

CLTS Program Third-Party Administrator (TPA) Transition Provider Webinar



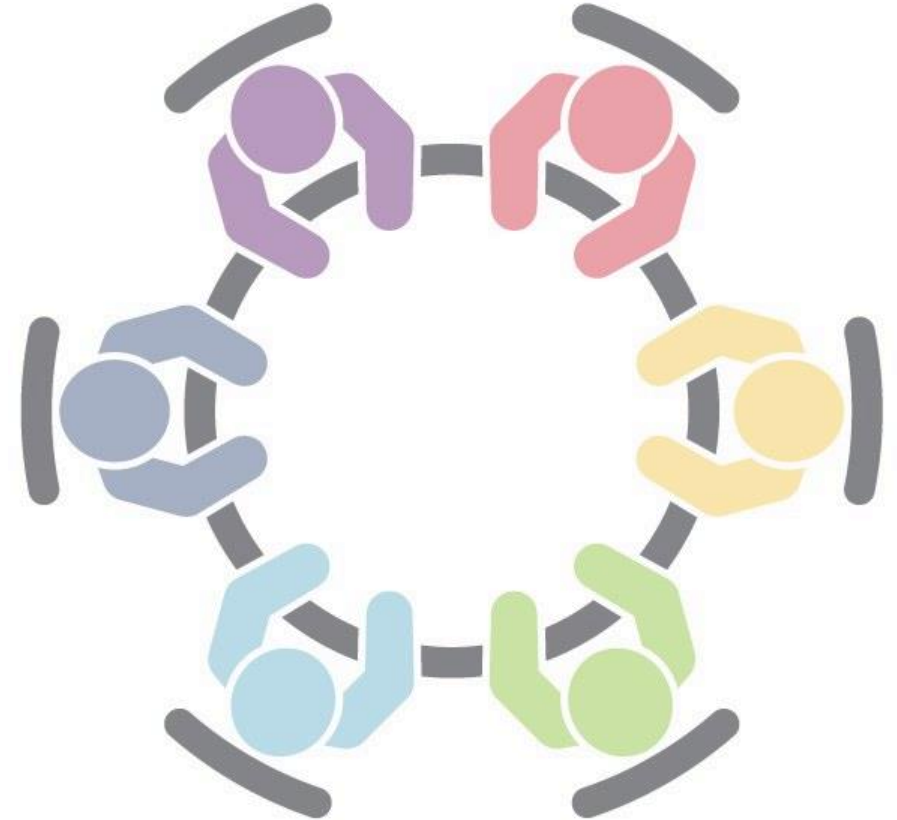
Wisconsin Department of Health Services (DHS)

Gainwell Technologies, LLC (GWT)

March 19, 2025

Agenda

- Welcome
- Project timeline
- Implementation dates
- Submission Sandbox testing
- Hypercare plan
- Prior authorization (PA) batches
- Provider TPA transition
- **Webpage: What's new?**
- **Children's Long-Term Support (CLTS) Operations Center support**
- 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

Wisconsin Physicians
Service (WPS)

Last day to submit PAs to WPS
04/30/2025

One year of PA history will be sent
to Gainwell for conversion

Blackout dates for submitting PAs
will be from 05/01– 05/04/2025 to
allow system conversion

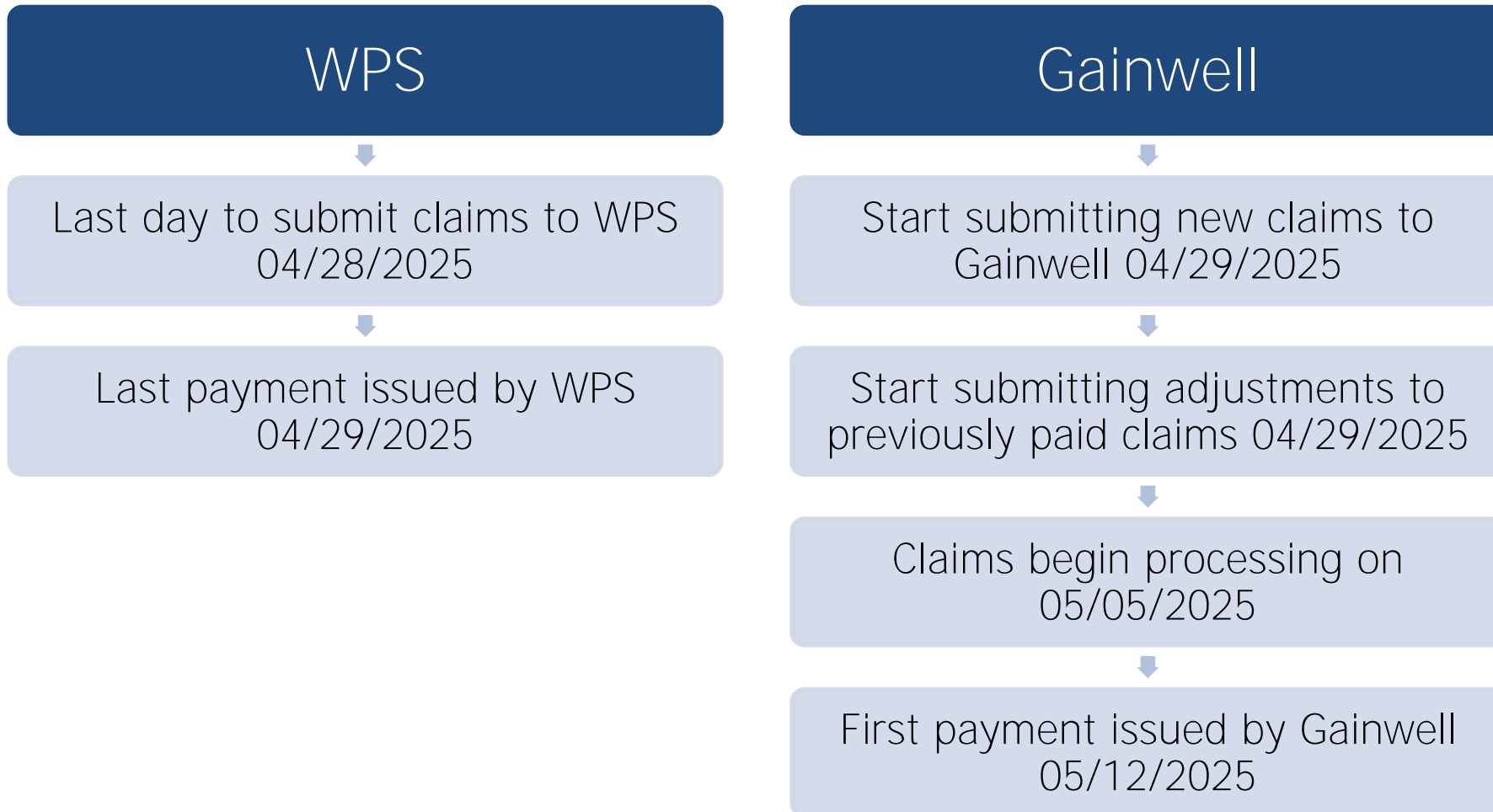
Gainwell

Start submitting new PAs
05/05/2025

PAs may have start dates prior to
05/05/2025

County waiver agencies (CWAs) will
see the one year of PA history
starting 05/05/2025

Claims Overview



New Claims

New claims submission to Gainwell begins 04/29/2025. 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 04/29/2025. 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.

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.

Hypercare Plan

Hypercare Plan

- DHS and Gainwell are focused on ensuring that providers receive the support they need to have a successful transition.
- We have identified providers who may need additional support based on:
 - Providers with limited CLTS claims submission experience.
 - Providers identified by county waiver agencies.

Hypercare Plan

- DHS and Gainwell are connecting with identified providers who are not interacting with this transition and to offer one-on-one support.
- If you feel that you need extra support with the transition, please:
 - Email the Gainwell CLTS Operations Team at cltsoperations@gainwelltechnologies.com.
 - Call the Gainwell CLTS Operations Team at 844-942-5870.

Prior Authorization Batches

Prior Authorization 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.

TPA Transition Webpage: What's New?

TPA Transition Webpage: What's New?

- The provider TPA transition [webpage](#) is available on the DHS website to support providers in the transition.
- **See what's new:**
 - Updated the Forward Health Professional Claims User Guide, P-00970A to align with the CLTS program.
 - Updated the Institutional Claims User Guide, P-00970 to align with the CLTS program.
 - Published a new Frequently Asked Questions (FAQs) document to help answer provider questions relating to the transition.
 - Published a new CLTS TPA Transition: Provider Readiness Checklist to help providers prepare for the transition.

Gainwell CLTS Operations Team

Reasons to Contact the Gainwell CLTS Operations Team

- Logging in to the Submission Sandbox or the ForwardHealth Portal
- Submitting claims
- Searching for PAs
- Resetting a password 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?

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Provider Webinar

Wednesday, April 16, 2025
1–2 p.m.

New Provider and Refresher Trainings

Group One (Self-Identified: Technology Savvy)

April 15, 10–11:30 a.m. **OR**
April 24, 5–6:30 p.m.

Group Two (Self-Identified: Less Technology Savvy)

April 17, 2–3:30 p.m. **OR**
April 22, 10–11:30 a.m.

New Provider and Refresher Training Topics

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

Prior authorizations:

Viewing PAs

Electronic funds transfers (EFTs):

How to sign up for EFT

Discussion



Questions?

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

**THANK
YOU**