

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.



New third-party administrator in 2025

The Wisconsin Department of Health Services (DHS) is preparing to change the third-party administrator (TPA) that processes claims for the CLTS Program. Wisconsin Physicians Service (WPS) is the current TPA. In 2025, we will transition the CLTS Program TPA to Gainwell Technologies.

Providers will need to understand what will change, what trainings will be available, and when the transition will happen.

The information provided in this Bulletin is published in accordance with Social Security Act § 1915(c) and 42 C.F.R. § 440.180.

Please watch for more information and start preparing for the transition. Here's what is changing.

What will change?

CLTS providers will no longer use the WPS Portal. Instead, they can use the ForwardHealth Portal to view claims history or prior authorizations (PAs). Here are some important notes about how the ForwardHealth Portal will work:

- PA and claims history will be available in the ForwardHealth Portal.
- Only Health Insurance Portability and Accountability Act (HIPAA)-standard claim submission methods will be accepted. This means spreadsheet submissions will no longer be allowed.
 - Providers can use the Portal to submit claims in a HIPAA-compliant electronic format.
 - Providers can use the Portal to copy an existing paid claim versus entering a whole new claim.
 - Providers can use the Portal to create a claim from a prior authorization.

How can I learn more?

We're here to help make sure this transition is a smooth process for CLTS providers. We have held multiple forums to discuss the transition, including three with providers to understand the existing TPA process. We have taken your feedback into account. We are now using that information to design the claims payment system and ForwardHealth Portal.

There are more opportunities to get involved. Here's how.

Attend a provider forum on May 16, 2024

DHS and Gainwell will be hosting another provider forum on May 16, 2024, from 1-2 p.m. We'll provide updates on the progress of the TPA transition, including:

- Moving forward with HIPAA-compliant claim submission methods.
- Updated timeframe for testing and implementation.

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- More information regarding new claims submission details such as Place of Service Codes and Diagnosis Codes (international classification of diseases [ICD]-10 CM codes).
- Updates on the ForwardHealth Portal for viewing claims history and PAs.

[Register for the forum on Zoom.](#)

What's the timeline?

CLTS Program providers will need to begin using Gainwell for TPA processes in May 2025. Here is the full transition timeline:

- Design: September 2023–May 2024
- Build and test for Gainwell: May 2024–January 2025
- Pre-implementation and go live: January–July 2025
 - Provider training and testing: February–May 2025
 - Go live: May 2025
 - Continued provider testing if needed: May–July 2025 ❖

Provider registration renewals

As an initially approved CLTS Program provider, you signed a CLTS Program Provider Agreement and Terms of Participation when approved to participate in the CLTS Program. That agreement, unless ended earlier, lasts four years. The provider agreement needs to be renewed based on the four-year CLTS provider re-registration requirements. DHS will send you a notification when your four-year re-registration requirement is due. Renewing your registration by the four-year renewal date will allow you to remain a DHS-approved provider and be displayed on the public [CLTS Provider Directory](#).

Here's how it works:

1. Get an email from DHS 60 days before your renewal is due. You need to complete your renewal before the due date.
2. Log into the [CLTS Provider Registry](#) to begin your renewal.
3. Click on your current registration number to get to the home screen.

HAVE QUESTIONS?

You can email dhscltsproviderrelations@dhs.wisconsin.gov with questions about the upcoming TPA transition.

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4. On the home screen, select **Renew** in the upper right-hand corner. Your current provider registration information is pre-populated in the registration system for your convenience.
5. Follow the prompts provided throughout the renewal process. During registration, you'll be directed to an external website to complete, sign, and upload a CLTS Program Provider Agreement and Terms of Participation.
6. Select the **Submit** button when done.

You must renew your registration and sign a new CLTS Program Provider Agreement and Terms of Participation before the deadline.

Didn't get an email? Curious about when your renewal is due?

You can view your renewal date on the [CLTS Provider Registry](#). Click on your current registration number to get to the home screen, and find the Renewal Date on the screen. See the screenshot below. ❖

RESOURCE

Learn how to [View, Update, and Renew a Registration, P-03312B](#).

The screenshot shows the CLTS Registration system interface. At the top, it displays 'CLTS Registration REG-000012'. Below this, there are fields for Business Name (TEst Account 27), Type (Sole Proprietor), Current (checked), and Status (Initially Approved). The Status field is highlighted with a red box. Under the 'Details' tab, there are sections for 'Registration Overview' and 'Dates'. In the 'Dates' section, the 'Renewal Date' is listed as '1/24/2024', which is also highlighted with a red box. Other dates shown include 'Date of Initial Approval' (4/2/2024) and 'Provider Agreement Signed Date' (1/24/2020). The 'System Details' section shows the 'Registration ID' as 'REG-000012' and the 'Record Type' as 'CLTS Registration Approved'.

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WisCaregiver Connections workforce platform and certified direct care professional training

Does your agency need more direct care professionals to support your community? Are you interested in boosting the skills of your current staff? DHS announces an exciting opportunity to expand and support your direct care workforce—at no charge to you.

Free training for workers

Partnering with the University of Wisconsin Green Bay, DHS developed a free, standardized training program to help up to 10,000 caregivers become certified direct care professionals (CDCP). Here's how it works:

- Participants will complete a free training and testing program. It's online, and they can do it at their own pace. The [Certified Direct Care Professional Curriculum Overview, P-03320](#), shows how participants can gain more than a dozen valuable skills. We created the curriculum after an extensive amount of research and stakeholder input.
- Participants who complete the program and testing will automatically be listed on WisCaregiver Connections. There, they can connect with employers throughout Wisconsin.
- New CDCPs will receive a \$250 bonus upon hire or by continuing to work with an eligible agency. When they stay employed by an eligible agency for six months, they'll get an extra \$250 retention bonus.

Individual family-chosen caregivers who work with financial management agencies can also get this free training and be listed on WisCaregiver Connections. Caregivers can learn more on the [WisCaregiver Careers: CDCP website](#).

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Free platform to find workers

Our new workforce platform, WisCaregiver Connections, is a one-stop career resource for employers and job seekers. The platform will allow employers to:

- Post job openings
- Automatically match with job seekers
- Screen candidate profiles and credentialing details

When employers register on WisCaregiver Connections, DHS will confirm their eligibility to take part in the CDCP bonus program. Current staff of eligible employers can earn their CDCP designation and get the bonuses, too! ❖

The 2024 Circles of Life Conference: A time to learn, connect, and grow!

In its 39th year, Circles of Life is Wisconsin's annual conference for families who have children of any age with disabilities. Providers and other professionals who support families also go to the conference.

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 on May 16–17, 2024. You can attend either in person or remotely (online). To provide a safe space for families who choose to attend the conference in person, face masks are strongly encouraged for all planned sessions and events.

Attend in person

The conference will be held at the Holiday Inn Convention Center in Stevens Point, Wisconsin. The Holiday Inn Convention Center 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 (online) using a smartphone, tablet, or a computer. Two sessions will be live-streamed over Zoom. The keynote speaker will also be live-streamed. The conference will be

MORE INFORMATION



Learn more about the CDCP training and [WisCaregiver Connections on the WisCaregiver Careers: CDCP Agencies and Providers webpage](#).

recorded so that you can watch other sessions for up to 6 months after the event.

Register for the conference

[Find more information and registration for the conference.](#) ❖

Provider booths at Connecting For Kids Conference

DHS is looking for provider agencies to set up informational booths at our Connecting for Kids Conference. The event takes place November 5 and 6. It is for partners who provide care planning for participants and families enrolled in programs for children with delays and disabilities.

Setting up a booth is a great opportunity to build your network, showcase your services, and connect with those in need of your expertise.

We will share more information about the opportunity soon. There will be limited space, so keep an eye on your email and get ready to save the date! ❖

Staff stability survey for provider agencies coming in summer 2024

Wisconsin's direct care workforce is a key part of home and community-based services (HCBS) that help children live full lives at home, school, and in the community.

With [funding from the American Rescue Plan Act](#), DHS is conducting surveys about our direct care workforce. The surveys assess turnover, tenure, wages, benefits, and other factors. The results will help us find ways to improve the quality and stability of the HCBS workforce.

DHS will be surveying a limited number of provider agencies who employ direct care staff in certain service categories. The survey will happen in the summer of 2024. If you are chosen to participate and if you complete the entire survey, you will be eligible for an incentive

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payment. Watch your email for more information on a webinar, where you can learn how to take part in the survey. ❖

Civil rights compliance for limited English proficiency

CLTS Program providers must ensure everyone has an equal opportunity to receive services. This includes people with limited English proficiency and people with disabilities.

CLTS Program providers should understand that the provider agreement forms include civil rights language from the DHS Office of Legal Counsel. It prohibits discrimination on the basis of national origin by recipients of federal funds. This means providers cannot deny services to people with limited English proficiency due to their language barrier and must hire or use translators when needed.

[Get information about finding interpreters and other language access resources.](#) ❖

Keeping information up to date in the CLTS Registry

All CLTS Program providers must keep their licenses, certifications, and other information up to date in the [CLTS Provider Registry](#). Keeping your qualifications such as licenses and certifications up to date allows you to remain a DHS-approved provider and be displayed on the public [CLTS Provider Directory](#). In addition, you must report changes to your:

- Address
- Service location
- Business name
- Tax identification number
- Social Security number
- National provider identifier (NPI)

DHS will review changes providers submit through this process. Providers will receive an email confirmation when their changes are accepted.

DID YOU KNOW?

A person with limited English proficiency is a person whose primary language for communication is not English and who has a limited ability to read, write, speak, or understand English.

RESOURCE

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By keeping information updated, providers can ensure their services are correct in the public [CLTS Provider Directory](#). This makes it easy for families and county waiver agencies to find the right services from the right providers. ❖


The Children's Long-Term Support Program wants your provider stories and photos

Your voice is important. We want to hear your story, and what topics you want to read about in the CLTS Provider Bulletin. You can share things like:

- A positive interaction with the CLTS Program.
- A story of how the service(s) you provided positively impacted a CLTS participant's life.

Email your story and send your topic ideas you want to read about in future bulletins to dhscltsproviderrelations@dhs.wisconsin.gov. ❖

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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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