



Children's Long-Term Support Provider Bulletin

Information for CLTS Program Providers

As a Children's Long-Term Support (CLTS) Program provider, you serve an essential role in supporting children and families. This bulletin is part of DHS' commitment to support you by communicating important program information.



The new CLTS claims system is here— simpler, faster, and built for you

The CLTS Program has officially launched its new claims processing system, and it's designed to make your provider experience better.

As of May 5, 2025, CLTS Program claims are being processed through our new partner, Gainwell Technologies, using the ForwardHealth Portal. Provider registration will continue to occur in the CLTS Provider Registry.

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

This bulletin gives you the information you need to know about what is new, how to find prior authorizations (PAs), how to submit claims and get paid, where to go with questions, and steps to take if you're a new CLTS Program provider.

What's new?

The new system allows you to:

- Submit claims online through the ForwardHealth Portal, so you don't have to navigate multiple platforms.
- Track claims and payments in real time, so you always know where things stand.
- Register and update your provider profile easily through the [CLTS Provider Directory](#).

This change is part of our broader commitment to make it easier to be a CLTS Program provider—and to help more children and families get the services they need, when they need them.

Use the ForwardHealth Portal

You'll use the [ForwardHealth Portal](#) to:

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

The first time you log into the ForwardHealth Portal, you'll have to verify that you're a CLTS Program provider. You'll need your unique CLTS Medicaid ID and PIN to log in. This information is sent to you in the mail— you'll get a welcome letter with your CLTS-specific Medicaid ID and one PIN letter for each location listed in your enrollment. Make sure to keep these letters! You'll need them to access the ForwardHealth Portal and submit claims.

- If you became a CLTS Program provider in January 2025 or later, you'll get these 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 these two letters in January or February.

WORKING TOGETHER

As a CLTS Program provider, you deliver vital supports and services to kids with disabilities and their families. Those services help them live their best, fullest lives. We want to make it as easy as possible for you to keep getting paid for your expert work.



DID YOU KNOW?

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, view prior authorizations (PAs), submit claims, and view claims history.

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After your first login, you'll create a unique username and password that you will use each time you visit the ForwardHealth Portal.

If you didn't get your letters, or have misplaced the information, email us at cltsoptions@gainwelltechnologies.com.

Find your prior authorizations

Before you can submit your claims, you need to find your PAs. The ForwardHealth Portal has an easy way to view and download all of your PAs, even searching for more than one at a time through what is called a PA bulk report. This report provides information about the PAs in your search, including how many units have been used and how many units are left.

→ **Key resource:** [Create a Prior Authorization Bulk Report](#)

Submit claims

All claims are now submitted via the ForwardHealth Portal—**claims sent to WPS will not be processed**. The ForwardHealth Portal offers a few ways to submit claims.

- **Direct data entry:** you can enter a new claim right into the ForwardHealth Portal.
- **Copy a claim:** you can 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 (PA):** you can create a claim using a PA. It will prepopulate information on the claim based on the PA.
- **Use an 837 Health Care Claim transaction:** you can submit claims and adjustment requests by exchanging electronic transactions. Learn how using the [CLTS Program and Electronic Data Interchange \(EDI\) Guidance](#). These are the basic steps:
 1. Enroll as a trading partner in the ForwardHealth Portal production environment.
 2. Receive a PIN letter for your Trading Partner Profile.

GETTING AUTHORIZATION

Once you register as a CLTS Program provider, participants and their families connect with their county agency to access your services. You'll get a PA once your services are added to a child's individual care plan.

DID YOU KNOW?

Prior authorizations (PAs) are completed by the counties you work with. A PA will have all the details needed to submit your claims, including participant information, units and dollars, and dates of service.

Pro tip

You have 365 days from when you deliver a service to submit a claim.

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3. Use the PIN to log into the ForwardHealth Portal as a trading partner.
4. Test your 837 connectivity and practice using EDI.
5. Optional: Complete the process to receive electronic remittance advice via 835s.

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

If you want to get paid via EFT, a clerk from your organization will have to sign up for EFT in the ForwardHealth Portal. **EFT information from WPS did not carry over to the ForwardHealth Portal.** 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.

Your organization's clerk can change your EFT banking information at any time. Signing up for EFT does not change your Remittance Advice.

→ **Key resource:** [Payments for CLTS Program Services](#)

Ask questions and get help

The **CLTS Operations Team** is your one stop shop for ForwardHealth questions. They can:

- Help you log into the ForwardHealth Portal.
- Help you view PAs in the ForwardHealth Portal or set up a bulk report.
- Answer questions about claims and payment.
- Answer questions about navigating the ForwardHealth Portal.
- Request CLTS ForwardHealth Portal login and PIN information for you.
- Set up an EFT.

GET IN TOUCH

Contact the CLTS
Operations Team:

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

They're available Monday-Friday, 8 a.m.-4:30 p.m. Central Time excluding all state holidays.

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The **CLTS Provider Contact Center** can help with questions about your CLTS registration. Call them at 833-940-1576 or email dhscltsprovider@dhs.wisconsin.gov.

DHS has developed **online resources** to help you get familiar with the ForwardHealth Portal:

- Find trainings, user guides, and frequently asked questions about using the ForwardHealth Portal on the [CLTS Program homepage](#) on the ForwardHealth Portal.
- Get background on the switch from WPS to ForwardHealth, and access user guides and fact sheets about submitting PAs and claims on the [CLTS Program Claims Processing Transition](#) page on the ForwardHealth Portal.
- Learn about claim submission and find resources, webinar recordings, and links to all communications about the transition on the [CLTS Third Party Administration \(TPA\) Transition for Providers](#) page on the DHS website.
- Get news and updates about ForwardHealth sent right to your inbox when you [sign up for emails from ForwardHealth](#).
- Get news and updates about the CLTS Program when you [sign up for email updates from DHS](#).
- Learn how to find your CLTS Medicaid ID in the [April 16, 2025, CLTS Program TPA Transition Provider Webinar](#).

Reminder: provider Medicaid agreement and qualification process


The CLTS Program is a partnership between DHS, county waiver agencies (CWAs), families, and providers like you. 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 choice.

CLTS Program provider enrollment has changed to make it more streamlined and centralized. Before, CWAs played a larger role in

Get the details


Want to know more about the new streamlined provider enrollment process? Visit the [CLTS Provider Medicaid Agreement and Qualifications Process](#) webpage. It has questions and answers about purchase of service (POS) contracts.

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reviewing provider enrollment. Now, DHS directly reviews, approves, and adds all providers to the CLTS Provider Directory.

As a reminder, CLTS Program providers sign the Medicaid agreement with DHS when they enroll to deliver services. This makes enrolling with Medicaid more straightforward. CLTS Program providers no longer enter into a purchase of service (POS) contract with CWAs.



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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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