



New Provider Users: Create an Account

General Introduction

This guide explains how you can create an account and log into the CLTS Provider Registry. At the end, you will know how to do the following:

- Get to the CLTS Provider Registry.
- Create an account with a username and password for the CLTS Provider Registry.
- Reset a password for an account.

The CLTS Provider Registry

The CLTS Provider Registry can be found at:

<https://cltsproviderregistry.wi.gov/s/login/?ec=302&startURL=%2Fs%2F>

Creating a New Account

Here are the steps for creating a new account with the CLTS Provider Registry (since providers must have an account to log in).

1. First, click “Create a new provider account or link to existing account.”

WISCONSIN DEPARTMENT of HEALTH SERVICES **CLTS Provider Registry**

Welcome to the Wisconsin Department of Health Service's (DHS) Children's Long-Term Support (CLTS) Program Provider Registry and Directory System

The Children's Long-Term Support (CLTS) Program helps children with disabilities and their families through supports and services that help children grow and live their best lives. It is a home and community-based service waiver. It uses a Medicaid waiver to fund services for kids with disabilities. A waiver lets states use Medicaid to fund additional non-medical services and supports not normally offered. The CLTS Program aims to keep kids at home instead of at an institution.

DHS administers the CLTS Provider Registry for the continuous, open enrollment of providers. DHS and CWAs share joint responsibility for deeming providers willing and qualified to deliver CLTS Program services. DHS maintains the online provider registration system, deems providers initially qualified, and places them on the public CLTS Provider Directory. CWAs fully qualify an initially qualified provider by accessing provider information and initial qualification documentation reconfirming the provider's credentials and ensuring the provider has met participant-specific training and other service description requirements prior to authorizing services.

Provider Registry Log-in Information
Providers of Service
Providers will have a username that will be appended with @cltsproviderregistry.wi.gov.
Providers will use the username and password fields to log in.
If providers forget their password, you can click on the "Forgot password" button and enter your username to receive an email that allows you to reset your password.
If providers forget their username, you can call the CLTS Provider Contact Center at 833-940-1576 for assistance

CWAs
CWAs will use your Wisconsin Web Access Management System (WAMS) ID to log in.
CWAs will use "WAMS Login" button to log in.
If a CWA forgets their WAMS ID or password, go to the Wisconsin Web Access Management System and choose Profile Management.

Providers enter your username + @cltsproviderregistry.wi.gov and password here to log in.

Username
Password

Log in

[Forgot your password or username?](#)
Create a new provider account or link to existing account

County Waiver Agencies use WAMS Login button to log in.
WAMS Login

2. Next, enter information in the four text fields, check the "I'm not a robot" box, and click **Register here**. Note that a "tail" will be added to the username: @cltsproviderregistry.wi.gov

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Interested in becoming a registered CLTS Program provider, or linking yourself to an existing CLTS Program provider registration? Create your account here.

First Name

Last Name

Email

Username

I'm not a robot 

[Already have an account?](#)

3. Then check your email for a link and instructions for setting up your password.

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NOW, CHECK YOUR EMAIL
Check the email account associated with your user name for instructions on resetting your password. Remember to look in your spam folder, where automated messages sometimes filter. If you still can't log in, contact your administrator.
[Back to login](#)

The password must have:

- At least eight characters.
- At least one letter, one number, and one special character.

When ready, click **Change Password**.

Logging Into the Registry

4. After setting the password, the account is activated. Back at the CLTS Provider Registry website, enter your username and new password.

Note that a "tail" has been added to your username: @cltsproviderregistry.wi.gov

The screenshot shows the login page for the CLTS Provider Registry. The header includes the Wisconsin Department of Health Services logo and the title "CLTS Provider Registry". The main content area is divided into two columns. The left column contains a welcome message, a description of the CLTS program, and information about the provider registry. The right column contains a login form with fields for "Username" and "Password", a "Log in" button, and links for "Forgot your password or username?", "Create a new provider account", and "link to existing account". There is also a "WAMS Login" button for County Waiver Agencies.

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Username

Password

Log in

Forgot your password or username?
Create a new provider account [OR](#) link to existing account

County Waiver Agencies use WAMS Login button to log in.

WAMS Login

Resetting a Password

But what if you forgot your password? Click the link. When your password expires, you will be prompted to change it the next time you try to log in (please reset only once every 24 hours to avoid locking out your account).



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FORGOT PASSWORD

To reset your password, we'll need your username. We'll send password reset instructions to the email address associated with your account.

If you don't know your username, contact the CLTS Provider Contact Center at 833-940-1576.

[Cancel](#)

Recovering Your Username

But what if you forgot your username? Call the CLTS Provider Program Contact Center at 833-940-1576 to ask for help.

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Username

Reset Password

Cancel

Summary

1. Go to the CLTS Provider Registry webpage.
2. Create an account as a new user:
 - a. Enter a username and email.
 - b. Set a password.
 - c. Reset the password or recover a username.
3. Log into the registry with a username and password.

Questions

If you have specific questions about creating an account to register your provider for the CLTS Program, please call the CLTS Provider Contact Center at 833-940-1576.