

Children's Long-Term Support Provider Registration Instructions Tip Sheet

Providers interested in delivering services to participants enrolled in the Children's Long-Term Support (CLTS) Program must first register with the Wisconsin Department of Health Services (DHS). All CLTS providers (individuals and agencies) must complete the registration process. You will be required to re-register every four years.

CLTS providers are separated into three provider types:

- Provider Agencies—those who employ staff to deliver services
- Sole Proprietors/Individuals—individuals who typically do not employ staff to deliver services
- Fiscal Agents and Intermediaries—those who deliver financial management services (FMS) and issue payments to self-directed workers

Note: If you are a direct care employee of a provider agency or paid by a fiscal agent or fiscal intermediary, do **not** complete this registration process.

CLTS Program Service Descriptions

To review descriptions of the service(s) you are interested in delivering, including the provider qualification standards for each service, see Chapter 4 of the [Medicaid Home and Community-Based Services \(HCBS\) Manual for the CLTS Program, P-02256](#).

STEP ONE:

Gather all of your business information and credentials.

Information or documents you will need during the registration process may include:

- Documents that include your business name as reported to the Internal Revenue Service (IRS), your Tax ID Number (TIN), and either your federal Employment Identification Number (EIN) or your Social Security number (SSN)
- Licensure or certification credentials, if required, based on the selected CLTS service description.
- Training and work experience information, if required, based on the selected CLTS service description.
- National Provider Identifier (NPI)—Only providers delivering medical services or equipment are required to have an NPI. For more information about the federal NPI requirements or to apply for a number, see the [National Plan and Provider Enumeration System \(NEPPES\) website](#).

STEP TWO:

Complete the online CLTS Provider Registration.

The specific registration links for each provider type are on the [Children's Long-Term Support \(CLTS\) Provider Registration page](#). Be sure to select the registration link for your provider category (Provider Agency, Sole Proprietor/Individual, or Fiscal Agents and Intermediaries).

Complete all required registration fields for your provider category:

- Follow the online registration instructions closely. Failure to do so may result in incomplete or lost submissions.
- Do not use the back arrow on your browser. You will lose your entries and will have to start over. Use the **Previous** button at the bottom of the page instead.
- Click the **Save and continue later** button regularly. This will save your work in case you cannot complete your registration in one sitting or your computer times out.
- Scan and upload your provider qualification documents (certification, license, training, work experience, etc.) based on the selected service description.
- During the registration, you will be redirected to an external website to complete a Children's Long-Term Support Program Provider Agreement and Acknowledgement of Terms of Participation for (Provider Type) Waiver Service Providers. Make sure you return to the registration form after completing the CLTS Provider Agreement form to complete the registration process.
- Save the confirmation email you receive from DHS upon your successful registration. DHS will send this email from noreply@surveygizmo.com. Check your Spam or Junk folder if you do not receive the email. The message includes the web link to access your registration account in the future.



STEP THREE:

After you receive your confirmation email, DHS will review your submission. Once your registration information and qualification documents are verified, DHS will email you with your registration status. If your registration is approved, your business name and contact information will be added to the public CLTS Provider Directory. Being listed on the provider directory means you are initially qualified as a provider for the CLTS Program.

IMPORTANT: To be eligible to deliver your selected service(s) to CLTS participants, the county waiver agency (CWA) where the child or youth is located must complete caregiver background checks, if appropriate; verify you have the required training, including child-specific training; issue contracts or agreements and claims processing forms; and authorize services.

You should check the public [CLTS Provider Directory](#) to make sure your business information displays accurately. If it does not, contact DHSCLTSProvider@dhs.wisconsin.gov.

You must update your registration if the following information changes:

- Business name
- Tax ID number
- National Provider Information (NPI) number
- Physical or mailing address
- Phone number
- Email address
- Website address
- Service delivery area

Use the link you received in your confirmation email to log in to your account and update your business information.

Keeping your business information current and up-to-date in the online CLTS Provider Registry will:

- Accurately display your contact information on the public CLTS Provider Directory. This information is available to CWAs, families, participants, and others.
- Ensure you get reminder, educational, and notification emails.

If you have lost the email containing the link, you can request a new one by emailing

DHSCLTSPProvider@dhs.wisconsin.gov.

For any questions about the registration process, call Provider Registration and Directory Assistance at 833-940-1576.