As a waiver provider, you serve an essential role in supporting the lives of children and families. This Bulletin is part of DHS’ commitment to support you by communicating important children’s waiver information directly to you.

OPPORTUNITIES FOR ENGAGEMENT

Encourage Others to Become Children’s Long-Term Support Waiver Program Providers

The Children’s Long-Term Support Waiver Program Is Growing

Over the past few years, the Children’s Long-Term Support (CLTS) Waiver Program has increased its capacity to serve children with disabilities and their families. This year, the CLTS Waiver Program has served more than 11,000 children—a 60 percent increase since 2017.

With this incredible growth, more service providers are needed to meet increased demand. This includes providers such as direct...
care workers, carpenters, and medical equipment suppliers. The CLTS Waiver Program would appreciate your help in reaching out and sharing information among your colleagues to recruit and expand the provider network in all 72 Wisconsin counties. This will help every child with long-term disabilities or complex medical needs access the supports and services they need, when they need them.

**How You Can Spread the Word to New Providers**

The CLTS Waiver Program has published a [media toolkit](#) that contains information about free resources that you can share with potential new providers or your provider association, such as social media posts, flyers, newsletter articles, and website content.

**Registered Providers Listed Are in the Children’s Long-Term Support Provider Directory**

The Wisconsin Department of Health Services (DHS) enhanced the online provider registration system for the CLTS Waiver Program to standardize the qualification approval process across the state for providers.

A key benefit of the enhanced registration is that all initially qualified providers are listed in a statewide public [CLTS Provider Directory](#), which allows participants, families, county waiver agencies, and other stakeholders to easily search for your business information and request your services.

It is important to keep current information on file with DHS. This also ensures that your information is up-to-date in the CLTS Provider Directory. If your information has changed, such as your business name, address, or contact information, be sure to promptly update your registration information. You can use the link in your confirmation email to update your registration information. If you no longer have that email, call the Provider CLTS Contact Center at 833-940-1576 for assistance.

**Provide Feedback for the Children’s Long-Term Support Waiver Renewal**

DHS is preparing for the federal renewal of the CLTS Waiver Program. Input from providers will help shape how services are delivered for children with disabilities and their families for the next CLTS Waiver Program cycle, which will start in 2022 and run through 2027. DHS is gathering feedback from the public through fall 2020 and would like to hear from you.

You may share your feedback about the CLTS Waiver Program by emailing [DHSCLTSWaiverRenewal@dhs.wisconsin.gov](mailto:DHSCLTSWaiverRenewal@dhs.wisconsin.gov). The [Children’s Long-Term Support Waiver Renewal Initiative](#) page of the DHS website contains more information about the initiative, including its scope, timeline, and topics of interest.
The CLTS Waiver Program is a home and community-based services waiver. It provides services funded by Wisconsin Medicaid for children who have substantial limitations in their daily activities and need support to live full and inclusive lives in their home or community. Eligible children include those with developmental disabilities, severe emotional disturbances, or physical disabilities. Funding can be used for a range of services and supports based on the goals and identified outcomes for each child and their family.

For more information, visit the Services for Children With Delays or Disabilities webpage.

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ATTACHMENT A
Contacts for Children's Long-Term Support Waiver Providers

General Information
www.dhs.wisconsin.gov/clts

 Provider Information
www.dhs.wisconsin.gov/clts/provider-home.htm
833-940-1576

Become a Registered Provider
https://www.dhs.wisconsin.gov/clts/provider-registration.htm

Provider Registration and Directory Assistance
833-940-1576
Monday through Friday: 8 a.m.–4:30 p.m.
Find a provider relations representative in your area.

Become Authorized for Service Delivery
Contact the county waiver agency.
www.dhs.wisconsin.gov/clts/contact.htm

Claims Processing and Authorized Service Questions
877-298-1258
Monday through Friday: 8 a.m.–4:30 p.m.
https://wpshealth.com/resources/provider-resources/clts.shtml

The information provided in this Bulletin is published in accordance with Social Security Act § 1915(c) and 42 C.F.R. § 440.180.
ATTACHMENT B
Children's Long-Term Support Waiver Program
Provider Registry and Public Directory Overview

**PROVIDER APPLIES ONLINE**
All new and existing providers are required to register.

The application consists of basic information, agreement, and required qualifying documents.

**DHS REVIEWS**
DHS will verify documents and qualifications and make a determination on submissions.
The provider is either initially qualified, is asked to submit more information, or does not meet the initial qualification requirements.

**DHS ADDS PROVIDER TO DIRECTORY**
Initially qualified providers are added to the public CLTS Provider Directory.

Providers' contact information and services are listed on this single, statewide resource. Participants, families, and counties can search for providers by name, county, and services.

**CWAS VIEW PROVIDER REGISTRATION**
CWAs can view initially qualified providers' registration and documents on the Provider Registry Gateway.

CWAs review and confirm documentation and fully qualify providers. Providers may need to seek additional training or screenings to provide services for a specific child. CWAs will authorize fully qualified providers to deliver services to a specific participant.

**PROVIDERS DELIVER AUTHORIZED SERVICES**
Fully qualified providers can deliver authorized services for a specific participant.

Providers deliver services to that particular participant and family and submit claims.

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