

Children's Long-Term Support Provider Bulletin

Information for CLTS Program Providers

As a CLTS Program 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 program information directly to you.



CLTS Program Providers Receive Rate Increase

The Wisconsin Department of Health Services (DHS) has increased rates for certain providers of Medicaid home and community-based services (HCBS) by 5 percent to address the severe staffing shortage in the direct care workforce and strengthen participants' access to services. This rate increase is effective for dates of service (DOS) on and after January 1, 2022 through March 31, 2024.

This rate increase is funded by the American Rescue Plan Act (ARPA). ARPA's economic stimulus package includes funding

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to qualifying states to support and strengthen their HCBS programs. More information about all the ARPA HCBS initiatives can be found at www.dhs.wisconsin.gov/arpa/hcbs.htm.

Which providers received the rate increase?

Providers for all services included on the Children's Long-Term Support (CLTS) Rate Schedule received the rate increase, including:

- Adult family homes.
- Assistive technology/communication aids.
- Child care for children age 12 years and older.
- Community competitive/integrated employment–individual and small group (formerly called supported employment–individual and small group).
- Community integration services.
- Day services, children.
- Daily living skills training.
- Empowerment and self-determination supports (formerly called consumer education and training).
- Financial management services.
- Housing support services (formerly called housing counseling).
- Mentoring.
- Personal supports (formerly called supportive home care).
- Respite care.
- Transportation services (excluding broker-provided non-emergency transportation and ambulance services).

How does the rate increase affect provider billing and authorizations?

The rate increase affects billing and authorizations as follows:

- **Billing:** The CLTS Waiver Program Rate Schedule and the Wisconsin Physicians Service (WPS) claims processing system were updated with the new rates for January 1, 2022. Providers should bill with the new rates reflected on the rate schedule for DOS on or after January 1, 2022.
- **Authorizations:** Authorizations for affected services entered or renewed by county waiver agencies (CWAs) on or after January 1, 2022, will automatically reflect the new rates. Authorizations for DOS on or after January 1, 2022, that were entered in the WPS system before that date will reflect the previous rates.

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Providers should use the updated rate schedule to bill the new rate, and WPS will process the claim at the correct rate. Providers can register for access to the [WPS Provider Portal](#) to view claim status, authorizations, secure messaging, and more.

Resources

Refer to the following sources for more information:

- [CLTS Waiver Program Rate Schedule](#)
- [CLTS Program Benefit Code Crosswalk](#)
- [DHS Notification of ARPA Increases](#)

CLTS Waiver Renewal: Overview of Changes

Every five years, DHS must get approval from the federal government to continue operating the CLTS Program. This process is called waiver renewal. The latest waiver renewal took effect on January 1, 2022. Each time the program is renewed, DHS looks for ways to improve services and supports for children and families.

DHS collected feedback from CLTS Program participants, families, counties, providers, advocates, and other stakeholders to help shape the renewal and further improve how services are delivered for children and their families. DHS determined three values that program improvements were based on:

- **Access and eligibility:** Making sure children with substantial needs have access to the program
- **Family-focused:** Expanding the program to help support the wide range of needs and goals a family may have
- **Inclusion:** Promoting equity (fair treatment and equal opportunity) and cultural inclusion (ensuring that people's uniqueness is seen, heard, and valued)

Service Changes in the CLTS Waiver Program

DHS has updated CLTS Program services to better meet children's and families' needs and outcomes, including:

- Adding new services.
- Reorganizing several existing services.
- Renaming some existing services.

FOR YOUR INFORMATION

DHS will continue to keep providers updated with more details about the renewed CLTS Program in future communications.

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New Services

The CLTS Program is excited to announce the following new services:

- **Discovery and career planning** provides learning and work experiences where the participant can develop general, non-job-task-specific strengths and skills that boost their ability to get paid employment in integrated community settings.
- **Grief and bereavement counseling** helps the participant or their family cope with the possible death of the participant and supports the family after their death.
- **Health and wellness services** maintain or improve the health, well-being, socialization, or inclusion of the participant with their family and peers in the community. Examples include:
 - Classes and lessons
 - Events
 - Memberships and subscriptions
 - Web and mobile applications
 - Healthy lifestyles coaching, non-traditional or alternative medicine and wellness, sexuality education, and parenting training for participants
- **Participant- and family-directed goods and services** address or enhance the participant's opportunity to meet a long-term support outcome but are not provided through another CLTS Program service or Wisconsin Medicaid.
- **Participant- and family-direction broker services** empower and assist participants and families to self-direct their own CLTS Program services and supports.
- **Safety planning and prevention** items or services reduce risk or danger to help keep the participant safe in their home or community.
- **Virtual equipment and supports** allow a participant to access CLTS Program services that are delivered remotely.

Reorganized Services

The following CLTS Program services have been reorganized:

- **Communication aids** were moved from the assistive technology service description. CWAs should now authorize the service under the communication assistance for community inclusion

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service. Participants with limited English proficiency may also receive supports under this service.

- **Adaptive aids** were moved to a different category. Services that were listed under adaptive aids should be authorized by CWAs under specialized medical and therapeutic supplies except for:
 - Service animals, which should be authorized under assistive technology.
 - Vehicle modifications, which are now a distinct service.

Renamed Services

The table below lists the renamed services.

PREVIOUS SERVICE NAME	NEW SERVICE NAME
Consumer education and training	Empowerment and self-determination supports
Housing counseling	Housing support services
Supported employment-individual	Community competitive integrated employment-individual
Supported employment-small group	Community competitive integrated employment-small group
Supportive home care	Personal supports
Training for parents/guardians and families of children with disabilities	Family/unpaid caregiver supports and services

DHS will publish these service changes in the [Medicaid Home and Community-Based Services \(HCBS\) Waiver Manual for the CLTS Waiver Program, P-02256](#), in the first quarter of 2022. Until then, refer to the approved [§ 1915\(c\) waiver application](#) for service definitions, limitations, and provider specifications.

Registration Is Required to Deliver New and Reorganized Services

The [CLTS Waiver Program Rate Schedule, P-02184](#), and [CLTS Program Benefit Code Crosswalk, P-02283](#), have been updated with the rates and codes for the new and updated services.

Providers are required to [register](#) to deliver services as follows:

- **New services and reorganized services:** Providers will be able to register for new and reorganized services starting in February 2022. DHS will provide more information about registration dates

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at a provider teleconference on February 11, 2022; see the next section of this bulletin for details.

- **Renamed services:** Only new providers must register for renamed services. Existing providers who are registered to deliver a renamed service will automatically be registered under the new service name.

Upcoming Provider Teleconference About Service Changes

All providers are encouraged to attend the DHS teleconference to get detailed information on:

- New services to improve supports for children and families.
- Reorganized services to meet federal definitions.
- Renamed services to better reflect their purpose and intent.
- Existing CLTS Program service improvements.
- Updated provider qualifications and registration forms.
- Updated CLTS Program service rates and benefit codes.
- Changes to the use of restraint and seclusion in CLTS Program policy.

Teleconference Details

Date: February 11, 2022

Time: 9:00–11:00 a.m.

Zoom meeting information:

- To join online, go to [Zoom](#) and enter passcode 408553.
- To join by phone, dial 669-254-5252 and when prompted, enter:
 - Webinar ID: 160 907 0418
 - Participant ID: 262955

Changes to Restrictive Measures Policy Regarding Use of Restraint and Seclusion

The CLTS Program is committed to providing safe supports and services to children. One way DHS is providing safe supports is by reducing the types of restrictive measures that can be used and when service providers can use them with children in the program. This includes ending the routine use of physical restraint, which can result in injury or trauma. Current best practices show that there are more effective ways to help children cope that are safer for both the child and the provider.

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Effective January 1, 2022, restrictive measures policy has been changed as follows:

- The use of seclusion or isolation is not allowed in any circumstances.
- Only protective equipment and mechanical restraints are eligible for DHS approval for planned use.
- The use of manual restraint is not allowed except in very limited, emergency circumstances in which the participant's behavior places the participant or another person at immediate, significant risk of physical injury.

If you use any unapproved restrictive measure in an emergency, you are required to notify the CWA. Based on that particular incident, the CLTS team will take steps to reduce risks to health and safety and lower the chance of using that restrictive measure again.

To support the child using current best practices, the CLTS team will work together to create a plan that does not include manual restraint. You are an important part of the CLTS team and can help by getting to know the child's preferences, strengths, and needs. The child's perspective and voice should be included as much as possible when developing this plan. After creating the plan together, you should:

- Use the plan to support the child based on their unique needs.
- Provide positive supports to the child, such as teaching coping skills or using methods to prevent or calm unsafe behavior.
- Communicate frequently with the family and the support and service coordinator about how you are working with the child and what positive supports you are providing.

Incident Reporting Requirements Have Changed

The federal Centers for Medicare & Medicaid Services (CMS) requires providers to report incidents to the CWA that threaten the physical or mental health, safety, or well-being of a child or youth enrolled in the CLTS Program or the Children's Community Options Program (CCOP). Incident reporting is important for awareness of, addressing, and remediating concerns about a participant's safety and well-being.

As of January 1, 2022, the types of incidents that must be reported have changed. This change aims to provide CWAs and DHS with

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meaningful information that helps them respond to incidents and act to reduce the likelihood of future incidents.

The following events or situations involving program participants are incidents that must be reported to the CWA:

- Death
- Abuse, neglect, or exploitation
- Use of an unapproved restrictive measure
- Law enforcement contact or investigation
- Hospitalization due to:
 - Errors in medical or medication management
 - Involuntary or voluntary psychiatric emergency

You must report **actual** incidents (that you know have happened) and **alleged** incidents (that are suspected or said to have happened). You should report an incident to the CWA as soon as possible after learning of it. For more information about [incident management for CLTS Programs](#), refer to the [Children's Incident Reporting for Providers publication, P-02613](#).

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The CLTS 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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