

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.



Reminder: Registration Is Required to Deliver New and Reorganized Children's Long-Term Support Program Services

On January 1, 2022, Children's Long-Term Support (CLTS) Program services were updated to better meet children's and families' needs and outcomes, including:

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

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

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

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

- **New services and reorganized services:** Providers must register for all new and reorganized services.
- **Renamed services:** Only new providers must register for renamed services. Existing providers who were registered to deliver a renamed service were automatically registered under the new service name.

New Services

Providers must register for the new CLTS Program services, which include:

- Communication assistance for community inclusion
- Discovery and career planning
- Grief and bereavement counseling
- Health and wellness services
- Participant- and family-directed goods and services
- Participant- and family-direction broker services
- Safety planning and prevention
- Virtual equipment and supports

For descriptions of these services, go to the [CLTS Program Supports and Services at a Glance](#) information sheet.

Reorganized Services

Providers must register to deliver the following reorganized CLTS Program services:

- **Communication aids** were moved from the assistive technology service description. This service is now authorized under the communication assistance for community inclusion 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 are now authorized under specialized medical and therapeutic supplies except for:
 - Service animals, which are authorized under assistive technology.
 - Vehicle modifications, which are now a distinct service.

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Reminder: Billing Requirements for Remote Services

Effective for dates of service on and after September 1, 2021, claims for remote services (including support and service coordination) must include the following claim elements:

- **Place of service (POS) code 02** to indicate remote delivery
- **GT modifier** to indicate synchronous (real-time) delivery

If either of these required claim elements are missing, the claim will be denied. For reprocessing, resubmit the claim on a corrected claim form with both POS code 02 and the GT modifier. For more information, go to the CLTS Program Remote Services Billing Training [recording](#) or [slides](#).

Safety Planning and Prevention Services Can Help Reduce the Use of Restrictive Measures

Safety planning and prevention is a new service added to the CLTS Program on January 1, 2022. It includes items or services that reduce risk or danger to help keep participants safe. It can be used for in-home and community safety and emergency situations, including dangerous behaviors and natural disasters.

Here are some ways safety planning and prevention services can be used:

- For CLTS Program participants:
 - Planning how to support a child whose behavioral or emotional crisis is causing a safety challenge.
 - Working with the child, family, paid and unpaid caregivers, and first responders to learn about, prevent, and prepare for unsafe and emergency events (for example, by identifying communication and response strategies or making changes to the environment).
 - Creating an individualized safety plan for a CLTS participant to prevent the use of restraint or seclusion.
- For CLTS Program providers:
 - Giving providers training and support to keep the participant safe and included in their home and community. This includes finding ways to meet the participant's unique safety needs.
 - Instructing and supporting paid support staff who are doing interventions.

FOR YOUR INFORMATION

For full details about safety planning and prevention services, go to pages 133–137 of the [Medicaid Home and Community-Based Services \(HCBS\) Waiver Manual for the CLTS Waiver Program \(P-02256\)](#).

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Note: Safety planning and prevention services for providers must be authorized under and aligned with a specific CLTS Program participant's Individualized Service Plan (ISP).

Effective January 1, 2022, the CLTS Program's updated restrictive measures policy reduced the types of restrictive measures that can be used and when service providers can use them. This includes **ending the use of physical restraint except in certain emergency situations** and **prohibiting all use of seclusion or isolation**. Adding safety planning and prevention services to the CLTS Program supports our effort to provide safe services to children while reducing the use of restraints.

If you are a current or prospective CLTS provider who may be interested in **delivering** this service, please [register](#). If you are a CLTS provider who may benefit from **receiving** this service yourself to help a child you are serving meet a goal, contact your county waiver agency for more information.

Free Online Training on Managing Threatening Confrontations

This summer and fall, the Wisconsin Department of Health Services (DHS) will offer free online training on managing threatening confrontations. This training is for caregivers and service coordinators who work with children or youth who may have escalating behaviors. It provides information and tools you can use to support CLTS Program participants without the use of restraint and seclusion.

In the training, you will learn:

- How to understand and recognize stages of behavioral escalation.
- How to avoid power struggles that can cause behavioral escalation.
- Skills to connect with someone to support emotional control.
- Communication strategies to use when a situation gets tense.
- How to support clients and yourself after episodes of escalated behavior.

A behavioral consultant from the UW-Madison Waisman Center's [Community TIES](#) program will lead this three-hour training, which

COMING LATER THIS YEAR: NEW CLTS PROVIDER REGISTRATION SYSTEM

DHS will be rolling out a new and improved CLTS provider registration system that will:

- Allow access 24/7 to update your registration and business information.
- Provide an easy process to upload and share credential documentation.
- Send timely alerts and notifications to maintain your registration record.

More information about the new CLTS provider registration system will be emailed in the coming months.

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includes a question-and-answer period. The training will be offered on the following dates:

- Tuesday, July 19, 9 a.m.–noon
- Wednesday, August 3, 1–4 p.m.
- Friday, August 26, 9 a.m.–noon
- Wednesday, September 21, 1–4 p.m.
- Thursday, September 29, time to be decided

Watch your inbox—registration details will be sent in the coming weeks!

Create a Wisconsin Physician Services Provider Portal Account

The online Wisconsin Physician Services (WPS) provider portal is a useful tool that can make it quicker and easier to find the most up-to-date information. Register for a WPS provider portal account for access to:

- Authorizations:
 - View authorizations in real-time
 - View authorization details
- 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 WPS 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.

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3. Complete the online form. You will need to provide claim information from two PRA documents received within the past 90 days, including:
 - Claim number
 - Remittance date
 - Total dollar amount
 - Electronic funds transfer (EFT) number or check number listed on the first page of each PRA document

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

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 and clicking “How to Access the Provider Portal.”

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The CLTS Waiver 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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