



Welcome to the Children's Long-Term Support Waiver Program

Wisconsin's Children's Long-Term Support (CLTS) Waiver Program provides children with disabilities and their families individualized supports and services that help those children grow and live their best lives in their home and community.

Through a partnership between the Wisconsin Department of Health Services (DHS) and county health and human services departments, children and families in the CLTS Program have access to a range of supports and services. You can find a list of the kinds of supports available at www.dhs.wisconsin.gov/publications/p02570.pdf. Your family can work directly with county staff to apply for and receive supports and services that match your family's and the child's needs and goals.

Who is the support and service coordinator?

Your family will work one-on-one with a support and service coordinator (SSC). The SSC is a new partner in your journey, and will help you navigate community and CLTS services. The SSC is there to help support you and wants you to be successful. You can expect the SSC to reach out to you at least every three months, but you can connect with the SSC at any time or request more frequent contact.

You can reach out to your SSC:

- When you want help connecting to the community or other resources
- When you are planning for an upcoming change in your child's life
- When you need more, fewer, or different services
- When you have questions about how an item or service could be covered
- When incidents occur that might impact the child's health or safety (informational brochure: www.dhs.wisconsin.gov/library/p-00069a.htm)
- When you want to discuss progress and things that are going well
- Whenever you need help or have questions



How are supports and services chosen to match my family's needs?

The CLTS Program uses a team approach called Deciding Together (www.dhs.wisconsin.gov/library/p-02246.htm) to make decisions. In this approach, the members of your family (including parents, caregivers, and children) are the experts on your goals, strengths, and needs. Deciding Together encourages everyone to share their ideas, thoughts, and questions. Deciding Together considers your family's unique story and life experiences to create a unique plan of supports and services called an individual service plan (ISP).

The ISP can be changed at any time, but the SSC will review the ISP with you and your family at least every six months. ISP reviews are an opportunity to have an open discussion about what is going well, and what you may want to change.

By combining the knowledge you have about the child with the information the SSC has about available resources and services in your community, you will be able to develop a unique plan that works for the specific needs of your family.

What if I am unsure about a decision that was made?

It is natural for people to have differences of opinion from time to time. There are ways to address a decision you don't understand or don't agree with. You can:

- Ask questions when a decision is confusing.
- Continue to talk with the SSC, or reach out to the CLTS Supervisor.
- Request an appeal through the State Division of Hearings and Appeals: doa.wi.gov/Pages/LicensesHearings/DHAContact.aspx.
- Complete your county's grievance process. For more information on this, see your county's contact for grievances listed at the end of this letter.



How do my CLTS services and my health care coverage work together?

CLTS services work together with your health care coverage, including private insurance and/or Wisconsin Medicaid coverage.

1	Private Insurance	If you have private insurance (through an employer or the health insurance marketplace), that insurance has to be used first for any health-related items or services.
2	Wisconsin Medicaid*	All children enrolled in the CLTS Program receive health care benefits from Wisconsin Medicaid. Wisconsin Medicaid is used to cover health-related items or services that private insurance does not cover. Wisconsin Medicaid should be used before the CLTS Program.
3	CLTS Program	If health-related items or services are denied by private insurance and/or Wisconsin Medicaid, then those items or services may be covered by the CLTS Program.

*Children and youth enrolled in Wisconsin Medicaid also have coverage through HealthCheck, which is a benefit especially created for young people. HealthCheck covers in-depth exams and checkups. It also covers specialized services or products the child may need, under HealthCheck "Other Services." This means that service limits that are typically placed on adults don't apply to young people. You can find more information on HealthCheck and HealthCheck "Other Services" here: www.dhs.wisconsin.gov/forwardhealth/healthcheck.htm.

Important things to know about your health care coverage:

- It is important to remain enrolled in Wisconsin Medicaid to stay enrolled in the CLTS Program. The SSC can help you maintain eligibility for Wisconsin Medicaid.
- There could be costs associated with the child's Wisconsin Medicaid. These costs are separate from costs you may have for the CLTS Program, and will be explained in the letter you receive from your Income Maintenance or Tribal Agency (www.dhs.wisconsin.gov/forwardhealth/imagency/index.htm). If these costs cause a financial burden, discuss other options with the SSC.
- The CLTS Program is unable to pay for premiums, deductibles, or copayments incurred from private insurance and/or Wisconsin Medicaid.



Will I receive a bill for CLTS Program services?

Some families may be required to pay a portion of service costs. This fee is called a parental payment liability (PPL). Your local health and human services agency determines the fee, and it is based on your overall family income and the cost of services on the ISP. If you are responsible for a PPL, contact the local health and human services agency, or SSC, with any questions on when to expect the bill and how to pay.

You can ask for your PPL to be reevaluated if your circumstances change. Contact the SSC if your family experiences a significant change in income, or if you are experiencing a financial hardship. The county will work with you to decide if your PPL can be changed based on your situation.

How can I stay informed?

- Visit the CLTS family webpage for more information and helpful resources: www.dhs.wisconsin.gov/clts/waiver/family/index.htm.
- *All in For Kids: CLTS* is a newsletter published by DHS for children and families in the CLTS Program. This newsletter is mailed to you, and can also be found on the webpage listed above (scroll to the "Resources" section).
- The CLTS Information for Families and Participants email list provides important program updates. Join the email list at www.dhs.wisconsin.gov/aboutdhs/alerts. Click on "Children's Long-Term Support Information for Families and Participants." Signing up will also make sure you get the All in for Kids newsletter by email.

Who can I contact for more information?

Name of Support and Service Coordinator	Name of County Grievance Coordinator
Address (Street Name)	Address (Street Name)
City, State, Zip	City, State, Zip
Phone	Phone
Fax	Fax