



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 claims processor: what you need to know

The claims processor for the Children's Long-Term Support (CLTS) Program is changing. Gainwell Technologies, LLC (Gainwell) will replace Wisconsin Physicians Service (WPS) as the agency that processes your claims.

The switch to Gainwell brings new ways to submit claims. We aim to make it as seamless as possible to keep getting paid for delivering the important services kids and families need.

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

Starting April 28, 2025, you'll use the [ForwardHealth Portal](#) to submit claims instead of the WPS Portal.

Here are some important dates to keep in mind:

- **April 27:** last day for WPS to receive claims
- **April 28:** first day to start submitting claims (including those for dates of service as far back as April 28, 2024) and adjustments to previously paid claims to Gainwell
- **May 5:** Gainwell begins processing claims (including those submitted on April 28 and later)
- **May 12:** first payments from Gainwell
- **July 31:** Last day the WPS Portal will be available to look up previously paid claims and prior authorizations (PAs)

Follow these steps to get ready for April 28:

Step 1: Know what the ForwardHealth Portal is

The ForwardHealth Portal is a website for Wisconsin Medicaid providers. It has public pages with helpful resources. Providers can also log into the ForwardHealth Portal to access secure information and submit claims. Starting this May, you will no longer use the WPS Portal. Instead, you'll use the State of Wisconsin's [ForwardHealth Portal](#) (the Portal) to:

- Submit claims
- View claims history
- View prior authorizations (PAs)

Step 2: Log into the ForwardHealth Portal

The first time you log into the ForwardHealth Portal, you'll have to verify that you're a CLTS Program provider, and provide a unique PIN.

You'll get two letters in the mail to help you access the Portal:

- A welcome letter with your CLTS-specific Medicaid ID number (provider ID)
- A PIN letter with a PIN you'll use to log into the Portal

LEARN MORE

Get more information, training, and resources on the [Third-Party Administration \(TPA\) Transition for Providers](#) webpage.

If you're a new CLTS Program provider, you will get the two letters shortly after completing your enrollment with DHS in the CLTS Provider Registry. If you were a CLTS Program provider before January 2025, you should have received the two letters in January or February.

You'll receive one welcome letter and one PIN letter for each location listed in your enrollment. Make sure to keep these letters! You'll need them to access the Portal and submit claims.

After your first log in, you'll create a unique username and password that you will use to log into the ForwardHealth Portal.

Step 3: Know how to submit a claim

The ForwardHealth Portal offers a few streamlined ways to submit claims.

- **Direct data entry:** you can enter a new claim right into the Portal.
- **Copy a claim:** the Portal allows you to copy information from a paid claim to a new claim. You can then make any needed edits before submitting your new claim.
- **Create a claim from a prior authorization:** you can create a claim using a PA. It will prepopulate information on the claim based on the PA.

You can submit claims for dates of services before the transition date. You have 365 days from when the service happened to submit a claim.

Step 4: Know how you'll get paid

You can get paid in one of two ways:

- Electronic funds transfers (EFT), which is a direct deposit to a bank account of your choosing
- Paper check in the mail

GET HELP

Didn't get your welcome letter or PIN letter?

We're here to help. Email the CLTS Operations

Team at cltsoperations@gainwelltechnologies.com.

GET IN TOUCH

Contact the CLTS Operations Team:

- 844-942-5870
- cltsoperations@gainwelltechnologies.com

They're available Monday-Friday, 7:30 a.m.-5 p.m.

Central Time excluding all state holidays.

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If you want to get paid via EFT, you'll have to sign up for EFT in the ForwardHealth Portal. EFT information from WPS does not carry over. Only a clerk from your organization who has been assigned the EFT role can sign up for EFT. Once you sign up for EFT, you cannot revert to receiving paper checks.

You can change your EFT information at any time. Signing up for EFT does not change your Remittance Advice. ❖

Streamlined enrollment for CLTS Program providers

The CLTS Program is a partnership between the Wisconsin Department of Health Services (DHS), county waiver agencies (CWAs), families, and providers. We all work together with the shared goal of getting services to children and families. A big part of that work is enrolling providers and giving families as much choice as possible.

CLTS Program provider enrollment has changed to make it more streamlined and centralized. Before, CWAs played a larger role in reviewing provider enrollment. Now, DHS does all reviewing, approving, and adding providers to the CLTS Provider Directory.

Here's what changed on January 1, 2025:

Provider Medicaid agreement and qualification process

CLTS Program providers sign the Medicaid agreement with DHS when they enroll for applicable services. This should make enrolling with Medicaid more straightforward. CLTS Program providers are no longer allowed to enter into a purchase of service (POS) contract with CWAs. The new [CLTS Provider Medicaid Agreement and Qualifications Process](#) webpage has questions and answers about POS contracts.

TAKE ACTION

All CLTS Program providers should have signed a new [Medicaid agreement](#) with DHS to provide CLTS Program services as of February 28, 2025. Make sure to update your agreement in the [CLTS Provider Registry](#), if you haven't yet. Email dhscltsprovider@dhs.wisconsin.gov if you have questions.

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Signing the Medicaid agreement means you agree to:

- Follow applicable federal and state statutes and regulations.
- Follow the standards for the specific CLTS Program services you'll deliver, and other requirements, as defined in the [CLTS Waiver Program Manual, P-02256](#).
- The state's rate as payment in full for delivering a service (you cannot bill a participant).

This change streamlines your provider enrollment by eliminating a second round of review by the CWA. Providers will still work with CWAs to receive service authorizations before delivering services, per Chapter 4.5 of the [CLTS Waiver Program Manual, P-02256](#). Providers and CWAs still need to communicate with each other, especially on service planning for program participants.

Background checks for sole proprietors

DHS is now conducting background checks for sole proprietors.

Keep in mind:

- Provider agencies are still responsible for the staff they employ.
- This does not affect individual providers hired and paid via financial management agencies. ❖

Service highlight: safety planning and prevention

CLTS Program providers like you are a vital part of helping children with disabilities thrive at home and in their communities. Every service a child gets is tailored to meet their unique goals. We encourage you to enroll as a provider of any service you have expertise in. This helps diversify the services and supports available to families in the CLTS Program across the state and in your area.

In this bulletin, we'll highlight the **safety planning and prevention** service.

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Identify safety needs and make a plan

Providers of safety planning and prevention services work with families to figure out their child's safety needs. This includes what's working well, and what may negatively affect safety and well-being. Then, everyone works together to make a plan with unique strategies and protocols to prevent, prepare for, respond to, and recover from safety concerns.

The plan might include de-escalation, positive behavior supports, environmental modifications, and other strategies.



This service helps participants who need extra support to stay safe due to a disability, trauma, or behavioral, social, or emotional issues.

It includes planning, training, and items to reduce risk or danger. The goal is to help keep children safe in their homes and communities. Learn more in the [CLTS Waiver Program Manual, P-02256](#).

Follow the plan

After creating the safety plan, providers deliver education and training. This helps the child, family, caregivers, and others on the team understand safety strategies. Everyone on the child's team works together to follow the safety plan to minimize safety concerns.

Deliver items and supplies

Families can get items and supplies needed for safety and emergency preparedness. For example, lock boxes for medications.

Add this service to your provider enrollment

Providers of safety planning and prevention can be:

- Licensed professional counselors
- Licensed social workers
- Licensed applied behavior analysts
- Certified CPR instructors
- Other qualified organization or individual caregiver

DID YOU KNOW?

Providers of safety planning and prevention services can help other providers who work with the child. They can bill time to help other CLTS Program providers on the child's individual service plan implement the unique strategies and protocols the family will use.

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Does this service match your expertise and credentials? Add it to your provider enrollment following these instructions:

1. Log into the [CLTS Provider Registry](#).
2. Select **Submit Changes**.
3. Select **Next** and go through the registration flow to add this service.
4. After completing the registration flow, select **Submit**.
5. Wait for DHS to review and approve the change. ❖

FAMILY RESOURCE

CLTS Program members get a newsletter in the mail four times a year. It shares the latest program news, highlights, tips, and more. Find current and past issues of the All in for Kids: CLTS Family Newsletter online. Visit the [CLTS: Program Information for Families](#) webpage, and scroll down to the **Family Newsletter** section.

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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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