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To: County Department of Human Services Directors
    County Department of Social Services
    County Department of Community Programs Directors
    Long-Term Support Supervisors and Leads

From: Jim Jones
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Implementation of the Enhanced Children’s Long-Term Support Waiver (CLTS) Program Provider Registration and Public Directory

Background
The Wisconsin Department of Health Services (DHS) was directed by the Centers for Medicare & Medicaid Services (CMS), through a Corrective Action Plan (CAP), to develop a state-administered provider registration and qualification process and establish a public directory of providers for the CLTS Waiver Program. These changes standardize the provider registration and qualification process across the state and establish a single, statewide directory of providers for participants, families, and other stakeholders.

Previously, providers registered online with DHS, and each county waiver agency (CWA) was notified of their registration and service delivery area. CWAs determined whether a provider was willing and qualified to deliver services prior to authorizing services to CLTS Waiver program participants. This process was not standardized across the state and created varying experiences for providers, families, and participants.

To operate a state-administered provider registration and qualification process, DHS has enhanced the online provider registration system to capture information necessary for DHS to deem providers willing and initially qualified to deliver CLTS services. DHS has also developed a public CLTS Provider Registry Gateway where all initially qualified providers will be listed. Lastly, DHS has created a CWA Provider Registry Gateway where CWAs will access provider information and initial qualification documentation prior to authorizing services. Using this enhanced online provider registration process, DHS and CWAs jointly qualify CLTS waiver providers. These updates to the provider registration and qualification process satisfy the CAP issued by CMS and ensure compliance with federal Home and Community-Based Services (HCBS) regulations.

The state-administered provider registration and qualification process began in 2018 with the registration of CWAs and their placement on the CLTS Waiver Provider Directory. Services listed for CWAs include support and service coordination and children’s foster care. The updates outlined in this memo do not require any further registration action by CWAs.
**Purpose**
The purpose of this memo is to communicate implementation of the state administered provider registration and qualification process, including the CLTS Provider Directory, and the CWA Provider Registry Gateway. This memo also defines DHS and CWA roles and responsibilities in jointly deeming CLTS providers willing and qualified to deliver services.

**Provider Registration Process**
DHS has enhanced the online provider registration system to ensure a consistent statewide registration process for providers. New and existing providers are required to register using the enhanced online system. Provider registration using the new system will occur in waves beginning with financial management service (FMS) providers, followed by provider agencies, and concluding with sole proprietors. DHS will notify CWAs and the appropriate list of providers when each provider group is required to register.

Providers must complete the online registration process accessed via the CLTS Waiver Provider Registration webpage. The following information and documents must be submitted during registration:
- Basic information including provider name, contact information, address, tax identification number, services, and provider service areas.
- A signed copy of the CLTS Medicaid Waiver Provider Agreement.
- Provider certification, license, or other required qualifying documents as defined by the applicable service description in the Manual for the CLTS Waiver Program.

Once registration is submitted, the provider will receive a confirmation email acknowledging DHS has received their information. When approved, the CLTS Medicaid Waiver Provider Agreement remains in full force and effect for a maximum of four years. Registered providers will be notified by DHS to re-register via the online registration system every four years.

**Provider Directory**
A single, statewide public CLTS Provider Directory has been established as a resource for families and participants to access provider information directly. The Provider Directory is available on the DHS website and will list all registered and initially qualified providers for the CLTS Waiver Program. The Provider Directory is searchable by provider name, county, or service type.

The CLTS Waiver Provider Directory is the sole directory of registered and initially qualified CLTS Waiver program providers under the state administered provider registration and qualification process. CWAs may not maintain or disseminate separate, county-specific provider directory information.

**County Waiver Agency Provider Registry Gateway**
A secure CWA Provider Registry Gateway is available for CWAs to access provider information and initial qualification documentation collected during the online registration process, including the provider’s registration status. The CWA Provider Registry Gateway can be accessed by designated CWA staff via DHS approval of the Wisconsin Logon Management System (WILMS) ID. DHS will post instructional materials for the CWA Provider Registry Gateway and schedule training webinars as needed.

**Joint Qualification Review Process**
Under the state-administered provider registration and qualification process, DHS and CWAs share joint responsibility for deeming providers willing and qualified to deliver CLTS services. DHS maintains the online provider registration system, deems providers initially qualified, and places them on the public Provider Directory. DHS also shares all provider information and initial qualification documentation with CWAs via the CWA Provider Registry Gateway. CWAs fully qualify an initially qualified provider by accessing provider information and initial qualification documentation via the CWA.
Provider Registry Gateway, reconfirming the provider’s credentials and ensuring the provider has met participant-specific training and other service description requirements prior to authorizing services. Specific DHS and CWA roles and responsibilities are outlined below.

**DHS Role and Responsibilities—Initially Qualify**
DHS completes the following activities to initially qualify a provider:
- Review and verify basic information submitted via the online registration system.
- Ensure the correct CLTS Medicaid Waiver Provider Agreement is signed and uploaded.
- Confirm and verify the required certification, license, education, or experience documentation is valid, current, and meets applicable service description requirements per the CLTS Waiver Manual at the point of registration.
- Confirm the provider is not listed on the U.S. Department of Health and Human Services (HHS), Office of the Inspector General List of Excluded Individuals or Entities (LEIE) at the point of registration.

Following the review of the registration and initial qualification documentation, DHS will notify the provider of their registration status and if approved, will place the provider on the Provider Directory. Being listed on the public Provider Directory substantiates for CWAs, participants, and families that a provider is initially qualified to deliver CLTS services. DHS is solely responsible for placing providers onto and removing providers from the Provider Directory.

**CWA Role and Responsibilities—Fully Qualify and Authorize Service Delivery**
CWAs access the provider’s information and initial qualification documentation via the CWA Provider Registry Gateway to determine if the provider is fully qualified. CWAs complete the following activities to fully qualify a provider:
- Check the provider’s registration status.
- If the provider’s registration is approved, review the provider’s information and initial qualification documentation to confirm it remained current.
  - If the provider’s initial qualification documentation is expired or no longer valid, CWAs must notify that provider to update their registration. The CWA may not authorize services until the registration and initial qualification documentation has been updated via the online registration system.
  - If the provider chooses not to or is unable to update their registration and qualification documentation, CWAs must notify DHS within 10 calendar days. Once notified, DHS will remove the provider from the Provider Directory.
- Verify if child-specific training or other requirements are necessary to fully meet the selected service description. If the provider is fully qualified, authorize the provider to deliver services.

CWAs must recognize providers on the public Provider Directory as initially qualified and are prohibited from requiring providers to resubmit information that was collected by DHS via the online registration system.

**Summary**
This memo announces the DHS state administered provider registration and qualification process and public CLTS Provider Directory. This memo replaces archived Division of Long-Term Care (DLTC) Numbered Memos 2009-10 and 2009-12. The following action steps will be completed:
- DHS will communicate the implementation of the enhanced CLTS provider registration system with currently registered providers.
- CLTS providers must register via the enhanced online system.
- Providers will register in waves beginning with FMS providers. DHS will notify CWAs and the appropriate list of providers when each provider group is required to register.
DHS is responsible for initially qualifying providers and placing these providers on the CLTS Provider Directory.

- CWAs are responsible for fully qualifying providers, prior to authorizing the delivery of services. CWAs are also responsible for notifying DHS if a provider no longer meets the initially qualified or fully qualified provider requirements.

The state administered provider registration and qualification process outlined in this memo does not change any Third Party Administrator (TPA) registered provider actions.

For questions regarding the CLTS Waiver Program provider registration and qualification process, please email the [DHS CLTS Provider inbox](mailto:DHS CLTS Provider inbox).