



What It Does

Eligibility and enrollment streamlining (EES) provides a secure online portal for county waiver agencies (CWAs) to enter CLTS Waiver Program enrollment data into ForwardHealth, Wisconsin's Medicaid Management Information System (MMIS).



What It Does (continued)

The portal:

- Systematically verifies enrolled waiver participants continuously meet both functional eligibility and Medicaid enrollment.
- Tracks key information relating to participants' enrollment.
- Generates enrollment confirmation and disenrollment notice letters to participants.
- Transmits enrollment file daily to a third-party administrator (TPA).



What It Does Not Do

- Notify by email – Workers will need to monitor reports.
- Track CLTS Wait List applicants – Wait List data will still need to be updated in the Program Participation System (PPS).
- Store documents – Individual Service Plans (ISPs) for new applicants will no longer need to be sent to the Department of Health Services (DHS) as part of Step 2.
- Report incidents – A separate Children’s Incident Tracking and Reporting system is targeted for implementation in the summer of 2018.



Timeline

- DHS staff will begin using the new system early October.
- Agency admins should receive a letter with a personal identification number (PIN) for the agency's secure portal in early October.
- Tentative date for CWAs to begin entering in system is early November.



Conversion

- The EES conversion will include all CLTS waiver participants enrolled in our CLTS database on or after July 1, 2017.
- After the EES go-live date, CWA staff will need to verify their CLTS waiver participants' enrollment information and update as needed.



Conversion Will Not Include

- Participants terminated prior to July 1, 2017
- Participants not currently enrolled in Medicaid full-benefit subprograms
- Original enrollment dates
- ISP dates
- Historical recertification dates (only most recent recertification date included)
- Parental payment liability (PPL) fees (fees will be defaulted to \$0)



After EES Go-Live Date

Check your enrollment reports!

- Verify all currently enrolled participants are included on the EES report.
- Terminate participant enrollment that should be ended.
- Inactivate any participants included on the EES report who should not be enrolled with your agency or whose enrollment ended prior to July 1, 2017.
- Verify the participant's recertification dates and update if incorrect.



At Participant's Next Recertification

- Add the ISP date. Only the current ISP date is required; there is no need to enter history.
- Update PPL fee if there is one.



CWA Responsibilities

- Any change to the CLTS participant's enrollment must be entered in EES within 10 business days.
- County transfers – The sending county must end the participant's enrollment in the ForwardHealth Portal prior to the receiving county entering new enrollment.
- CWAs will need to coordinate their enrollment data entry in the Waiver Enrollment Wizard.



Where To Go For Help

- ForwardHealth Portal Help Desk – Issues with ForwardHealth system or interChange (iC)
866-908-1363
- SOS Helpdesk – Functional Screen Information Access (FSIA) and Master Client Index (MCI) issues
 - 608-266-9198
 - dhssoshelp@dhs.wisconsin.gov
- Policy questions – CLTS inbox or assigned children's services specialist



CLTS Waiver Enrollment

Questions?



Waiver Agency Portal

Using the New Waiver Agency Portal



Getting Access

- Each waiver agency has identified an “admin” user who will be given access to your agency’s secure portal.
- Once the admin user receives the secure PIN, he/she will be able to access the agency’s portal and grant access to other county staff.
- The Provider Portal Account Guide contains more information:
<https://www.dhs.wisconsin.gov/publications/p0/p00952.pdf>



User Roles

1. Waiver Agency Admin

- Responsible for accessing the waiver agency's portal for the first time and adding additional users.
- Allows the user to edit waiver agency information.

2. Clerk Admin

- This role can be granted by the admin.
- Allows the user to edit waiver agency information and grant additional users access.



User Roles (continued)

- 3. Waiver Agency Info – Read Only** – Allows the user to view waiver agency information but not to edit.
- 4. iC Member/Managed Care Info – Read Only** – Allows the user to view exposed iC participant information panels.
- 5. Waiver Enrollment Wizard – Update** – Allows the user to update enrollment through the wizard.
- 6. Waiver Enrollment Wizard – Read Only** – Allows the user to search for and view a participant's enrollment record information.



User Roles (continued)

- 7. Waiver Enrollment OnBase Reports** – Allows the user to access and save OnBase Reports through the application.
- 8. Waiver Enrollment Webi Reports** – Allows the user to access Data Warehouse reports through Business Objects.



CLTS Waiver Enrollment

Questions?



ForwardHealth/iC Basics

- Open-ended dates use a “high date” of 12/31/2299
- Navigation
 - Breadcrumb trail
 - Don't use back button on browser
 - Tab
 - Copy using Ctrl-C; paste using Ctrl-V
 - Exit



Terminology

- **Member** – A member represents an individual enrolled in any ForwardHealth health care program.
- **Member ID** – All members/participants are assigned an identification number. The number is assigned from the MCI and does not include the Social Security number (SSN). The MCI ID is an identification number used for all state government programs in which the member is enrolled.
- **Benefit Plan** – Type of plan that designates the benefits covered and is based on the member's medical status code. Members may be enrolled in multiple benefit plans concurrently.



Terminology

- **Enrollment** – Enrollment is used any time a reference is made to a member who is eligible for benefits under any of the ForwardHealth programs.
- **Effective Dates**
 - **Enrollment Effective Date** – Begin date of an enrollment segment. A child is considered enrolled on the effective date.
 - **Level of Care (LOC) Effective Date** – This is based on the functional screen calculated date.
- **Segment** – One time period with an effective and end date. Multiple segments can cover an enrollment history.



Enrollment Segment Statuses

- **Active** – The period of time the child’s enrollment is considered to be in effect and claims can be associated with the member. Does not necessarily mean the child is currently enrolled in the program.
- **Inactive** – Indicates a record that is not valid. Used for records created in error.
- **Suspended (updated for waiver enrollment)** – Indicates the period of time a participant is in suspended status due to temporarily residing in an ineligible setting.



Accessing the Site

www.forwardhealth.wi.gov

wisconsin.gov home state agencies subject directory department of health services

ForwardHealth
Wisconsin serving you

[Report Fraud](#)

Welcome » June 14, 2017 11:02 AM [Login](#)

Providers

- Register for E-mail Subscription
- Provider-specific Resources
- Become a Provider
- Online Handbooks
- Fee Schedules
- Trainings
- Wisconsin Administrative Code
- ForwardHealth Enrollment Data
- Health Care Enrollment
- Provider Revalidation
- Enrollment Tracking Search
- Bed Assessment e-Payment
- Medication Therapy Management Case Management Software

Managed Care

- Related Programs and Services
- ForwardHealth Enrollment Data
- Health Care Enrollment

Welcome to the ForwardHealth Portal

Attention: ForwardHealth Portal supports the following browsers: Internet Explorer, Firefox and Safari.

The ForwardHealth Portal serves as the interface to ForwardHealth interChange, the new Medicaid Management Information System for the state of Wisconsin. Through this portal, providers, managed care organizations, partners, and trading partners can electronically and securely submit, manage, and maintain health records for members under their care. This Portal also provides users with access to the current health care information available.

Members

- Member Information
- Find a Provider
- Member Contacts

Partners

- Find a Provider
- Related Programs and Services
- Express Enrollment for Children
- Express Enrollment Change Request

Trading Partners

- Trading Partner Profile
- PES
- Companion Guides
- Medication Therapy Management
- Case Management Software Approval Process

[Providers](#) [Managed Care Organization](#) [Partners](#) [Trading Partners](#) [Members](#)



Waiver Agency Portal

wisconsin.gov home state agencies subject directory department of health services

ForwardHealth interChange
Wisconsin serving you Waiver Agency

You are logged in as **Waiver Agency Name** [Logout](#)
October 30, 2015, 10:30 am CST

Home Waiver Resources Waiver Agency iC Functionality Account **User Guides**

Waiver Agency>Home
You are logged in as **Waiver Agency Name**

Updates

[New Global Broadcasting](#)

Search

User Guides

Switch Organization

Reports

Enrollment Wizard

Read-only Search

Account Information

Switch Organization

Register as a WPM Provider

Quick Links

Reports

Waiver Enrollment Wizard

Waiver Pend Wizard

Waiver Member Search - Read Only



CLTS Waiver Enrollment

Lunch



Switching Organization

- Users who need to enter or update enrollment for multi-county agencies will need to use the “Switch Organization” link. This applies to users who work for an organization that subcontracts with a CWA.
- This allows users to switch between different agencies.
- Users will need to be granted access by each agency.
- Users can select one organization as their default.



Switch Organization Page

Switch Organization
?

Required fields are indicated with an asterisk (*).

NPI	Provider ID	Address	City	State	ZIP	ZIP + 4	Taxonomy	Provider Type	Payer	Default Provider ID
23110141	23110141	199 COUNTY RD DF	JUNEAU	WI	53039	9512			-	<input checked="" type="checkbox"/>
23110571	23110571	10610 MAIN ST	HAYWARD	WI	54843	6586			-	<input type="checkbox"/>

Select row above to update.

Currently Selected Provider

Current Provider

Newly Selected Provider

NPI

Address

City

State

ZIP -

Provider ID

Taxonomy

Provider Type

Default Provider ID

Payer



CLTS Waiver Program Enrollment

Adding a New Enrollment Through the
ForwardHealth Portal



Member Search

Member Search

One of the following is required:

- Member ID
- Social Security Number and Date of Birth
- Member First/Last Name and Date of Birth

Member ID Social Security Number

Last Name Date of Birth

First Name

Member not in iC



Notes on Searching

- A one-to-one participant match must be found.
- If more than one result is found, users will need to narrow search criteria.
- The child must already be enrolled in a Medicaid full-benefit subprogram in ForwardHealth to successfully add CLTS Waiver Program enrollment.



Search Results

Search Results

Member Information

Member ID: Name:
Date of Birth: County:
Medicare ID: Address:

Benefit Plan

Benefit Plan	Effective Date	End Date
Medicaid Waiver	05/01/2017	12/31/2299

MCO Enrollment History

*** No rows found ***

Waiver History

*** No rows found ***

Next

Exit



Notes on Search Results

- Demographic data cannot be updated through the wizard.
- If name, date of birth (DOB), or address are incorrect on the search results, the data will need to be updated by the Medicaid agency's source system.
- To enter enrollment the child must be in iC and have a Medicaid benefit plan.



Waiver Enrollment Options

Waiver Enrollment Options ?

- Add New Waiver Enrollment
- Update/End Waiver Enrollment
- Suspend Waiver Enrollment
- Inactivate Waiver Enrollment

Previous Next Exit



Waiver Enrollment

Waiver Enrollment ?

Member ID	<input type="text" value="4202111745"/>	Effective Date*	<input type="text"/>
Member Name	<input type="text" value="FRED FLINTSTONE"/>	End Date*	<input type="text" value="12/31/2299"/>
Waiver Program	<input type="text" value="Childrens Long-Term Support Services"/>		
County of Residence	<input type="text" value="Dane"/>		
County of Fiscal Responsibility*	<input type="text" value=""/> ▼		
Start Reason*	<input type="text" value=""/> ▼		
Stop Reason	<input type="text" value="None"/> ▼		



Start Reasons

- New enrollment
- Enrolled from CLTS Wait List
- County transfer
- Returned from ineligible setting
- Reenrollment – released from incarceration
- Reenrollment – reestablished functional eligibility (automatic)
- Reenrollment – reestablished financial eligibility (automatic)



If child does not have MA or is already enrolled

The following messages were generated:

This Member is not eligible for enrollment at this time.

Enrollment Determination Options

- Only one option can be selected

Requested Effective Date

Based on enrollment criteria, the earliest Calculated Effective Date for this member is:

- Accept the Calculated Effective Date and enroll
- Pend entire record from Requested Effective Date of 10/1/2017
- Pend from 99/99/9999 to 99/99/9999, and
Enroll fom 99/99/9999 to 99/99/9999
- Cancel Enrollment

Previous

Exit



If child is not found in Functional Screen Information Access (FSIA)

The following messages were generated:

Member not found or no Level of Care found in FSIA

Children's Functional Level of Care ?

Eligibility	Target Group Information		
Children's Community Options Program <input type="checkbox"/>	<input type="text"/>	Effective Date <input type="text"/>	End Date <input type="text"/>
Community Recovery Services <input type="checkbox"/>	<input type="text"/>	Effective Date <input type="text"/>	End Date <input type="text"/>
Comprehensive Community Services <input type="checkbox"/>	<input type="text"/>	Effective Date <input type="text"/>	End Date <input type="text"/>
Home and Community-Based Services - Waiver <input type="checkbox"/>	<input type="text"/>	Effective Date <input type="text"/>	End Date <input type="text"/>
Katie Beckett Medicaid <input type="checkbox"/>	<input type="text"/>	Effective Date <input type="text"/>	End Date <input type="text"/>
MH Wrap Around <input type="checkbox"/>	<input type="text"/>	Effective Date <input type="text"/>	End Date <input type="text"/>



Functional Screen LOC

Children's Functional Level of Care ?

Eligibility		Target Group Information				
Children's Community Options Program	ELG	ELG	Effective Date	09/05/2017	End Date	09/30/2018
Community Recovery Services	IEL	IEL	Effective Date	10/01/2017	End Date	10/31/2018
Comprehensive Community Services	IEL	IEL	Effective Date	10/01/2017	End Date	10/31/2018
Home and Community-Based Services - Waiver	ELG	DD2;PDN	Effective Date	09/05/2017	End Date	09/30/2018
Katie Beckett Medicaid	ELG	DD2;NHM	Effective Date	09/05/2017	End Date	09/30/2018
MH Wrap Around	IEL	IEL	Effective Date	10/01/2017	End Date	10/31/2018

Previous
Next
Exit



If EES Does Not Find Functional Screen Results

- Check FSIA to see if participant's ID matches the ID in ForwardHealth.
- Do not continue with enrollment if there is an MCI issue!
- The SOS Desk can provide assistance if you:
 - Can't access the functional screen application.
 - Have trouble updating an incorrect SSN.
 - Have problems with MCI.
 - Find duplicate screens.



Interface With Functional Screen Information Access (FSIA)

- Web Service – Enrollment wizard checks FSIA for updated functional screen data in real time.
- Daily Batch – FSIA sends new functional screen data daily.

Ten-day delay – FSIA system waits 10 calendar days before sending data to iC, unless screener checks a box indicating data should be sent immediately.



Functional Screen Change

Eligibility Results as of 07/07/2017

Eligibility Program	Eligibility Results	Pending Results
Comprehensive Community Services	Functionally determined to need services	N/A
Children's Community Options Program	Functionally eligible	None
Community Recovery Services	Not functionally eligible	N/A
Home and Community-Based Services - Waivers	DD Target Group (ICF-IID/DD2 LOC) Physical Disability Target Group (Nursing Home LOC)	Living Situation
Katie Beckett Medicaid Eligibility	ICF-IID/DD2 Level of Care Nursing Home Level of Care	Requires a disability determination Living Situation
MH Wrap Around	Not functionally eligible	N/A

Transfer Level of Care Results

Transfer level of care results to iC:

Initiate the transfer to iC by checking this box and clicking the 'Confirm' button

If you do not check the above box and click the 'Confirm' button, the eligibility results will automatically be sent to iC 10 days from the date eligibility was calculated.

Days Remaining: 7

CONFIRM



Daily Batch Details

- CLTS Functional Screen results are sent to EES any time a screen is calculated, regardless of the program calculating the screen.
- When a not functionally eligible (NFE) screen result is received:
 - Check policy requirements for expectations related to loss of eligibility.
 - Participant will be disenrolled at the end of the month (or next month).
 - A disenrollment notice will be sent to the family at the next adverse action.
 - TPA will be notified of the participant's disenrollment.



Example

Screen was calculated and participant determined NFE. The screener should not check the checkbox to initiate transfer.

- If 10-day period ends prior to adverse action.
 - Disenrollment notice issued to family at adverse action mid-month.
 - CLTS end date is set to end of month.
- If 10-day period ends after adverse action, disenrollment notice will be sent to family at the next month's adverse action date.



Enrollment Determinations

Options

Enrollment Determination Options

- Only one option can be selected

Requested Effective Date

Based on enrollment criteria, the earliest Calculated Effective Date for this member is:

Accept the Calculated Effective Date and enroll

Pend entire record from Requested Effective Date of 7/1/2017

Pend from 07/01/2017 to 09/04/2017, and
Enroll from 09/05/2017 to 12/31/2299

Cancel Enrollment



Recertification Due Date

Recertification Due Date



Based upon the Requested Effective Date of 9/5/2017, the Recertification Due Date is:

09/30/2018

Previous

Next

Exit



Recertification Due Date

- Annual recertification date is calculated as the last day of the 12th month from the enrollment effective date.
- Recertification due date can be changed to an earlier date but cannot be extended past the calculated 12th month date.
- Dates will not necessarily align. Functional Screen due date and Medicaid renewal due date will not necessarily match with CLTS Waiver Program recertification date.



Parental Payment Liability Fee

Parental Payment Liability Fee ?

Parental Fees History

Waiver Program	Waiver Agency	Parental Fee	Effective Date	End Date
----------------	---------------	--------------	----------------	----------

Parental Fees

Parental Fee* Parental Fee Effective Date* Parental Fee End Date*



Parental Payment Liability Fee

Parental Payment Liability Fee

Parental Fees History

Waiver Program	Waiver Agency	Parental Fee	Effective Date	End Date
CLTS	SAWYER - HEALTH & HUMAN SERVICES	\$0.00	09/05/2017	12/31/2299

Parental Fees

Parental Fee* Parental Fee Effective Date* Parental Fee End Date*

Add

Cancel

Previous

Next

Exit



Parental Payment Liability Fee

- When entering a new CLTS enrollment, the PPL history section will be blank.
- A PPL fee covering the entire enrollment history record must be entered, even if the amount is \$0.
- Records converted from the DHS CLTS database will be defaulted to \$0.



Individual Service Plan Date

Individual Service Plan ?

[Individual Service Plan History](#)

Waiver Program	Waiver Agency	Individual Service Plan Completion Date	Individual Service Plan Type
----------------	---------------	---	------------------------------

[Individual Service Plan Completion Date](#)

Individual Service Plan Completion Date*

Individual Service Plan Type*



Individual Service Plan Date

- When entering a new enrollment, the ISP history section will be blank.
- The ISP date is the date the support and service coordinator (SSC), participant, and family agree to the services listed on the ISP.
- The ISP date indicates all issues related to the child's assessed needs, including health and safety risks, have been addressed on the ISP either through waiver-funded services or services funded through other sources.



Waiver Enrollment Summary

Waiver Enrollment Summary ?

Member ID	<input type="text" value="4202111745"/>	Waiver Enrollment Effective Date	<input type="text" value="09/05/2017"/>	Start Reason	<input type="text" value="New Enrollment"/>
Member Name	<input type="text" value="FRED FLINTSTONE"/>	Waiver Enrollment End Date	<input type="text" value="12/31/2299"/>	Stop Reason	<input type="text" value="None"/>
Waiver Program	<input type="text" value="CLTS"/>	Recertification Due Date	<input type="text" value="09/30/2018"/>		
County of Residence	<input type="text" value="Dane"/>	Individual Service Plan Completion Date	<input type="text"/>		
County Of Fiscal Responsibility	<input type="text" value="Sawyer"/>				
LOC Effective Date	<input type="text" value="09/05/2017"/>	Parental Fee	<input type="text" value="\$0.00"/>		
LOC End Date	<input type="text" value="09/30/2018"/>				



Confirmation

Confirmation ?

Waiver Enrollment has been successfully submitted

[Return to Member Search](#) [Exit](#)



CLTS Waiver Enrollment

Update/End Enrollment Through the
ForwardHealth Portal (Including Entering
Recertifications)



When to Use Update/End Function

- Document recertification
- Update PPL fee
- End enrollment with your waiver agency (including transferring to another county waiver agency)
- End or modify suspension
- Fix an end date, stop reason, etc.



Waiver Enrollment Options

Waiver Enrollment Options ?

- Add New Waiver Enrollment
- Update/End Waiver Enrollment
- Suspend Waiver Enrollment
- Inactivate Waiver Enrollment



Member Information

Member Information/Waiver History ?

Member Information

Member ID Member Name
Date of Birth County
Medicare ID Address

Waiver History

Member ID	Waiver Program	Waiver Agency	Effective Date	End Date	Status
4202111745	CLTS	SAWYER - HEALTH & HUMAN SERVICES	09/05/2017	12/31/2299	ACTIVE



Waiver Enrollment

Waiver Enrollment ?

Member ID	<input type="text" value="4202111745"/>	Effective Date*	<input type="text" value="09/05/2017"/>
Member Name	<input type="text" value="FRED FLINTSTONE"/>	End Date*	<input type="text" value="12/31/2299"/>
Waiver Program	<input type="text" value="Childrens Long-Term Support Services"/>	Recertification Due Date*	<input type="text" value="09/30/2018"/>
County of Residence	<input type="text" value="Dane"/>	Recertification Completion Date	<input type="text"/>
County of Fiscal Responsibility*	<input type="text" value="57 Sawyer"/> ▼		
Start Reason*	<input type="text" value="New Enrollment"/> ▼		
Stop Reason	<input type="text" value="None"/> ▼		



Recertification Completion Date

- To document the participant's annual recertification was completed, enter the date in the Recertification Completion Date field.
- Entering a new recertification completion date will recalculate the recertification due date.
- The ISP date should be updated at recertification using the ISP type "Recertification."



To End Enrollment

- Enter the participant's enrollment end date in the End Date field.
- Select the appropriate stop reason.
- Entering an end date and stop reason code will trigger issuing a termination notice to the parent or guardian.
- Note: When ending an enrollment, other items, such as ISP date and PPL fee, can be updated.



Stop Reason Options

- No Contact or No Longer Accepting Services
- Dissatisfied with Parental Fee
- Nursing Home/Hospice Services/ Institutional Care
- Member Has Been Placed in a Non-Eligible Setting
- Program Recertification Not Completed
- Transferred to Another Waiver Agency
- Member is Transitioning to an Adult Long-Term Care Program



Functional Screen LOC Information

Children's Functional Level of Care

Eligibility	Target Group Information	Effective Date	End Date
Children's Community Options Program	ELG	09/05/2017	09/30/2018
Community Recovery Services	IEL	10/01/2017	10/31/2018
Comprehensive Community Services	IEL	10/01/2017	10/31/2018
Home and Community-Based Services - Waiver	DD2;PDN	09/05/2017	09/30/2018
Katie Beckett Medicaid	DD2;NHM	09/05/2017	09/30/2018
MH Wrap Around	IEL	10/01/2017	10/31/2018

Previous

Next

Exit



Recertification Due Date

Recertification Due Date



Based upon the Requested Effective Date of 9/5/2017, the Recertification Due Date is:

09/30/2018

Previous

Next

Exit



Parental Payment Liability Fee

Parental Payment Liability Fee ?

Parental Fees History

Waiver Program	Waiver Agency	Parental Fee	Effective Date	End Date
CLTS	SAWYER - HEALTH & HUMAN SERVICES	\$0.00	09/05/2017	09/30/2017

Parental Fees

Parental Fee* Parental Fee Effective Date* Parental Fee End Date*



Notes

- When modifying a participant's existing enrollment, the Parental Fees History will display up to three years of history.
- When adding a new parental fee:
 - First update the end date of the previous fee by clicking on that row under Parental Fees History .
 - Second, enter the new fee using the high date as the end date and click the Add button.



Individual Service Plan Date

Individual Service Plan ?

Individual Service Plan History

Waiver Program	Waiver Agency	Individual Service Plan Completion Date	Individual Service Plan Type
CLTS	SAWYER - HEALTH & HUMAN SERVICES	09/15/2017	Initial

Individual Service Plan Completion Date

Individual Service Plan Completion Date* Individual Service Plan Type*



Notes

- When modifying a participant's existing enrollment, the Individual Service Plan History will display up to three years of history.
- To add a new ISP date enter the Completion Date and select the Type, then click the Add button.
- An ISP Completion Date is only required to be entered for initial enrollment, at recertification, and when a suspension ends.



Waiver Enrollment Summary

Waiver Enrollment Summary ?

Member ID	<input type="text" value="4202111745"/>	Waiver Enrollment Effective Date	<input type="text" value="09/05/2017"/>	Start Reason	<input type="text" value="New Enrollment"/>
Member Name	<input type="text" value="FRED FLINTSTONE"/>	Waiver Enrollment End Date	<input type="text" value="12/31/2299"/>	Stop Reason	<input type="text" value="None"/>
Waiver Program	<input type="text" value="Children's Long-Term Support Wa"/>	Recertification Due Date	<input type="text" value="09/30/2018"/>		
County of Residence	<input type="text" value="Dane"/>	Individual Service Plan Completion Date	<input type="text" value="09/15/2017"/>		
County Of Fiscal Responsibility	<input type="text" value="Sawyer"/>				
LOC Effective Date	<input type="text" value="09/05/2017"/>	Parental Fee	<input type="text" value="\$25.00"/>		
LOC End Date	<input type="text" value="09/30/2018"/>				



Confirmation

Confirmation



Waiver Enrollment has been successfully
updated

[Return to Member Search](#)

[Exit](#)



CLTS Waiver Enrollment

Questions?



CLTS Waiver Program Enrollment

Suspending Enrollment Through
the ForwardHealth Portal



Waiver Enrollment Options

Waiver Enrollment Options ?

- Add New Waiver Enrollment
- Update/End Waiver Enrollment
- Suspend Waiver Enrollment
- Inactivate Waiver Enrollment



Member Information

Member Information/Waiver History ?

Member Information

Member ID: Member Name:

Date of Birth: County:

Medicare ID: Address:

Waiver History

Member ID	Waiver Program	Waiver Agency	Effective Date	End Date	Status
4202111745	CLTS	SAWYER - HEALTH & HUMAN SERVICES	09/05/2017	12/31/2299	ACTIVE



Waiver Enrollment

Waiver Enrollment ?

Member ID	<input type="text" value="4202111745"/>	Effective Date*	<input type="text" value="09/05/2017"/>
Member Name	<input type="text" value="FRED FLINTSTONE"/>	End Date*	<input type="text" value="12/31/2299"/>
Waiver Program	<input type="text" value="Children's Long-Term Support Waiver Program"/>	Recertification Due Date*	<input type="text" value="09/30/2018"/>
County of Residence	<input type="text" value="Dane"/>	Recertification Completion Date	<input type="text"/>
County of Fiscal Responsibility*	<input type="text" value="57 Sawyer"/>	Suspension Effective Date*	<input type="text" value="09/15/2017"/>
Start Reason*	<input type="text" value="Suspended"/>	Suspension End Date*	<input type="text" value="10/15/2017"/>
Stop Reason	<input type="text" value="Suspended"/>	<input checked="" type="checkbox"/> Suspend Enrollment Record	



To Suspend Enrollment

- Check the “Suspend Enrollment Record” check box.
- Enter the Suspension Effective Date and Suspension End Date.

Note: The active enrollment record will end the day prior to the entered Suspension Effective Date. The Suspension Effective Date should be the first full day the child is in an ineligible setting.

- The Parental Payment Fee and ISP screens will be displayed. A parental fee will need to be entered for the time span covering the suspension.



Parental Payment Liability Fee

Parental Payment Liability Fee ?

Parental Fees History

Waiver Program	Waiver Agency	Parental Fee	Effective Date	End Date
CLTS	SAWYER - HEALTH & HUMAN SERVICES	\$0.00	09/15/2017	10/15/2017

Parental Fees

Parental Fee* Parental Fee Effective Date* Parental Fee End Date*



Waiver Enrollment Summary

Waiver Enrollment Summary ?

Member ID	<input type="text" value="4202111745"/>	Waiver Enrollment Effective Date	<input type="text" value="09/05/2017"/>	Start Reason	<input type="text" value="Suspended"/>
Member Name	<input type="text" value="FRED FLINTSTONE"/>	Waiver Enrollment End Date	<input type="text" value="09/14/2017"/>	Stop Reason	<input type="text" value="Suspended"/>
Waiver Program	<input type="text" value="Children's Long-Term Support Wa"/>	Recertification Due Date	<input type="text" value="09/30/2018"/>		
County of Residence	<input type="text" value="Dane"/>	Individual Service Plan Completion Date	<input type="text"/>		
County Of Fiscal Responsibility	<input type="text" value="Sawyer"/>			Suspension Effective Date	<input type="text" value="09/15/2017"/>
LOC Effective Date	<input type="text" value="09/05/2017"/>	Parental Fee	<input type="text" value="\$0.00"/>	Suspension End Date	<input type="text" value="10/15/2017"/>
LOC End Date	<input type="text" value="09/30/2018"/>				



Confirmation

Confirmation



Waiver enrollment has been successfully
suspended

[Return to Member Search](#)

[Exit](#)



To End a Suspension

- If suspension is ending because the child has returned to an eligible setting:
 - If necessary use Update/End Waiver Enrollment option to update the Suspension End Date as the last full day the child was in the ineligible setting. Do not enter an End Reason.
 - Use the “Add New Waiver Enrollment” option to add a new enrollment effective the day after the Suspension End Date. Enter the Start Reason as “Returned from Ineligible Setting”.
 - The recert due date may need to be adjusted to reflect the actual 12 month due date.



To End a Suspension

- If the suspension is ending because the child is not returning to an eligible setting and should be disenrolled:
 - Use Update/End Waiver Enrollment option.
 - Update the Suspension End Date as last day the child was enrolled.



Waiver Enrollment Options

Waiver Enrollment Options ?

- Add New Waiver Enrollment
- Update/End Waiver Enrollment
- Suspend Waiver Enrollment
- Inactivate Waiver Enrollment



Waiver History

Member Information/Waiver History

Member Information

Member ID	<input type="text" value="4202111745"/>	Member Name	<input type="text" value="FRED FLINTSTONE"/>
Date of Birth	<input type="text" value="11/15/2005"/>	County	<input type="text" value="Dane"/>
Medicare ID	<input type="text"/>	Address	<input type="text" value="14 FIRST STREET
MADISON WI, 53703"/>

Waiver History

Member ID	Waiver Program	Waiver Agency	Effective Date	End Date	Status
4202111745	CLTS	SAWYER - HEALTH & HUMAN SERVICES	09/15/2017	10/15/2017	SUSPENDED
4202111745	CLTS	SAWYER - HEALTH & HUMAN SERVICES	09/05/2017	09/14/2017	ACTIVE

Previous

Exit



Waiver Enrollment

Waiver Enrollment ?

Member ID	<input type="text" value="4202111745"/>	Effective Date*	<input type="text" value="09/15/2017"/>
Member Name	<input type="text" value="FRED FLINTSTONE"/>	End Date*	<input type="text" value="10/15/2017"/>
Waiver Program	<input type="text" value="Children's Long-Term Support Waiver Program"/>	Recertification Due Date*	<input type="text" value="09/30/2019"/>
County of Residence	<input type="text" value="Dane"/>	Recertification Completion Date	<input type="text"/>
County of Fiscal Responsibility*	<input type="text" value="57 Sawyer"/>	Suspension Effective Date*	<input type="text" value="09/15/2017"/>
Start Reason*	<input type="text" value="Suspended"/>	Suspension End Date*	<input type="text" value="10/15/2017"/>
Stop Reason	<input type="text" value="Suspended"/>	<input checked="" type="checkbox"/> Suspend Enrollment Record	



CLTS Waiver Enrollment

Inactivating Enrollment Through the
ForwardHealth Portal



Inactivating a Waiver Record

- The Inactivate Waiver Enrollment option allows a user to void an enrollment record.
- The purpose of inactivating an enrollment record is to remove a record created in error.
- Inactivating a record permanently removes it from future editing and reactivation, and it cannot be recovered.



When to Use “Inactivate” Function

- Enrollment entered for wrong child
- Enrollment effective date entered incorrectly
- Enrollment entered for wrong program or agency



When Not to Use “Inactivate”

- To end a participant’s valid enrollment
- To fix an end date



Waiver Enrollment Options

Waiver Enrollment Options ?

- Add New Waiver Enrollment
- Update/End Waiver Enrollment
- Suspend Waiver Enrollment
- Inactivate Waiver Enrollment



Waiver History

Member Information/Waiver History

Member Information

Member ID	<input type="text" value="4202111745"/>	Member Name	<input type="text" value="FRED FLINTSTONE"/>
Date of Birth	<input type="text" value="11/15/2005"/>	County	<input type="text" value="Dane"/>
Medicare ID	<input type="text"/>	Address	<input type="text" value="14 FIRST STREET
MADISON WI, 53703"/>

Waiver History

<u>Member ID</u>	<u>Waiver Program</u>	<u>Waiver Agency</u>	<u>Effective Date</u>	<u>End Date</u>	<u>Status</u>
4202111745	CLTS	SAWYER - HEALTH & HUMAN SERVICES	09/15/2017	09/20/2017	SUSPENDED
4202111745	CLTS	SAWYER - HEALTH & HUMAN SERVICES	09/05/2017	09/14/2017	ACTIVE

Previous

Exit



Waiver Enrollment

Waiver Enrollment ?

Member ID	<input type="text" value="4202111745"/>	Effective Date*	<input type="text" value="09/15/2017"/>
Member Name	<input type="text" value="FRED FLINTSTONE"/>	End Date*	<input type="text" value="09/20/2017"/>
Waiver Program	<input type="text" value="Children's Long-Term Support Waiver Program"/>	Recertification Due Date*	<input type="text" value="09/30/2018"/>
County of Residence	<input type="text" value="Dane"/>	Recertification Completion Date	<input type="text"/>
County of Fiscal Responsibility*	<input type="text" value="57 Sawyer"/>		
Start Reason*	<input type="text" value="Suspended"/>		
Stop Reason	<input type="text" value="Suspended"/>		

Inactivate Enrollment Record



To Inactivate

- Check the “Inactivate Enrollment Record” box.
- A warning will display asking if you are sure you want to inactivate.
- Check the “Ignore” check box and click “Continue.”



Waiver Enrollment

The following messages were generated:

Warning: You are choosing to inactivate an enrollment record. Are you sure you want to continue?

Waiver
Enrollment

Ignore

Waiver Enrollment



Member ID

Effective Date*

Member Name

End Date*

Waiver Program

Recertification Due Date*

County of Residence

Recertification Completion Date

County of Fiscal Responsibility*

Start Reason*

Stop Reason

Inactivate Enrollment Record



Confirmation

Confirmation ?

Waiver suspension record has been successfully
inactivated

[Return to Member Search](#) [Exit](#)



CLTS Waiver Enrollment

ForwardHealth interChange (iC)
Functionality



iC Functionality

- Allows staff with the proper security role to search iC and view more detailed member information.
- Can be used to:
 - Look up a child's Member ID.
 - Check member's benefit plan status.
 - View member demographic information.



Waiver Agency Portal



interChange
Waiver Agency

Welcome Sawyer Admin » September 6, 2017 3:39 PM

[Logout](#)

You are logged in as SAWYER - HEALTH & HUMAN SERVICES



[Waiver Agency](#)

Account Information

- [Switch Organization](#)

Quick Links

- [Waiver Member Search](#)
- [Waiver Enrollment Wizard](#)
- [Waiver Pend Wizard](#)



Member Search



interChange
Waiver Agency

Welcome S

- Home
- Search
- Waiver Agency
- Account
- Contact Information
- Online Handbooks
- Site Map
- iC Functionality**

You are logged in as SAWYER - HEALTH & HUMAN SERVICES



[iC Functionality](#)

Member

- [Member Search](#)

Third Party Liability (TPL)

- [TPL Search](#)



Member Information

You are logged in as SAWYER - HEALTH & HUMAN SERVICES

[iC Functionality](#) » [Information](#)

@neTouch

Quick Search

Member ID

Case Number

Recent Searches

- [4202111745](#)
- [3415338134](#)
- [0422225002](#)
- [9010011140](#)
- [9410000390](#)

Member ID	<input type="text" value="4202111745"/>	Name	<input type="text" value="FLINTSTONE, FRED"/>	Active	<input type="text" value="Active"/>
MCI Ind	<input type="text" value="Yes"/>	Prev Name	<input type="text"/>	Linked ID	<input type="text"/>
CARES Pin	<input type="text" value="0000000000"/>	CARES Case	<input type="text" value="0000000000"/>	Case History	<input type="text"/>
Medicare ID	<input type="text"/>	Address	<input type="text"/>	Benefit Plan	<input type="text" value="MCDW 05/01/2017-12/31/2299"/>
SSN	<input type="text" value="999-99-9999"/>	Address 2	<input type="text" value="14 FIRST STREET"/>	Medicare Cov	<input type="text"/>
Gender	<input type="text" value="Male"/>	Address 3	<input type="text"/>	Managed Care	<input type="text" value="TRANS 05/01/2017-12/31/2299"/>
Birth Date	<input type="text" value="11/15/2005"/>	City	<input type="text" value="MADISON"/>	MC Special Cond	<input type="text"/>
Death Date	<input type="text"/>	State	<input type="text" value="WI"/>	TPL	<input type="text" value="No"/>
Age	<input type="text" value="11"/>	Zip	<input type="text" value="53703"/>	Lockin	<input type="text"/>
Race	<input type="text" value="7 - Not Provided"/>	Alt Address	<input type="text" value="No"/>	NH Level of Care	<input type="text"/>
Ethnicity	<input type="text" value="09 Ethnicity Unknown"/>	Phone	<input type="text"/>	Patient Liability	<input type="text"/>
Language	<input type="text" value="UND - UNDETERMINED"/>	Phone Type	<input type="text" value="No Phone"/>	Deductible	<input type="text"/>
County	<input type="text" value="13 - Dane"/>	Add Phone	<input type="text"/>	Last HlthChk Scrn	<input type="text"/>
Tribal Ind	<input type="text"/>	Add Type	<input type="text" value="No Phone"/>	Last HlthChk Dntl	<input type="text"/>



Click Open Tab for additional panels

Open Tab | save | cancel | help | Audit | Tabbed View

- Member
- Managed Care
- Medicare
- Previous Data
- HealthCheck
- SSI
- Waiver Enrollment

Alternate Address Lockin Details
 Base Information Patient Liability
 Benefit Plan

Active

CARES Case 0000000000 Case History

Address Benefit Plan MCDW 05/01/2017-12/31/2299

SSN 999-99-9999 Address 2 14 FIRST STREET Medicare Cov

Gender Male Address 3 Managed Care TRANS 05/01/2017-12/31/2299

Birth Date 11/15/2005 City MADISON MC Special Cond

Death Date State WI TPL No

Age 11 Zip 53703 Lockin

Race 7 - Not Provided Alt Address No NH Level of Care

Ethnicity 09 Ethnicity Unknown Phone Patient Liability

Language UND - UNDETERMINED Phone Type No Phone Deductible

County 13 - Dane Add Phone Last HlthChk Scrn

Tribal Ind Add Type No Phone Last HlthChk Dntl



CLTS Waiver Enrollment

Automatic Disenrollment
and
Re-enrollment



Automatic Disenrollment

EES will automatically end the participant's enrollment and generate disenrollment notices for certain reasons.



System-Generated Stop Reasons (Not User Selectable)

- DOD (Date of Death, no notice will be sent)
- No Medicaid eligibility
- Not Functionally Eligible
- No Annual Screen Completed
- Member Has Aged Out of the Program



Automatic Re-enrollment

- Child will be automatically re-enrolled if Medicaid or Functional eligibility is regained within 90 days of losing it.
- A notice confirming re-enrollment will be sent to the participant's parent or guardian.
- Recertification due date will not change.



CLTS Waiver Enrollment

System-Generated Notices



Overview

Prior Written Notice of Agency's Adverse Decisions

- Written notice to the CLTS participant's parent or guardian regarding an adverse action is required in all circumstances.
- Written notice of the adverse action must be issued at least **10 days prior to the effective date of the action.**



Overview

- CLTS support and service coordinators (SSCs), and Income maintenance (IM) staff or other Medicaid Agency sources need to communicate and collaborate regarding participant's loss of Medicaid eligibility.
- SSCs should communicate regularly with participant's parent or guardian to confirm actions necessary to retain continuing Medicaid eligibility.
- Letters generated will be available via OnBase.



EES will automatically send notices for:

- Confirmation of enrollment
- Disenrollment due to loss of functional eligibility
 - Sent at adverse action
- Disenrollment due to loss Medicaid
 - Sent at adverse action
- Disenrollment due to aging out
 - Sent 60 days prior to end date
 - Sent again 30 days prior to end date
 - Sent again at adverse action



CWAs will still need to send notices for:

- Initial application denials
- Suspensions
- Denials, terminations, or reductions of waiver funded services
- Denials of choice of type of waiver service
- Denials of choice of a qualified service provider



Enrollment Confirmation

Scott Walker
Governor

Linda Seemeyer
Secretary



State of Wisconsin
Department of Health Services

MEMBER SERVICES
PO BOX 6678
MADISON WI 53716-0678

Telephone: 800-362-3002
Fax: 608-250-6563
TTY: 711
www.forwardhealth.wi.gov

Wisconsin Children's Long-Term Support Services Enrollment Confirmation Notice

To the parent(s) or guardian of:

JOHN M DOE JR
1234 TEST ROAD
FRIENDSHIP, WI 53934

Notice Date: 10/01/2017

Program: CHILDRENS LONG-TERM SUPPORT WAIVER PROGRAM

Waiver Agency: ADAMS - HEALTH & HUMAN SERVICES DEPT
108 E NORTH ST
FRIENDSHIP, WI 53934-9443
(608)-397-8850

This notice confirms that the above child's enrollment in **CHILDRENS LONG-TERM SUPPORT WAIVER PROGRAM** began on **09/01/2018**. Please contact your Support and Services Coordinator with any questions.



Disenrollment Notice

Scott Walker
Governor

Linda Seemeyer
Secretary



State of Wisconsin
Department of Health Services

DIVISION OF MEDICAID SERVICES

MEMBER SERVICES
PO BOX 6678
MADISON WI 53716-0678

Telephone: 800-362-3002
Fax: 608-250-6563
TTY: 711
www.forwardhealth.wi.gov

Wisconsin Children's Long-Term Support Services Disenrollment Notice

To the parent(s) or guardian of:

JOHN M DOE JR
1234 TEST ROAD
FRIENDSHIP, WI 53934

Notice Date: 10/15/2017

Program: CHILDRENS LONG-TERM SUPPORT WAIVER PROGRAM

Waiver Agency: ADAMS - HEALTH & HUMAN SERVICES DEPT
108 E NORTH ST
FRIENDSHIP, WI 53934-9443
(608)-397-8850

This notice is to inform you that the above child's program enrollment has ended or is scheduled to end on **10/31/2017** due to **NO ANNUAL SCREEN COMPLETED**.

Please contact your Support and Services Coordinator with any questions.

You have the right to appeal this decision. You may request a fair hearing by writing to the Wisconsin Division of Hearings and Appeals (DHA). DHA must receive your written fair hearing request appealing the decision no later than 45 calendar days from the disenrollment date shown above. The hearing would take place at a location as close as possible to your area.



CLTS Waiver Enrollment

Reports



OnBase Reports

OnBase reports are:

- Accessed through a link on the ForwardHealth waiver agency portal.
- Produced monthly.
- Available in Word document format.



OnBase Reports

- Enrollment Change Report
- Total Member List and Enrollment Report
- Disenrollment Report (past month)
- Predictive Disenrollment Report (next month)
- Medicaid ID Link Report



Example

Report : ELG-00XX-M
 Process : ELGJMOXX
 Location : ELGEMOXX
 Payer : TXIX

FORWARDHEALTH INTERCHANGE
 MEDICAID
 ENROLLMENT CHANGE REPORT FOR WAIVER AGENCIES
 REPORT PERIOD: MM/DD/YYYY - MM/DD/YYYY

Run Date: MM/DD/YYYY
 Run Time: HH:MM:SS
 Page : 9,999

WAIVER PROGRAM: XXX

WAIVER AGENCY: XXX

CFR_MAID	LAST NAME	FIRST NAME	DOB	ENROLL EFF	ENROLL END	SRT REASON	STP REASON	STATUS	NEW MAID	ACTION
XX	XXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	99/99/9999	99/99/9999	99/99/9999	XX	XX	X	X	X

WAIVER AGENCY MEMBER TOTAL:

WAIVER AGENCY: XXX

CFR_MAID	LAST NAME	FIRST NAME	DOB	ENROLL EFF	ENROLL END	SRT REASON	STP REASON	STATUS	NEW MAID	ACTION
XX	XXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	99/99/9999	99/99/9999	99/99/9999	XX	XX	X	X	X
XX	XXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	99/99/9999	99/99/9999	99/99/9999	XX	XX	X	X	X
XX	XXXXXXXXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX	99/99/9999	99/99/9999	99/99/9999	XX	XX	X	X	X

WAIVER AGENCY MEMBER TOTAL:

WAIVER PROGRAM MEMBER TOTAL:

*** END OF REPORT ***
 *** NO DATA THIS RUN ***



Data Warehouse Reports

- Data Warehouse enrollment reports will be available through Business Objects.
- Predefined reports will be sent to waiver agency's Data Warehouse inbox.
- They will eventually allow for waiver agencies to develop their own reports.
- They are exportable to Excel format.
- They will include a weekly disenrollment report. Other reports to be determined.



Reports to be Determined

- Recertification Report
- Transition Report (Age Report)



CLTS Waiver Enrollment

TPA Impact



Changes to processes with TPA

- The file will be sent to Wisconsin Physicians Service (WPS) daily instead of weekly.
- The file will include all changes to enrollment. Including new enrollment, disenrollment, re-enrollment, and changes to enrollment dates.
- Suspension segments will also be sent to WPS. Only services allowed during a suspension can be billed while a child is in a suspended status.
- No need to issue new authorizations.



Summary

- New Waiver Agency Portal is in ForwardHealth.
- Enrollment Wizard replaces current paper process.
- Enrollment for current participants will be converted.
- Reports will be available to manage agency caseload.



CLTS Waiver Enrollment

Questions?