

# CLTS Program TPA Transition Financial Management Services Provider Forum

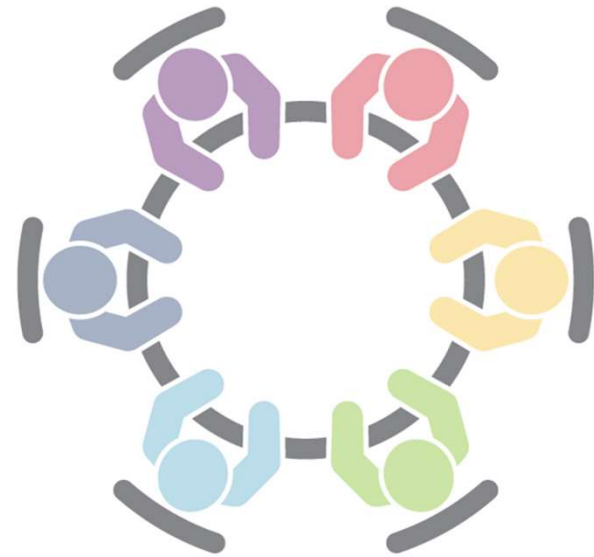


Department of Health Services  
Gainwell Technologies, LLC  
January 9 & 11, 2024

Wisconsin Department of Health Services

# Agenda

- Welcome
- Children's Long-Term Support (CLTS) Program third party administrator (TPA) transition overview
- Forum Objectives
- Claims submission functionality
- Viewing claims
- Viewing prior authorizations
- Discussion
- Next steps



# CLTS Program TPA Transition Overview

The CLTS Program TPA will transition from Wisconsin Physicians Service (WPS) to Gainwell Technologies, LLC. The anticipated date of this transition is Q1 2025. The CLTS Program TPA processes CLTS Program claims from providers and prior authorizations from county waiver agencies (CWAs).

Throughout this transition, the Wisconsin Department of Health Services (DHS) will communicate with providers with updates and provide opportunities for training prior to implementation.

# Forum Objectives

1. Share information about the CLTS Program TPA transition.
2. Take questions and feedback about existing processes to gain insight about current CLTS Program TPA processes and functionality.
3. Collect information about what currently works well, what does not, and suggestions for potential improvements to submitting claims and reviewing claims and prior authorizations.

# Timeline

- **Initiate:** May 2023 – September 2023: Complete
- **Design:** October 2023 – February 2024
- **Construct/Test for Gainwell:** February 2024 – September 2024
- **Pre-Implementation:** September 2024 – December 2024
- **Go Live:** January 2025 – March 2025

# Claims Submission Functionality

# Provider Feedback Claims Submission

- The spreadsheet is a preferred method of submission for many providers.
- Many are using an electronic health records (EHR) system to create the claims file.
- Several providers utilize software to create 837 transactions. 837 transactions will continue to be accepted.
- Concerns about working with multiple portals. There is only one portal and that is the ForwardHealth Portal.
- There will be call center staff and provider field representatives ready to assist!
- Providers will be allowed and encouraged to test!

# Additional Questions Claims Submission

- There were several questions around date-span billing. Please note that these types of questions are being researched and guidance will be provided.
- Place of Service (POS) codes will be required codes for billing. POS is not provided on the prior authorization to allow flexibility of location. DHS will provide billing guidance for this code. How else can we support you with this?



# **Viewing Prior Authorizations**

# Provider Feedback

## Viewing Prior Authorizations

- Having detailed insight into the prior authorization details (such as units/dollars remaining) would be valuable information.
- Participants' date of birth would be helpful information.
- Prior authorization information will be available in the ForwardHealth Portal eliminating the need for email, "snail mail", and fax.

# Discussion Questions

- Are you submitting claims to other entities/payers today?  
If yes, what format are you submitting claims in?
- What type of reports/responses are you getting back today from WPS after claim submission?

# Discussion





# What's Next

- Additional communications and updates via email including how to be involved in provider testing (Summer to Fall of 2024).
- Specific virtual trainings on Forward Health Portal access, claims submission, viewing claims history, and prior authorizations prior to implementation.
- Ongoing training and support through Gainwell Customer Service Representatives after implementation.
- Questions/Comments email: [dhscltsproviderrelations@dhs.wisconsin.gov](mailto:dhscltsproviderrelations@dhs.wisconsin.gov)

**THANK  
YOU**