



WISCONSIN DEPARTMENT
of HEALTH SERVICES

CLTS Program ForwardHealth Portal FAQ Forum for County Waiver Agencies

Wisconsin Department of Health Services (DHS)

Gainwell Technologies, LLC (GWT)

May 20, 2025



Agenda

- Welcome
- Transition Information
- Bulk prior authorization (PA) report details
- Converted PAs: supporting providers
- Inactive reversals
- PA errors
- Code crosswalk reminders
- Provider Medicaid IDs
- Medicaid Base Plan enrollment dates





Welcome

- Please keep your questions or concerns related to the topic for ease of discussion.
- Each topic will have an allotted amount of time for discussion.
- County waiver agencies (CWAs) may use the Q&A feature or come off mute to ask questions or share concerns.
- DHS and Gainwell will answer as many questions as possible.



Transition Information



PA Transition Numbers

- PAs converted from WPS:
 - 333,187
- PAs not yet converted from WPS:
 - 2,283
- New day PAs:
 - 7,171



Claim Transition Numbers

- Direct data entry claim submissions:
 - 4,098 Direct data entry claim submissions
- 837 claim submission:
 - 3,948 claim submissions



Bulk PA Report Details



PA Bulk Report Details: Search

Issue:

PA Bulk Report showing error with more than 1,000 search results.

Fix:

Portal will state, “Click Export to see all search results. Searches that return more than 1,000 results will not display and must be exported.”

Using the **Export** button instead of the **Search** button will prevent the error.

PA Bulk Report Details: CWA PA Number



Issue:

The **External Text** field on the Bulk PA Report displays the WPS-assigned PA number was also displayed in the CWA PA number field.

Fix:

The internal CWA PA Number on the Bulk PA Report will display. The External Text field will correctly display the WPS-assigned PA Number.

Fixed



PA Bulk Report Details: Provider ID

Issue:

The Billing Provider ID and Rendering Provider ID are using the agency Tax ID/EIN instead of Medicaid IDs in the Bulk Report.

Fix:

Medicaid IDs will populate in the Bulk Report for Billing Provider ID and Rendering Provider ID.

Fix date:

June 13, 2025



PA Bulk Report Details: Units

Issue:

The units approved and units requested are showing the decremented units from the WPS PA.

Fix:

The units approved and units requested will show the original PA units from the WPS PA.

Fix date:

June 13, 2025



Converted PAs: Supporting Providers



PA Conversion

- One year of WPS PA history was sent to ForwardHealth for conversion.
- Providers may need assistance locating their converted PA numbers from WPS to ForwardHealth.



Running the Bulk PA Report

- To find the Gainwell-assigned PA numbers for all converted PAs from WPS, use the “PA Search-Bulk” feature in the portal, found under Quick Links in the Providers tab. The report will include previously assigned WPS authorization numbers.
- To run the report, enter the date span and any other filtering information if needed, then select **Export**.



Bulk PA Report Instructions

Instructions for using the Bulk PA Report can be found on page 41 of the ForwardHealth Provider Portal Professional Claims User Guide:

www.forwardhealth.wi.gov/WIPortal/cms/page/message/clt-tp-transition



Bulk PA Report

- The **External Text** field on the Bulk PA Report displays the WPS-assigned PA number for the ForwardHealth converted PAs.
- The ForwardHealth PA number and the internal CWA PA Number on the Bulk PA Report can be found in columns A and C on the Bulk PA Report.
- The PA Converted from WPS can be found in column AA on the Bulk PA Report.

A	B	C
PA Number	Line Item Number	CWA PA Number
1250030001	1	EYMAX

AA
External Text
(1342411) - PA Converted from WPS history



Can't Find a PA

- If you cannot find a PA **before May 28, 2025**, contact the CLTS Operations Team at cltsoperations@gainwell.com.
- If you cannot find a PA **after May 28, 2025**, enter a new PA in the portal.



PA Inactive Reversals and Amendments



PA Inactive Reversals

Inactive Reversal = Canceled

Performing an inactive reversal for a PA must be done via flat file upload.

- Enter a “2” in the Auth Revision Indicator column on the PA flat file and enter the corresponding ForwardHealth PA number in the ForwardHealth PA Num. field.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
RECORD TYPE FIELD	RECORD NUMBER	COUNTY WAIVER ID	CWAAUTH NUM	MEM MEDICAID ID	AUTH START DATE	AUTH END DATE	Diagnosis Code	SERVICE CODE	MODIFIER 1	MODIFIER 2	MODIFIER 3	MODIFIER 4	UNITS APPROVED	AUTH DOLLAR AMT	BILLING PROVIDER NUM (MAID)	AUTH REVISION INDICATOR	FORWARDHEALTH PANUM.	RENDERING PROVIDER TYPE	RENDERING PROVIDER NUMBER
H	23110281	20250514																	
D	1	23110281	IR Test 105142025	2209317428	20250514	20250607	z418	97164	GP				35	3,500	100008908	2	5251340011		
D	2	23110281	IR Test 2 05142025	9010006899	20250515	20250607	z418	97164	GP				40	4,000	100008908	2	5251340012		
T	2																		



PA Amendments

Amending a PA can be done in the ForwardHealth Portal or via flat file upload.

- To amend a PA on the flat file, enter a “1” in the Auth Revision Indicator column on the PA flat file and enter the corresponding ForwardHealth PA number in the ForwardHealth PA Num. field.

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
H	2E+07	20250514																	
RECORD TYPE FIELD	RECORD NUMBER	COUNTY WAIVER ID	CWA AUTH NUM	MEM MEDICAID ID	AUTH START DATE	AUTH END DATE	Diagnosis Code	SERVICE CODE	MODIFIER 1	MODIFIER 2	MODIFIER 3	MODIFIER 4	UNITS APPROVED	AUTH DOLLAR AMT	BILLING PROVIDER NUM (MAID)	AUTH REVISION INDICATOR	FORWARDHEALTH PA NUM.	RENDERING PROVIDER TYPE	RENDERING PROVIDER NUMBER
D	1	23110281		2209317428	20250514	20250607	z418	97164	GP				35	3,500	100008908		1	5251340011	
D	2	23110281		9010006899	20250515	20250607	z418	97164	GP				40	4,000	100008908		1	5251340012	
T	2																		



PA Inactive Reversals and Amendments Resource

Children's Long-Term Support (CLTS) Claims and PA
Refresher Training for CWAs:

<https://vimeo.com/1078780199>



Prior Authorization Questions and Errors



Entering Dates

Make sure the dates are year, month, day (YYYYMMDD) for start and end dates.

- December 1, 2024, should be entered as 20241201.
- Error for not using that formatting shown below.

<u>Record Type</u>	<u>Row Number</u>	<u>Error Message</u>
D	3	Invalid Authorization Effective Date. Date must be in YYYYMMDD format.
D	3	Invalid Authorization End Date. Date must be in YYYYMMDD format.



Prior Authorization Questions and Errors

- **Error 4801 (no billing rule)/4257 (modifier restriction)**
- **P182 (unable to price PA)**
- **Member not eligible**



Prior Authorization Conversions

One year of prior authorizations have been converted from WPS to ForwardHealth (on or before 4/18/2025).

- Authorizations on file with WPS that had an “amount” frequency type with 1 unit, will be converted to 0 units in the portal, to align with the pay dollar limit payment method.
- CWAs that use subcontracted agencies for support and service coordination will now have a U5 modifier on case management (T1016) PAs for those agencies.



Code Crosswalk Reminders



Support and Service Coordination (SSC)

- Modifiers are not required on PAs when authorizing a CWA as the provider.
- **New:** U5 modifier is required on PAs for subcontracted SSC agencies when authorizing T1016 Case Management.
- **New:** U5 modifier has been added to converted PAs for subcontracted SSC agencies.



“Transitional Support Services”

- **New:** CG modifier is required when submitting PAs and claims for services that are used as a transitional support service.
- Codes are found on the [Federal Procedure Code Limitations on Claims for CWAs](#) document.



Respite Services

- Modifiers U1, U2, or U3 are only for 1:1 respite services based on participant's care level.
- Modifier U4 or U5 only for an approved outlier rate.
- Do not submit PAs that combine a care level modifier and an outlier modifier.



Child Care Services

- Modifiers U1, U2, or U3 are always required on child care services, as these modifiers are for age groups.
- Modifier U4 or U5 for an approved outlier rate in addition to the U1-U3.



Remote Services

- CWAs do not add Modifier GT on the PA.
- Providers claiming remote services must use modifier GT (and place of service code 02).



Group Modifiers

Authorizations must include the HQ modifier to indicate a group.

- HQ and UN modifier for group of 2 on the claim
- HQ and UP modifier for group of 3 on the claim



Provider Medicaid IDs



How to Find Provider Medicaid IDs

- You can find the Medicaid-Assigned Provider ID (MA ID) in your CLTS registration in the Directory Location.

Access the CLTS Provider Registry located at cltsproviderregistry.wi.gov.

- Once you are logged into your registration under My Registration, select your current Registration ID.

- You should be able to see a Directory Location section at the bottom right of your screen.

Click on the location to view the MA ID.



How to Find Provider Medicaid IDs

The screenshot shows a web application interface for managing provider registrations. At the top, there are navigation tabs: "My Registrations", "Provider Registrations in My County", and "Reports". A search bar is located on the right side of the header. Below the header, there is a section for "CLTS Registration" with a sub-header "Add Directory Location" and buttons for "Submit Changes" and "Renew".

The main content area is divided into several sections:

- Registration Summary:** Displays "Business Name" (redacted), "Type" (CWA), "Current" (checked), and "Status" (Initially Approved).
- Registration Details:** Shows "Service(s)" as "Children's Foster Care, Support and service coordination" and "Service Area(s)" as "Adams, Bayfield".
- Overview:** Lists key dates: "Submission Date" (2/10/2025 3:41 PM), "Date of Initial Approval" (2/17/2025), "Provider Agreement Signed Date" (2/10/2020), "Renewal Date" (2/10/2024), and "Provider Inactivation Date" (2/18/2025).
- System Details:** Shows "Registration ID" and "Prior Registration" (both redacted).
- Directory Locations (1):** A table with columns for Organization Name, Services, Service Area, and Street. The entry shows "Children's Foster Care" in Adams, with a redacted street name. A "View All" link is present.
- Files (0):** A section for uploading files, currently empty, with an "Add Files" button.

Important Information: A notice states: "Please keep your approved registration up to date! The following items can be changed without DHS review or approval. To edit: Business Address, Website, or Billing Contact (Name, Title, Phone, Mobile, Fax, Email) - click on your Business Name and edit the fields with the pencil icons; Directory Locations - click the Organization Name and edit the field with pencil icons, or click on the Add Directory Location button." It also notes that clicking "Submit Changes" leads to a process flow for DHS review and approval, and that users are prompted to complete the renewal process if within 60 days of their renewal date.



How to Find Provider Medicaid IDs

Organization [Redacted]

+ Follow Printable View

Account Record Type: CLTS Locations
Registration: [Redacted]
Displayed on Directory?

▼ Directory Location

Organization Name Bayfield County - CWA	Phone (608) 321-7896
Website	Mobile
Email test@email.com	Fax
	MA ID 123456789
	Fee Schedule Indicator

Address
[Redacted]



▼ CLTS Services

Services Children's Foster Care	Service Area Adams
------------------------------------	-----------------------

▼ System Information

Registration [Redacted]	Parent Organization
----------------------------	---------------------



Duplicate Medicaid IDs

- The CLTS provider registry had duplicate provider locations due to submitting duplicated service locations in the CLTS registry.
- BCS contacted providers with duplicate locations and Medicaid IDs to ensure they only had one location and MA ID.
- BCS updated the CLTS Registry and the ForwardHealth Portal with the correct information.



Subcontractors and Provider Agencies

- Some CWA subcontractors registered as CWAs and provider agency registration types in the CLTS provider registry.
 - CWA subcontractors require provider agency registration only if they provide non-CWA services.
 - Some subcontractors received Medicaid IDs as a CWA and as a provider agency.
 - BCS contacted CWA subcontractors that did not need a provider agency registration type.
-



Medicaid Base Plan Enrollment Dates



Eligibility Validation

- The ForwardHealth Portal will system check participant eligibility when accepting PAs and paying claims.
 - CLTS waiver enrollment dates
 - Medicaid eligibility dates
- Many sources of Medicaid are on an annual cycle for renewal.
- Participant records show the Medicaid eligibility end dates, when applicable.



Prior Authorizations

- PAs are system checked based on their effective dates (PA start date).
- PAs that are submitted with a start date that falls **after** the participant's Medicaid eligibility has ended **will reject**.
- PAs can extend beyond the participant's Medicaid eligibility end dates, if the effective date is during their Medicaid eligibility timeframe.



PA Example

CLTS Participant Waiver Enrollment	BadgerCare+ Medicaid Source
1/1/2025 – 12/31/2299	7/1/2024 – 6/30/2025

Prior Authorization Dates	Approval or Rejection
Effective Date: 02/01/2025 End Date: 12/31/2025	Approved
Effective Date: 07/01/2025 End Date: 07/31/2025	Rejected



Claims

Claims **will reject** if there is no CLTS waiver enrollment and Medicaid eligibility for the participant on the date of service submitted on the claim.



Claim Example

CLTS Participant Waiver Enrollment	BadgerCare+ Medicaid Source
1/1/2025 – 12/31/2299	7/1/2024 – 6/30/2025
Prior Authorization Dates	Approval or Rejection
Effective Date: 02/01/2025 End Date: 12/31/2025	Approved
Claim	Paid or Denied
Date of Service: 03/01/2025	Paid
Date of Service: 08/01/2025	Denied



Resources and Technical Assistance

Joint DHS and CLTS Operations Team

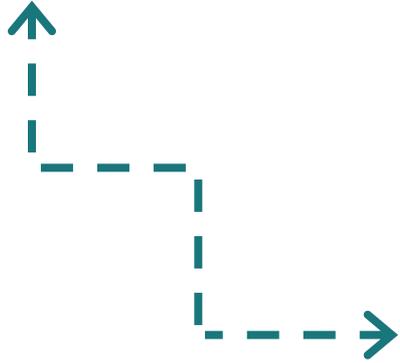
Office Hours



- Office hours will be in 15-minute increments.
- CWAs can email the CLTS Operations Team at: cltsoperations@gainwell.com to schedule.
- A CLTS subject matter expert, any additional subject matter experts necessary, and a member of the CLTS Operations Team will be present at office hours.



Resources



- [DHS CWA TPA Transition webpage](#)
- [ForwardHealth TPA Transition webpage](#)



Contact Us

- Gainwell CLTS Operations Team:
 - 844-942-5870
 - cltsoperations@gainwelltechnologies.com
- DHS Provider Relations:
 - dhscltsproviderrelations@dhs.wisconsin.gov





Thank you!

Protecting and promoting
the health and safety of
the people of Wisconsin



WISCONSIN DEPARTMENT
of HEALTH SERVICES