

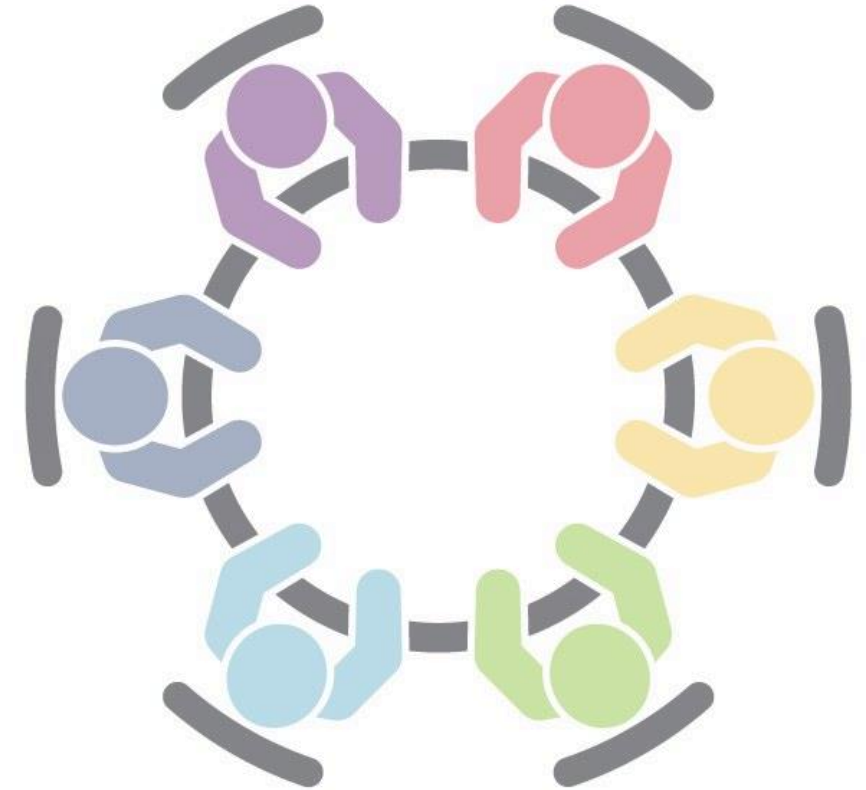
CLTS Program Third-Party Administrator (TPA) Transition for County Waiver Agencies



Department of Health Services (DHS)
Gainwell Technologies, LLC (GWT)
March 6, 2025

Agenda

- Welcome
- Project Timeline
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- County Waiver Agency (CWA) TPA Transition
- **Webpage: What's New?**
- **Gainwell Children's Long-Term Support Program (CLTS) Operations Team**
- Training Opportunities

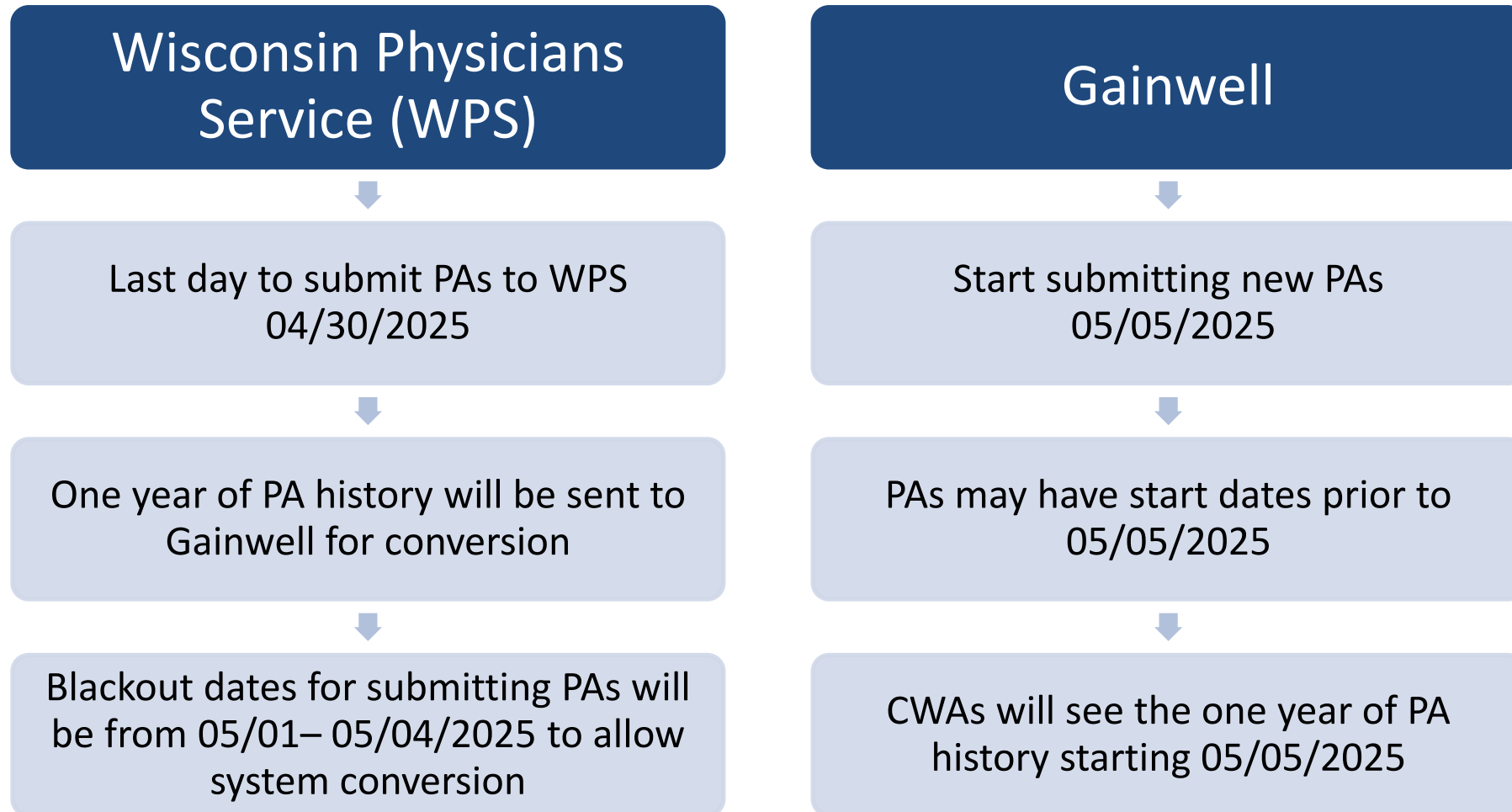


Project Timeline

- Initiate: May–Sep. 2023
Complete
- Design: Sep. 2023–May 2024
Complete
- Construct/test for Gainwell: May 2024–Jan. 2025
Complete
- Pre-implementation & go live phase: Feb.–July 2025
 - ◆ Testing available in the Submission Sandbox (SETE) starting Feb.
 - ◆ Go live: May 2025

Implementation Dates

PA Overview

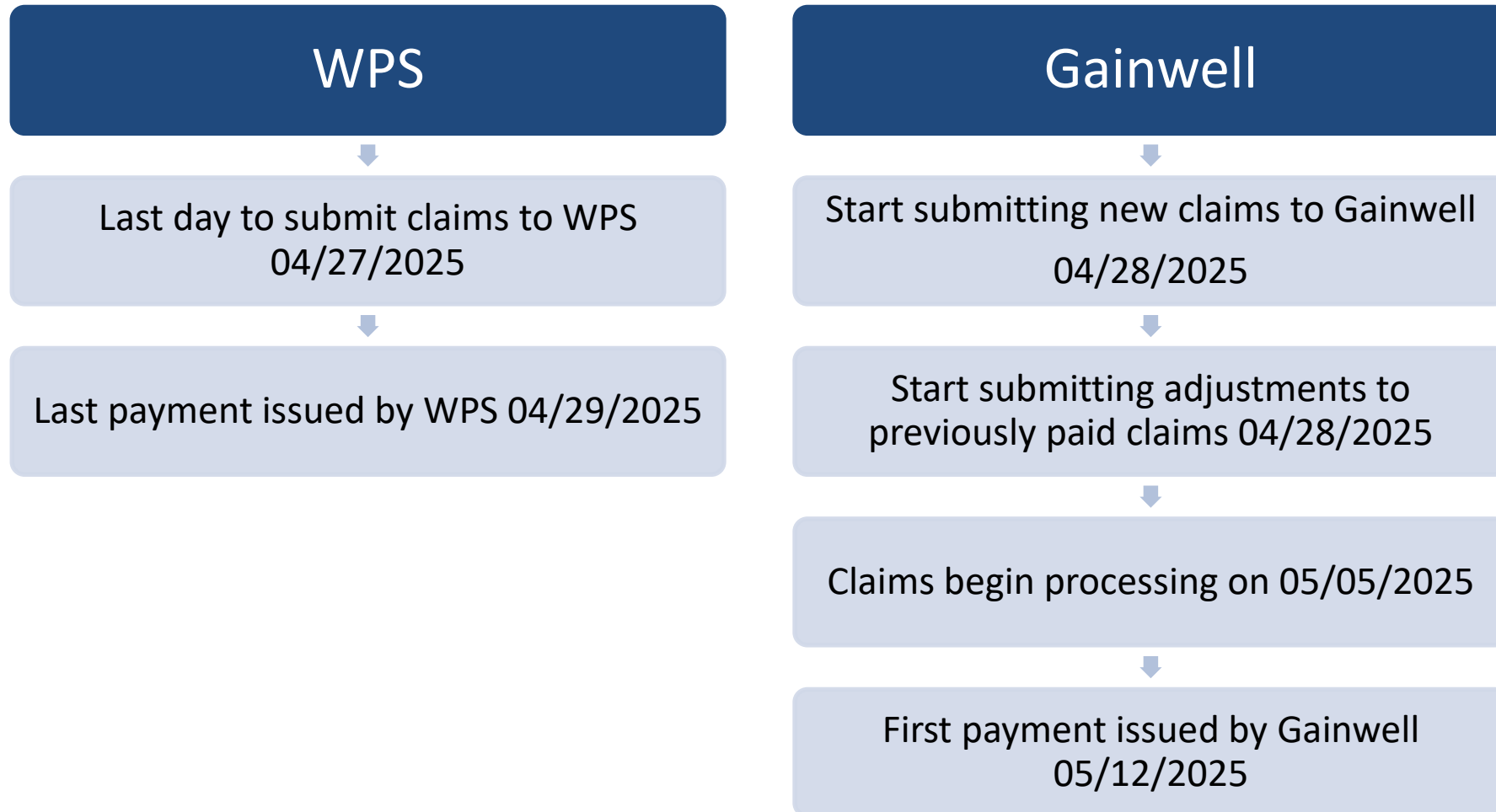


Historical PA Conversion

Example: A PA with a start date of 02/01/2025 and an end date of 07/26/2025 is submitted to WPS.

- This PA will be sent to Gainwell.
- Gainwell will have the PA so they can process claims appropriately for the entire authorized timeframe.
- The CWA will have the ability to amend this PA with Gainwell, if necessary, after the 05/05/2025 implementation date.

Claims Overview



New Claims

New claims submission to Gainwell begins 04/28/2025. This applies to new claims for all dates of service within the timely filing period:

- Dates of service from 05/04/2024–05/04/2025 that were not yet claimed to WPS
- Dates of service 05/05/2025 and after

Adjustments to Previous Claims

Adjustments to claims must be submitted to Gainwell beginning 04/28/2025. This applies to all claims for dates of service within the timely filing period:

- Dates of service 05/04/2024–05/04/2025 originally processed by WPS or Gainwell
- Dates of service 05/05/2025 and after processed by Gainwell

Note: Adjustments include any changes to previously submitted claims, overpayment recoveries, and requests for timely filing exceptions.

ForwardHealth Portal

ForwardHealth Portal

- Reminder that CWAs will have access to two areas on the Portal:
 - ◆ Secure Waiver Agency Portal
 - ◆ Provider Portal
- Accessing these sections requires CWAs to have a portal account administrator and for CWA staff to be granted user access.

Prior Authorizations

PA Flat File Uploads

- Updates have been made to the PA file instructions.
- Naming conventions for PA Files has changed based on CWA feedback:

IIIIIII_userID00_e_YYYYMMDD.xls/x

Where: IIIIIII = County Waiver ID

Examples:

- 23110000_cbills01_P_20250207.xlsx
 - 23110000_cb01_P_20250207.xlsx
- Two levels of validation:
 - Initial upload validation
 - Batch file validation

PA Response Files

- Response files will be returned with the following additional fields:
 - PA number
 - Approval or error indicator
 - Error code and message
- CWAs must rework any error PAs with error indicators and resubmit the PA, either through a new PA file upload or a direct entry PA.

Update on PA Batches

- Providers will be able to pull PA information in bulk.
- They will be able to export it into Excel from the portal.
- Once it is exported, it can be printed if desired.

Submission Sandbox Testing

Testing Process and Submission Sandbox

- First round of testing in the submission sandbox began February 19.
- Gainwell will provide a summary of how testing is going.
- What if you missed the testing deadline?
 - Log in to the ForwardHealth Portal with your welcome and PIN letters by March 14.
 - Contact the Gainwell CLTS Operations Team.
 - Second round of testing will begin March 19.

Testing Process and Submission Sandbox

- March testing:
 - The submission sandbox will have blackout dates where no testing may occur from March 15–March 18.
 - Testing may begin again on March 19.
- Waiver agency portal PA clerk roles:
 - PA clerk role is live in production. Before March 14, assign PA clerk roles in your waiver agency portal. These will migrate into the submission sandbox during blackout dates.
 - If missed, CWAs will need to re-add PA clerk roles in the submission sandbox after blackout dates, if desired.

CWA TPA Transition Webpage: What's New?

TPA Transition Webpage

- The TPA transition for CWA [webpage](#) is available on the DHS website to support CWAs in this transition.
- **See what's new:**
 - Published a new Frequently Asked Questions (FAQs) document to help answer questions relating to the transition.
 - Published a new CLTS TPA Transition: Provider Readiness Checklist to help providers prepare for the transition.
 - Updated the PA Flat File Instructions.
 - Made the PA Response File available to view.
 - Published a new Waiver Agency Portal User Guide.

Waiver Agency Portal Guide

- The new CLTS-specific Waiver Agency Portal Guide is available.
- The guide contains instructions on how to log in to the portal to assign user roles and will contain CLTS-specific screen shots.
- The guide will also provide details about CLTS-specific user roles.

Training

- The ForwardHealth CLTS Program: Third-Party Administration Transition [webpage](#) has the February CWA claims and PA trainings hosted by Gainwell.

- Topics include:

Claims

- How to submit a claim
 - Claims Wizard
 - Copy a claim from a paid claim
 - Create a claim from a PA
- Understanding claim status
- Adjusting a claim

PAs

- Direct entry PAs
- Uploading PA Files
- Viewing PAs

Electronic funds transfers (EFTs)

How to sign up for EFT

Gainwell CLTS Operations Team

Reasons to Contact the Gainwell CLTS Operations Team

- Assistance with logging in to the Submission Sandbox or the Forwardhealth Portal
- Submitting claims and prior authorizations
- Password resets or missing welcome and PIN letter:
 - Dial the CLTS Operations Team phone number at 844-942-5870.
 - Follow the phone prompts for password resets.
 - Once your password is reset, you will have an option to be transferred back to the CLTS Operations Team for any additional questions that need to be answered.

Contacting the Gainwell CLTS Operations Team

Contact information:

- Phone number 844-942-5870
- Email cltsoperations@gainwelltechnologies.com

What's Next?

What's Next?

CWA Forum

April 9, 2025, 1–2:00 p.m.

Discussion



Questions?

If you have questions regarding the TPA transition, contact dhscltsproviderrelations@dhs.wisconsin.gov.

**THANK
YOU**