

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.



SPRING 2023 EDITION OF THE CHILDREN'S LONG-TERM SUPPORT PROVIDER BULLETIN

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End of the COVID-19 Public Health Emergency Results in Changes to Children's Long-Term Support Program Remote Services Policy

During the COVID-19 pandemic, the CLTS Program adapted its services to provide remote support through phone calls or video calls, in addition to in-person assistance. Now, these remote services are part of regular CLTS Program practice, meaning that they will continue even after the COVID-19 PHE ends.

Children's Long-Term Support Program Services Provided as Remote Services

Remote CLTS Program services must:

- Allow two-way, real-time, live interaction between the provider and the participant and/or their parents, legal guardians, and unpaid caregivers.
- Be provided through a phone call (audio only) or a video call (audio and video). Some remote services may be provided only through a video call. Other remote services may be provided by either a phone call or a video call.
- Be provided with functional equivalency (that is, able to produce the same outcome) to in-person services, and they must be able to hear each other clearly.

Please refer to [Attachment A](#) on pages 11–12 to this Bulletin for a list of CLTS Program remote services and how each remote service is provided.

Children's Long-Term Support Program Remote Services and HIPAA

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is a federal law that passed in 1996. HIPAA ensures that

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a person's private health information is protected and sets rules that providers must follow. This is true when services are provided remotely or in person.

During the COVID-19 PHE, the federal Health and Human Services (HHS) Office of Civil Rights allowed a special [enforcement discretion](#) for remote services. The enforcement discretion meant that the regular HIPAA rules were not strictly enforced by HHS for remote telehealth services, such as a CLTS Program remote service. The enforcement discretion kept providers from being penalized for not following the regular rules set by HIPAA. Providers were allowed to use technologies that did not fully comply with regular HIPAA rules while they were providing the remote service if they made efforts in good faith to protect a person's private health information.

When the COVID-19 PHE ends, the enforcement discretion for telehealth remote services will end. The end of the PHE means that all regular HIPAA rules will apply to CLTS Program remote services, and the rules will be enforced by HHS. When that happens, providers must use technologies that fully comply with regular HIPAA rules while they provide remote services.

Wisconsin Department of Health Services Invests in Home and Community-Based Services With Help From the American Rescue Plan Act

DHS is providing more than \$30 million in grants to organizations involved in HCBS across the state. We are funding projects that enhance, expand, and strengthen services for people who have disabilities and those who are elderly all across Wisconsin.

In November 2022, we awarded the first \$17 million to 69 organizations. So far, 30 projects positively impact CLTS Program participants and their providers. Learn more about these exciting projects on the [HCBS Grants Initiative](#) page on the DHS website and sign up to get email updates.

DHS closed a second round of grant applications in March 2023, with \$15 million available. We will award the grants later this spring.

FOR YOUR INFORMATION

Refer to the [HHS website](#) for more information about HIPAA rules and requirements for providers.

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Funding for this initiative is from the federal ARPA. Learn more about how DHS is spending ARPA dollars on the [DHS website](#).

New Children's Long-Term Support Provider Directory and Registry

DHS launched a new CLTS provider directory and registry on October 19, 2022.

The Children's Long-Term Support Provider Directory

The new directory allows parents and guardians to search for providers based on location. This will help make it easier for parents and guardians to find a provider closer to their home, work, or any other address.

Search results show provider locations either in a list or on a map. The results can be printed. Refer to the new provider directory at [CLTS Provider Directory](#).

The Children's Long-Term Support Provider Registry

The new provider registry has more features to help make it easier to manage your account. Visit the new provider registry: [CLTS Provider Registry](#).

Features of the new Children's Long-Term Support Provider Registry

Features of the new CLTS Provider Registry include:

- Availability 24 hours a day, seven days a week
- More self-service options, such as:
 - Updating service area(s)
 - Removing services
 - Updating billing contact information (name, title, phone, mobile, fax, email)
 - Updating certifications and licenses and experience for qualifications
 - Adding or updating directory locations
 - Adding or removing certifications and licenses
- Greater levels of automation when monitoring qualification review dates and registration renewals

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DHS transferred previous registration information to the new system for all current providers. Providers should log in to their account if they have not already done so and make sure their information is correct.

How to Access Provider Accounts on the new Children's Long-Term Support Provider Registry

Providers can access their accounts on the new CLTS Provider Registry by entering their username and password. Your username should end with **@cltsproviderregistry.wi.gov**.

If you are a new provider, the complete process for submitting a new registration on the CLTS Provider Registry is outlined in the DHS [New Provider Users: Submit a New Registration](#), P-03312A, publication.

If you are a registered provider but the auto-generated @cltsproviderregistry.wi.gov username is incorrect, you can access your account by following these steps:

1. On the homepage of the **Registry**, choose **Not a registered provider** (even if you are currently registered).
2. On the next screen, fill out the fields for **First Name**, **Last Name**, and **Email**, and create a username.
3. You will receive an email with a link to your username to assign a password. Click the link, which will take you back to the login screen.
4. Sign in with your username and password.
5. On the homepage of the **Registry**, choose **Request Access to Existing Registration**.
6. Fill out the required information on the next page and click the **Submit** button.
7. DHS will review and approve your request to access your account.

New Children's Long-Term Support Program Provider Webpages

DHS created new CLTS Program provider webpages on the DHS website in October 2022 for easier access to information.

CONTACT INFORMATION

For questions or concerns about the CLTS provider directory and registry, call the CLTS Contact Call Center at 833-940-1576. The hours of operation for the CLTS Contact Call Center are 8 a.m. to 4:30 p.m. Monday through Friday.

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Located at the bottom of the CLTS Program: Information for Providers homepage, the new webpages are divided into five main sections.

CHILDREN'S LONG-TERM SUPPORT PROGRAM PROVIDER RESOURCE WEBPAGES	
Webpage Title	Information Provided on the Webpage
What is a CLTS Provider?	Learn about who can deliver services and the types of services, supports, and supplies they can provide.
How do I become a CLTS provider?	Learn how to register and to begin delivering services to participants in the CLTS Program.
How much will I be paid?	Learn about CLTS rates and payments.
How do I get paid?	Learn about authorizations and how to get claim payments.
How do I stay up to date about the CLTS Program?	Access provider bulletins, memos, and other updates about the CLTS Program.

Check out the [new provider webpages!](#)

The 2023 Circles of Life Conference

The Circles of Life Conference is a yearly meeting for families with children who have disabilities and for providers who support families.

At the conference, you can connect with families and other providers, join educational sessions, and learn about new resources.

Conference Details

This year's conference will be held May 11–12, 2023. You can attend either in person or remotely (online). To provide a safe space for providers and families who choose to attend the conference in person, face masks will be required for all planned sessions and events.

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Attend in Person

The conference will be held at the Wilderness Resort in Wisconsin Dells, Wisconsin. The Wilderness Resort is holding some rooms for conference attendees who want to stay at the hotel. We recommend making hotel reservations early.

Attend Remotely

You can attend remotely (or online) using a smartphone, tablet, or computer. The conference will be live-streamed May 11–12, 2023. It will also be recorded so you can watch it later. Check the [Circles of Life website](#) for more information.

If you are attending remotely, you can choose between two sessions for each workshop.

Register for the Conference

Registration for the conference is available. Instructions are on the [Circles of Life website](#).

Available Service Types Registered Children's Long-Term Support Program Providers Can Add

Thank you for being a registered provider for the CLTS Program. You deliver support and services to children and families that help them be successful and safe in their homes and communities.

Are you aware of all the available services to Children's Long-Term Support Program participants?

You may be eligible to add CLTS Program services to your registration. Check out [Attachment B](#) on page 13 to this Bulletin for the list of CLTS Program services.

Please refer to [Provider and Services at a Glance](#), P-03181, for service descriptions and provider requirements. If you are interested in adding any of the services listed in the table in Attachment B to your registration:

- Log in to your account.
- Click your current registration ID number.
- Click **Submit Changes**.

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- Select the service(s) you are interested in delivering. (Check all that apply.)
- Make sure to check your current services as well.
- Answer any qualification questions that may apply. (Not all services will have qualifications.)
- Add service types to locations.
- Submit your changes.

DHS will contact you with approval or if additional information is needed.

Reminder: Children's Long-Term Support Fee Schedule Rate Change for Transportation Mileage

Effective January 1, 2023, the CLTS fee schedule rate for Healthcare Common Procedure Coding System procedure code S0215 (Non-emergency transportation; mileage per mile) increased. It changed from \$0.62 per mile to \$0.66 per mile. This aligns with the Federal Standard Mileage Rate.

You do not need to take any action on authorizations. Authorizations that are entered or renewed on or after March 2, 2023, will automatically reflect the new rate of \$0.66 per mile. Authorizations that were entered prior to March 2, 2023, will continue to display the previous rate of \$0.62 per mile. However, claims for dates of service (DOS) on or after January 1, 2023, will pay at the new rate.

You do need to take action on claims for DOS on or after January 1, 2023, that were already billed and paid at \$0.62 per mile. Providers will need to submit corrected claims to WPS to increase their original billed amount to \$0.66 per mile. [Corrected claim forms](#) can be found at [Forms for WPS Health Plan Providers](#).

Create a Wisconsin Physician Services Provider Portal Account

The online WPS provider portal is a useful tool that can make it quicker and easier to find the most up-to-date information on

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authorizations, claim information, and participant eligibility. Register for a WPS provider portal account for access to:

- Authorizations:
 - View authorizations in real-time.
 - View authorization details.
 - Enter data in at least one field or use the **Advanced Search** button to view the authorizations. Large date ranges may result in delayed response times for search results.
- Claim information:
 - Search for claims.
 - Check claim status.
 - View claim details.
- Participant eligibility:
 - Search for participant information.
 - View effective and termination dates.
- Provider Remittance Advice (PRA).
- Secure messaging:
 - Send messages to the WPS Contact Center.
 - Receive messages from the WPS Contact Center.

How do I register for the Wisconsin Physician Services provider portal?

To register for the WPS provider portal:

1. Go to the **WPS Provider** webpage.
2. Click the **Register** button and select **WPS Health** from the drop-down menu.
3. Complete the online form. You will need to provide claim information from two PRA documents received within the past 90 days, including:
 - The claim number.
 - The remittance date.
 - The total dollar amount.
 - The electronic funds transfer number or check number listed on the first page of each PRA document.

Note: If you submit claims under multiple tax ID numbers (TINs), you will need to register for the WPS provider portal under each one.

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If you have questions, call the WPS CLTS Contact Center at 877-298-1258 between 7:30 a.m. and 5 p.m. Monday–Friday. You can also find more information by visiting the [CLTS Provider Resources webpage](#) on the WPS Health website and clicking **How to Access the Provider Portal**.

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The Children’s Long-Term Support (CLTS) Program helps children with disabilities and their families through supports and services that help children grow and live their best lives. It is a home and community-based service waiver. It uses a Medicaid waiver to fund services for kids with disabilities. A waiver lets states use Medicaid to fund additional non-medical services and supports not normally offered. The CLTS Program aims to keep kids at home instead of at an institution

For more information, visit the [CLTS Program: Information for Providers](#) webpage.

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1 ATTACHMENT A

Children’s Long-Term Support Program Services Allowed as Remote Services

The following table lists the Children’s Long-Term Support (CLTS) Program services allowed to be provided as remote services to CLTS Program participants, parents, or unpaid caregivers. The table also shows if you can provide the remote service in a phone call (audio only), video call (video and audio), or both.

For more information, refer to the [End of the COVID-19 Public Health Emergency Results in Changes to CLTS Program Remote Services Policy](#) story in this Children's Long-Term Support Provider Bulletin.

ALLOWABLE REMOTE SERVICES	ALLOWABLE REMOTE DELIVERY METHOD(S)
Assistive technology	<ul style="list-style-type: none"> ● Video and audio ● Audio only
Communication assistance for community inclusion	<ul style="list-style-type: none"> ● Video and audio ● Audio only
Community/competitive integrated employment—individual	<ul style="list-style-type: none"> ● Video and audio ● Audio only
Community/competitive integrated employment—small group	<ul style="list-style-type: none"> ● Video and audio ● Audio only
Community integration services	Video and audio
Counseling and therapeutic services	<ul style="list-style-type: none"> ● Video and audio ● Audio only
Daily living skills training	<ul style="list-style-type: none"> ● Video and audio ● Audio only
Day services	Video and audio
Discovery and career planning	Video and audio
Empowerment and self-determination supports	<ul style="list-style-type: none"> ● Video and audio ● Audio-only
Family/unpaid caregiver supports and services	<ul style="list-style-type: none"> ● Video and audio ● Audio-only
Financial management services	Video and audio
Grief and bereavement counseling	Video and audio
Health and wellness	Video and audio
Home modifications	Video and audio
Housing support services	Video and audio

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ALLOWABLE REMOTE SERVICES	ALLOWABLE REMOTE DELIVERY METHOD(S)
Mentoring	Video and audio
Participant and family-directed goods and services	Video and audio
Participant and family-direction broker services	Video and audio
Personal emergency response system	Video and audio
Personal supports	Video and audio
Respite care	Video and audio
Safety planning and prevention	Video and audio
Specialized medical and therapeutic supplies	Video and audio
Support and service coordination	Video and audio
Vehicle modifications	Video and audio
Virtual equipment and supports	Video and audio

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ATTACHMENT B

Children’s Long-Term Support Program Services You May Add to Your Registration

The table below lists the Children’s Long-Term Support (CLTS) Program services you may be able to add to your provider registration. Please refer to [Provider and Services at a Glance](#), P-03181, for the service descriptions and provider requirements.

For more information, refer to the [Available Service Types Registered CLTS Program Providers Can Add](#) story in this Children's Long-Term Support Provider Bulletin.

CHILDREN'S LONG-TERM SUPPORT PROGRAM SERVICES YOU MAY ADD TO YOUR REGISTRATION			
Adult family home	Counseling and therapeutic services	Health and wellness	Relocation services
Assistive technology	Day services	Home modifications	Respite care
Child care	Discovery and career planning	Housing support services	Safety planning and prevention
Children’s foster home	Daily living skills training	Mentoring	Specialized medical and therapeutic supplies
Community assistance for community inclusion	Empowerment and self-determination supports	Participant and family-directed goods and services	Support and service coordination
Community/competitive integrated employment—individual	Family/unpaid caregiver supports and services	Participant and family-direction broker services	Transportation
Community/competitive integrated employment—small group	Financial management services	Personal emergency response system	Vehicle modification
Community integration services	Grief and bereavement counseling	Personal supports	Virtual equipment and supports

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