



WISCONSIN DEPARTMENT *of* HEALTH SERVICES

Children's Long-Term Support (CLTS) Waiver Program State-Level CLTS Budget and Enrollment Administration

Operational Aid for County Waiver Agencies: General Instructions

Summary:

This operational aid includes information to support county waiver agencies (CWAs) in implementing CLTS State-Level Budget and Enrollment Administration.

CWAs must comply with State-Level Budget and Enrollment Administration policies and procedures beginning January 1, 2021.

Purpose:

The shift to state-level budget and enrollment administration for the CLTS Waiver Program promotes statewide consistency in access, enrollment, and service planning by funding waiver services at the state level for all enrollments.

Referral Operational Requirements:

County waiver agencies must operationalize eligibility and enrollment activities according to the Wisconsin Department of Health Services (DHS) standard definition of a referral and referral date for the CLTS Waiver Program.

Referral:

A **referral** is the act of making an initial inquiry or contact (which can include actions as informal as a phone call or email) to the CWA wherein the contact indicates that a child or youth has a disability or exceptional need.

- Calls in which the caller inquires about supports, asks for help, or whose situation suggests the child or youth could reasonably be expected to benefit from services should be considered referrals.
- The parent, legal guardian, or other person acting in the interest of the child or youth does not have to mention specific supports, services, or interest in a specific program for the contact to the CWA to be considered a referral.

Referral Date:

The **referral date** is the date the initial inquiry or contact was made by a parent, legal guardian, or another person acting in the interest of the child or youth indicating he or she has a child with a disability or exceptional need, which the family is seeking assistance from the CWA in meeting.

The referral date is used as the start date in the Program Participation System (PPS). This allows DHS to maintain a first-come, first-served policy for the CLTS Waiver Program.

Support and Service Coordination (SSC) Requirements for Eligibility and Enrollment:

County waiver agencies must follow the CLTS Waiver Program's eligibility and enrollment process requirements as defined by DHS. Refer to [P-02824](#) for additional information.

SSC Eligibility Process Requirements:

- CWAs have **10 calendar days**, from the referral date, to contact the family to schedule the CLTS Functional Screen (CLTS FS).
- CWAs have **45 calendar days**, from the referral date, to complete the CLTS FS.
- CWAs must document all eligible children in PPS within **five calendar days** of CLTS FS calculated date.
 - The **child's referral date is the child's start date entered in PPS**. The start date documented in PPS determines a child's statewide enrollment position in accordance with first-come, first-served policy for the CLTS Waiver Program.
 - Refer to [DMS Memo 2017-05](#) for policy and operation guidance for children found not functionally eligible (NFE) for the CLTS Waiver Program.
- Once a start date has been entered for a child in PPS, the CWA may document a crisis variance, if needed, by completing the Variance Request checkbox and corresponding Variance Request Information Section. Refer to Medicaid Home and Community Based Services (HCBS) Waiver Manual for the CLTS Waiver Program ([P-02256](#)), Chapter 1.05 and CLTS Waitlist in PPS Step-by-Step Training Guide ([P-00697](#)) for variance policy and operation guidance.
- After a start date has been entered for a child in PPS, the CWA prepares the child for enrollment by checking the child's Wisconsin Medicaid status and assisting the family with enrollment in Wisconsin Medicaid, if needed. Refer to HCBS Waiver Manual for the CLTS Waiver Program ([P-02256](#)), Chapter 2.05 for Medicaid Non-Financial Eligibility Requirements.

Enrollment Administration

- DHS places a predetermined number of children in enrollable status on the **first Monday of each month** according to first come, first served policy for the CLTS Waiver Program. All children in enrollable status are fully funded.
 - **Definition of Enrollable:** DHS has determined the eligible child fully funded and CWAs must move to enroll and begin service planning immediately
 - **Definition of Fully Funded:** All allowable services, authorized and claimed in compliance with CLTS Waiver Program requirements, will be paid by DHS to the CLTS service provider through the third party administrator (TPA)
- CWAs should use the county-specific Children's Wait List Report in PPS to identify children newly placed in enrollable status on the **first Tuesday following the first Monday of each month**.
- **First-Come, First-Served policy:** Children are assigned a statewide enrollment position according to the start date, matching the child's referral date, entered in PPS. Once a child is placed in enrollable status the child no longer has a statewide enrollment position and funding the child according to first come, first served policy has been satisfied. CWAs may initiate enrollment activities for several children in enrollable status at a time and are not required to follow any particular order for enrolling children upon being placed in an enrollable status.

Support and Service Coordinator (SSC) Enrollment Process Requirements

SSCs have a maximum of **30 calendar days** from the date the child is placed in enrollable status to enroll the child in the CLTS Waiver Program via the Eligibility and Enrollment Streamlining (EES) portal.

- SSCs should close the child's profile in PPS prior to enrolling the new participant in EES.
- SSCs have a maximum of **60 calendar days**, from the date the child is placed in enrollable status to complete the Individualized Service Plan (ISP) with the family (SSC and family agree with the ISP), schedule and authorize services, and begin monthly contacts. A child's ISP may be completed with support and service coordination as the only CLTS Waiver Program service, while the SSC and family continue to develop a full range of services to address the child's or youth's goals. Refer to HCBS Waiver Manual for the CLTS Waiver Program ([P-02256](#)), Chapter 7 Individual Service Plan.
- The **date of the complete ISP** is the start date for monthly SSC contact and 6-month (min) face-to-face ISP update requirements.
 - SSCs have an additional **60 calendar days from the date of the complete ISP** to obtain all necessary signatures.

Policy and Operational Requirements for Deferring Services:

Deferring CLTS Waiver Program services and enrollment is a family choice and may only be made by the family after a child is placed in enrollable status. County waiver agencies must follow policy and operational requirements for indicating a family has chosen to defer services as defined by DHS.

- **Definition of Deferred Services:** the child has been placed in enrollable status and the family is not ready to accept services; deferrals are family requested and family driven
- When a family requests to defer services the CWA must select the "Deferred Services" checkbox in PPS. The "Deferred Services" checkbox may only be selected for children in enrollable status. Refer to the CLTS Waitlist in PPS Step-by-Step Training Guide ([P-00697](#)) for additional information.
- The CWA must discuss with the family when the family anticipates making a decision regarding CLTS Waiver Program enrollment.
- DHS expects most special circumstances resulting in a family choosing to defer CLTS Waiver Program enrollment will resolve within 3 months.
- If a family continues to defer enrollment at 6 months from being placed in an enrollable status, the CWA should contact their TA Lead to discuss these exceptional cases.

Eligibility and Enrollment Monitoring:

The DHS will monitor CWA compliance with the CLTS Waiver Program's state-level budget and enrollment administration policy and operations to ensure an accurate state-level budget and waitlist. Monitoring activities will also support CWA capacity building to achieve continuous enrollment for the CLTS Waiver Program.

Monitoring Activities

- DHS will monitor enrollment each month to ensure enrollment timeliness and compliance. This includes identifying:
 - Children who enroll in the month without having first been identified as enrollable, and with no indicated crisis variance.

- Children in enrollable status that have not been enrolled in the CLTS Waiver Program via the EES portal within the required timeframe.
- DHS will follow up with CWAs regarding enrollment timeliness and compliance, including the length of time a child is in deferred status.

Please contact your [technical assistance \(TA\) lead](#) with state-level budget and enrollment administration questions.