## CLTS Waiver Program County Waiver Agency (CWA) Provider Registry Gateway Desk Aid



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# Background

The <u>CLTS CWA Provider Registry Gateway</u> is an efficient, secure location for CWAs to access provider information and credential documentation for registered and initially qualified providers only. The Gateway will be updated on a regular basis with new provider registration information and revisions to existing registered providers.

This site is intended for designated CWA staff who need access to CLTS provider registration and credential information to:

- Screen and determine whether providers are fully qualified.
- Manage provider purchase of service (POS) contracts and/or provider agreements.
- Authorize services.
- Manage provider quality assurance record reviews and state and federal audit.

## Access

### To request or change access to the Gateway

Each Gateway site user is required to obtain a <u>Wisconsin Logon Management System (WILMS)</u> user name. To obtain a WILMS user name, follow the instructions on the DOA Wisconsin Logon Management System webpage:

https://register.wisconsin.gov/accountmanagement/default.aspx

To request access to the Gateway, enter your WILMS ID and contact information into the <u>County</u> Waiver Agency's CLTS Waiver Provider Contact Request form, F-02341.

If a staff member no longer requires access to this information due to changes in job duties or employment, please notify DHS immediately by completing form  $\underline{F-02341}$ .

### After requesting access

Use the following link to enter the County Waiver Agency Provider Registry Gateway: https://share.health.wisconsin.gov/ltc/bcs/SitePages/Home.aspx

The Gateway landing page includes icons that allow CWAs to access both the Legacy and the CLTS Waiver Program provider registries.

If you have questions about this desk aid contact the DHS Provider inbox at DHSCLTSprovider@DHS.wisconsin.gov.

## **Using the Gateway**

## Landing Page



### **CLTS Waiver Program Provider Registry**



This icon allows you to access the CLTS Waiver Program Provider Registry. This registry includes providers who have completed the enhanced provider registration process. Providers in this list have successfully completed the registration form, uploaded a completed CLTS Waiver Provider Medicaid Agreement form, and uploaded the credential documents required to be authorized to deliver the CLTS service they have selected.

DHS has reviewed and validated each provider's registration information and credential documents and issued an initial qualification status determination. Providers in this registry have

one of three statuses assigned based on the results of the DHS review of the initial qualification documents for the services selected during the CLTS waiver provider registration.

- *Approved*. The information and documents included with the registration meets the initial qualification requirements for the services listed.
- *Pending*: Additional information is required. DHS is working with the provider and has requested more information.
- *Denied*: The provider did not meet the initial qualification requirements for the services listed.
- To view the qualification status, detailed provider information, and qualification documents for an **Initially Qualified** provider:

### Using the Registry

1. Click the icon for "CLTS Waiver Program Provider Registry."



You can search by name, service, or county service delivery area from the primary view.

2. To search for a provider by name, service, or county service delivery area, enter the search information in the "find an item" box.



Or locate a specific provider by selecting "Show Filter Choices" and then selecting the provider from the dropdown list.



3. The qualification status is displayed in the first column.



4. Click on the provider name to view a printable list of the detailed provider information. Detailed provider information is not viewable if the provider status is "pending" or "denied."

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LTS Waiver Provider nformation for CWAs	<ul> <li>new item or edit this list</li> <li>All Items Accounting and Bus services ×</li> <li>Qualification Status Billing Business Name Approved Accounting and Bus services</li> </ul>	wford
Registration ID	12	
Time Started	11/11/2019	
Date Submitted	11/11/2019	
email	faheed.mollah@wisconsin.gov	
BusinessType	LLC	
Business Type Other		
TIN	592190334	
TIN_Type	EIN	
Attest to Bonding	Yes	
CPA_YN	Yes	
License Number	1234234234	
Licensing Agency	Test agency	
License State	WI	
Licesnse Expiration	12/6/2019	
Qualification Text	test qualifications	
Qualification File	http://surveygizmoresponseuploads.s3.amazonaws.c 70a4f9c78657e4790815f651875f96c7_Work_Experien	
Billing Business Name	Accounting and Bus services	

5. You are also able to view the qualifying documents that the provider attached during registration:



- 6. Detailed provider credential documents are not viewable if the provider status is "pending" or "denied."
- 7. Exporting the List to Excel: This can be helpful to filter or sort the full list of providers to find all providers based on certain criteria, the data can be exported to Excel:

Step 1: Open the <u>Children's Long-Term Support (CLTS) Waiver Program County Waiver</u> <u>Agency (CWA) Provider Registry Gateway</u> CLTS Waiver Program Provider Registry list



Step 2: Right click the box on the left side of any record.

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#### Step 3: Right click Export to Excel in the List menu.



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#### 8. Searching in Excel

Using Control+F: Allows the user to search for a string of words or numbers across highlighted columns or the entire sheet

- Hold down the Control key and the letter F to open a "Find" box
- Type the search criteria in the box
- Right click "Find All" or "Find Next"
- Excel will highlight the cell or cells containing the search criteria

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26	Washington	Agency	Approved			ł
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27	Grant; Iowa; Lafayette	Agency	Approved			
28	Brown;Door;Kewaunee;Manitowoc;Marinette;Oconto;Oneida;Shawano	Agency	Approved			
29	Ozaukee	Agency	Approved			ļ
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#### Filtering

- Filtering allows the user to exclude all records that do not contain the search criteria.
- Use the Filter function to identify all providers of a specific name, type, service area, or approval status.

How to apply a filter:

- 1. Right click the triangle on the right side of the column heading to open the Filter menu
- 2. Type the filter criteria in the box

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Filtering By County

- 1. Open the filter dropdown menu for the Service Area column
- Select "Text Filters"
   Select "Custom Filters"

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- 4. Select "Or" in the Custom AutoFilter pop-up box.
- 5. Select "equals" in both drop down boxes
- 6. Enter the county name with an asterisk (\*) in front and at the end of the name
- 7. Enter Statewide with an asterisk (\*) in front and at the end of the name

Service_Area	Provider_	_Type 💌 Qualification_Status 💌 C
Green	Agency	Approved
Dane	Agency	Approved
Dane	Agency	Approved
Barron;Burnett;Douglas;Polk;Sawyer;St. Croix;Washburn	Agency	Approved
Dane	Agency	Pending
La Crosse	Agency	Approved
Columbia;Dane;Jefferson;Sauk	Agency	Approved
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Jackson;La Crosse		
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#### 8. Click "OK"

#### Multiple Filters:

Filter multiple columns to identify all of the providers in your county who are initially qualified to offer a specific service would require three filters.



Filter 1: County name and Statewide from the Service Area column.

Filter 2: "Approved" in the Qualification Status column.

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Filter 3: Service name in the Service Name column. Typing the service in the filter box is more effective than using the check boxes.

	Service			Ţ
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	care;Supported employment - individual;Suppo	n <sup>z</sup> ↑	S <u>o</u> rt Z to A	
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469	therapeutic supplies		Adaptive aids;Assistive technolog	y an
569	Assistive technology and communication aids		Adult family home; Assistive technology and commu	jolo(
712			Assistive technology and commun	nicat
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**Removing Filters:** 

1. To remove a filter from a specific column, right click "Clear Filter" in the Filter dropdown menu.





To remove all filters in the spreadsheet, right click "Filter" in the Data menu.

### Joint Qualification Review Process

For more information about the CWAs' roles and responsibilities to fully qualify a new CLTS waiver provider, refer to <u>DMS Numbered Memo 2019-10</u>, <u>Implementation of the Enhanced</u> <u>Children's Long-Term Support Waiver (CLTS) Program Provider Registration and Public</u> <u>Directory</u>.

## Legacy Provider Registry



The Legacy registry includes providers who have completed either the original Home and Community-Based Services (HCBS) provider registry or the CLTS Waiver Program Provider Registry after fall 2018 but have not yet registered using the enhanced registration process.

Each provider on the Legacy Provider Registry has submitted a completed Medicaid Waiver Program Provider Agreement form to DHS.

The providers on the Legacy Registry have not submitted any qualification documents to DHS other than the CLTS Waiver Program Provider Medicaid Agreement form. CWAs maintain the entire screening and qualification process for providers on the Legacy Provider Registry. These providers are considered registered for CLTS third party administration (TPA) authorization and claims processing purposes.

1. To view the Legacy Provider Registry click the icon below:



9. The Legacy Provider Registry appears as an Excel spreadsheet. To open the file, click the file name.



10. The first tab, CLTS Registry, lists the providers who have completed the Legacy CLTS Waiver Provider Registry from 2018 to the present.

1	CLTS Legacy Registry_20	019_1209						- (	Ξ Σ
	С	V	Y	Z	AR	AS	AT		
	Date Submitter 🔻	Business Typ 👻	Provider TIN_SS -1	Provider N 👻	Provider First Nan 🔻	Provider Last Nan 🔻	Provider Title		
	7/16/19 8·09 AM	Provider Agency			Bob	Bell	President		Wike
	11/11/19 11:56 AM	Provider Agency			505	ben	riesident		Tost
	2 10/18/18 7:39 PM	Provider Agency			Christine	Hayes	RN		Christ
	9/17/19 11:19 AM	Sole Proprietor			Debbie	Stoffregen	Owner		Catch
	18 3:03 PM	Provider Agency		1225575302	Donavan	Hollenbeck			Becau LLC
	9 12:39 PM	Sole Proprietor		1570705140	Steve	Schnitzier			Sand
	18 2:38 PIM	Provider Agency		1578725149	warian	sommerrelat			Comm
	CLTS Registr	y / HCBS Registry	<u></u>			∢ [Ⅲ]			►

11. The second tab, HCBS Registry, includes a list of existing TPA providers who had registered using the prior Home and Community-Based Services (HCBS) Provider Registry for both adult and children's waiver providers from 2009 to 2018.

	CLTS Legacy Registry_2019_1209				_ 0 3	23
	Tax Name 💌	Business Name 💌	TIN or SSN 🔻	Last Name or Organizational Name	First Name	•
	Agnesian Healthcare Enterprises LLC	Agnesian Health Shoppe		Agnesian Health Shoppe		7
67						
	Agnesian Healthcare, Inc.	DBA Beyond Boundaries of		Agnesian Healthcare, Inc.		
68		Autism				
69	Ahern-Gross Inc	Ahern-Gross Inc		Ahern-Gross Inc		
70	Ahren Crotty			Crotty	Ahren	
71	AK Karpenski LLC	AK Karpenski LLC		Home Health Resources		
72	Akeela Wisconsin Operating Co LLC	Camp Akeela		Akeela Wisconsin Operating Co		
	AKF Martial Arts Academy of Eau	AKF Martial Arts Academy of Eau		AKF Martial Arts Academy of Eau Claire		
73	Claire	Claire				
74	Alan Williams			Alan Williams	Alan	
75	Albiero Plumbing, Inc.	Albiero Plumbing, Inc.		Albiero Plumbing, Inc.		
76	Alex Brendemihl			Alex Brendemihl		
77	Alger N. Blattler	Alexander N. Blattler		iLife, LLC		
78	/ mmesch	Alexandria Thimmesch		Thimmesch	Alexandria	
79	Alexis			Hogan-Wright	Alexis	
80	Alice Belgra	Alice Belgrade Moss		Belgrade Behavior Consulting, LLC		
81	Alicia A. Farrow	Alicia A. Farrow		Farrow	Alicia	
82	Alicia K Ligman	Alicia K Ligman		Ligman	Alicia	
14	CLIS Registry _ HCBS Registry	ry / CJ /				Ľ

12. Each provider in both the CLTS Registry and the HCBS Registry tabs has submitted a signed Medicaid Waiver Provider Agreement form and is considered registered for CLTS third party administration (TPA) authorization and claims processing purposes.

# **Maintaining the Registries**

If, at any time, you find that a provider is not eligible to receive payment for delivering CLTS waiver services, notify DHS by sending a message to the <u>DHS CLTS Provider inbox</u>. DHS will review the issue and determine next steps, which may include denying initial qualification status in the Gateway and removing the provider from the public CLTS Provider Directory.

A provider is no longer eligible to receive payment if:

- The provider's initial qualification documentation is expired or no longer valid. CWAs must notify the provider to update their registration. The CWA may not authorize services until the registration and initial qualification documentation has been updated via the online registration system.
- The provider chooses not to or is unable to update their registration and qualification documentation. CWAs must notify DHS within 10 calendar days.