



WISCONSIN DEPARTMENT
of HEALTH SERVICES

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

Wisconsin Department of Health Services (DHS)

Gainwell Technologies, LLC (GWT)

April 9, 2025



Agenda

- Welcome
- Project timeline
- Implementation dates
- Eligibility validation for prior authorizations (PAs) and claims
- County waiver agency (CWA) claims limitations
- Code crosswalk
- Place of service codes
- ForwardHealth Portal overview
- Submission Sandbox
- Finding Medicaid IDs (MA IDs)
- Outstanding checks and recovery
- What's next?



Project Timeline

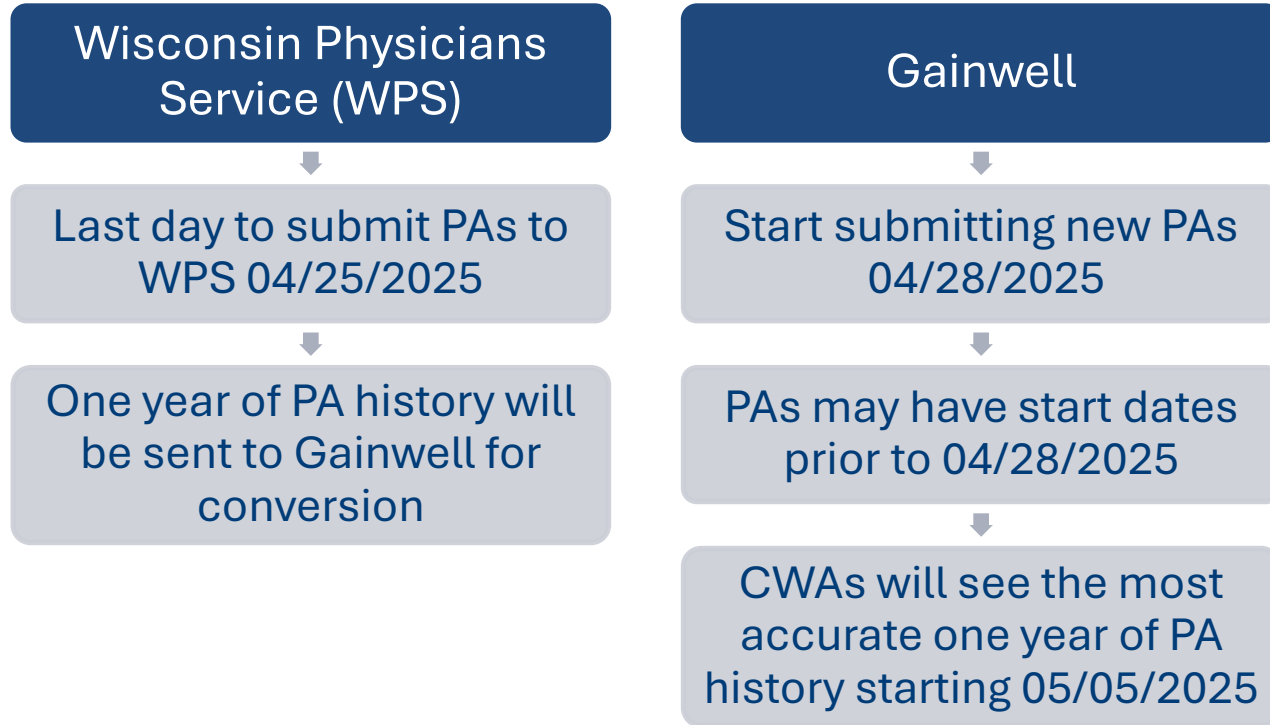
- **Initiate:** May–Sep. 2023
Complete
- **Design:** Sep. 2023–May 2024
Complete
- **Construct/test for Gainwell:** May 2024–Jan. 2025
Complete
- **Pre-implementation & go-live phase:** Feb.–July 2025
 - Testing available in the Submission Sandbox (SETE) starting Feb.
 - Go-live in May 2025



Implementation Dates

PAs and Claims

PA Overview



Claims Overview

WPS



Last day for WPS to receive claims
04/27/2025



Last payment issued by WPS
04/29/2025

Gainwell



Start submitting new claims to
Gainwell 04/28/2025



Start submitting adjustments to
previously paid claims 04/28/2025



Claims begin processing on
05/05/2025



First payment issued by Gainwell
05/12/2025



Eligibility Validation for PAs and Claims



Eligibility Validation

- The ForwardHealth Portal will system check participant eligibility when accepting PAs and paying claims.
 - Children's Long-Term Support (CLTS) waiver enrollment dates
 - Medicaid eligibility dates
 - Many sources of Medicaid are on an annual cycle for renewal.
 - Participant records show the Medicaid eligibility end dates, when applicable.
-



Prior Authorizations

- PAs are system checked based on their effective dates (PA start date).
- PAs that are submitted with a start date that falls **after** the participant's Medicaid eligibility has ended will reject.
- PAs can extend beyond the participant's Medicaid eligibility end dates, if the effective date is during their Medicaid eligibility timeframe.



PA Example

CLTS Participant Waiver Enrollment	BadgerCare+ Medicaid Source
1/1/2025 – 12/31/2299	7/1/2024 – 6/30/2025

Prior Authorization Dates	Approval or Rejection
Effective Date: 02/01/2025 End Date: 12/31/2025	Approved
Effective Date: 07/01/2025 End Date: 07/31/2025	Rejected



Claims

Claims will reject if there is no CLTS waiver enrollment and Medicaid eligibility for the participant on the date of service submitted on the claim.



Claim Example

CLTS Participant Waiver Enrollment	BadgerCare+ Medicaid Source
1/1/2025 – 12/31/2299	7/1/2024 – 6/30/2025
Prior Authorization Dates	Approval or Rejection
Effective Date: 02/01/2025 End Date: 12/31/2025	Approved
Claim	Paid or Denied
Date of Service: 03/01/2025	Paid
Date of Service: 08/01/2025	Denied



Finding Medicaid Dates

Using SAS: Weekly CLTS Waiver Enrollment Report

Currently enrolled tab:

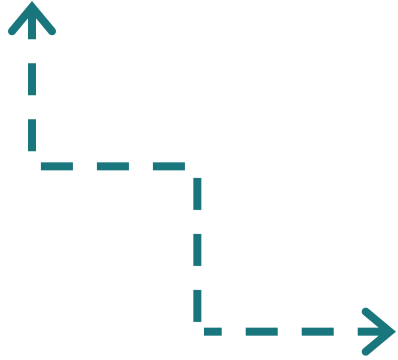
- Address
- CARES case number
- Date of birth
- Katie Beckett details
- Medicaid benefit plan dates
- CLTS waiver enrollment dates

Predicted disenrollments tab:

- Aging out of the program
- Functional eligibility is due
- Medicaid ending
- Recertification date is due



Resources



[DHS CLTS SAS webpage](#)

[CLTS Waiver Program Eligibility and Enrollment User Guide](#)



CWA Claims Limitations



Background

- The Bureau of Children's Services (BCS) has reviewed all CLTS procedure codes and determined there are four categories of procedure codes when considering what is or is not allowable for CWAs to claim, given the CLTS Program's Conflict of Interest and Transitional Support policies.
- With the transition to Gainwell, BCS will be implementing limitations on CWA claim submissions to align with policy.



CWA Outreach

- BCS has analyzed claims information to determine which CWAs have historically claimed for services that will not be allowed after the transition.
- BCS has outreached to those CWAs, and requested CWAs send information back to BCS for the providers CWAs were billing for.

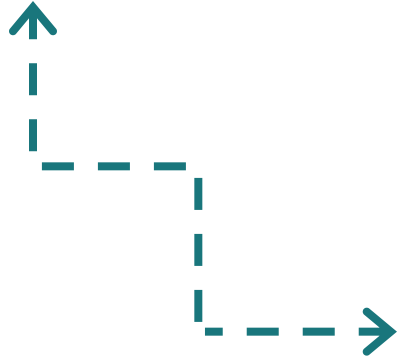


Next Steps

- Providers will be contacted to assist them in enrolling as a CLTS provider with DHS.
- The goal is to prevent any service disruption to participants and ensure new providers are ready to begin submitting claims to Gainwell.



Resources



- The [Federal Procedure Code Limitations on Claims for County Waiver Agencies](#) document includes further guidance on CWA claim submission limitations.
- [New Provider Users: Create an Account \(P-03312\)](#) is available for new providers interested in enrolling with DHS.



Code Crosswalk



Support and Service Coordination (SSC)

- Modifiers are not required on PAs for CWAs
- **New:** U5 modifier will be required on PAs for subcontracted SSC agencies when authorizing T1016 Case Management.



“Transitional Support Services”

- **New:** CG modifier will be required when submitting PAs and claims for services that are used as a transitional support service.
- Codes are found on the [Federal Procedure Code Limitations on Claims for CWAs](#) document.



Respite Services

- Modifiers U1, U2, or U3 are only for 1:1 respite services based on participant's care level.
- Modifier U4 or U5 only for an approved outlier rate.
- Do not submit PAs that combine a care level modifier and an outlier modifier.



Remote Services

- CWAs do not add Modifier GT on the PA.
- Providers claiming remote services must use modifier GT (and place of service code 02).



Group Modifiers

- Authorizations must include the HQ modifier to indicate a group.
- HQ and UN modifier for group of 2 on the claim
- HQ and UP modifier for group of 3 on the claim



Place of Service Codes



Place of Service Codes on PAs and Claims

- PAs:

- Place of service codes (POS) will not be included on the PA to continue to allow flexibility.

- Claims:

- New requirement to submit POS code on claims.
 - Claims will reject if a POS code is used that is not allowable for that procedure code and modifier



Place of Service Codes

Category	Standard Program Category Code	Federal Procedure Code	Modifiers ¹	Place of Service Code ²
Empowerment and Self-Determination Supports (formerly Consumer Education and Training)	113.00	S9445	U7, U8, GT	01, 02, 03, 04, 11, 12, 13, 14, 15, 18, 21, 31, 33, 34, 49, 51, 54, 99
Family/Unpaid Caregiver Supports and Services, per session (formerly Training for Unpaid Caregiver/Family)	113.2	S5111	UK, GT	01, 02, 03, 04, 11, 12, 13, 14, 15, 18, 21, 31, 33, 34, 49, 51, 54, 99
Family/Unpaid Caregiver Supports and Services (formerly Training for Unpaid Caregiver/Family)	113.2	S5110	UK, GT	01, 02, 03, 04, 11, 12, 13, 14, 15, 18, 21, 31, 33, 34, 49, 51, 54, 99
Financial Management Services—Basic	619.00	T2040	U7, 22, U4, U5, GT	02, 11, 99
Financial Management Services; Rep Payee	619.00	T2041	22, U7, U4, U5, GT	02, 11, 12, 99
Grief and Bereavement Counseling, Tier 1	507.02	H0046	U1, U2, U3, U4, U5, GT	01, 02, 03, 04, 11, 12, 13, 14, 15, 18, 21, 31, 33, 34, 49, 51, 54, 99
Health and Wellness	609.30	S5190	U4, U5, GT, HQ, UN, UP	02, 11, 12, 49, 99
		S5190	U7, U4, U5, GT	01, 02, 03, 04, 11, 12, 13, 14, 15, 18, 21, 31, 33, 34, 49, 51, 54, 99
Home Modifications	112.56	S5165	UA-UD, GT	02, 12

A new document has been created to support operationalizing place of service codes.



Place of Service Code Descriptions

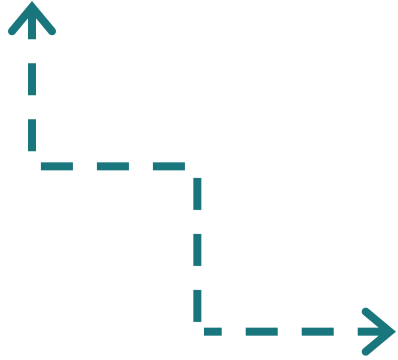
The place of service document also includes code descriptions.

Place of Service Code Definitions

Code	Description
01	Pharmacy
02	Telehealth Provided Other than in Patient's Home
03	School
04	Homeless Shelter
11	Office
12	Home
13	Assisted Living Facility
14	Group Home
15	Mobile Unit
18	Place of Employment—Worksite
21	Inpatient Hospital
31	Skilled Nursing Facility
33	Custodial Care Facility
34	Hospice
49	Independent Clinic
51	Inpatient Psychiatric Facility
54	Intermediate Care Facility/Individuals with Intellectual Disabilities
99	Other Place of Service



Resources



POS table can be found on both webpages:

- [Children's Long-Term Support: Third Party Administration Transition for County Waiver Agencies](#)
- [Children's Long-Term Support Program: Third-Party Administration Transition](#)



ForwardHealth Portal Overview

ForwardHealth Portal Login

forwardhealth.wi.gov/WIPortal/

Portal

Waiver Agency Portal

Provider Portal



Obtaining Access

CWA Portal admin creates user and assigns clerk roles

Welcome and PIN Letter using new MA ID

Example Functionality

Eligibility and Enrollment System

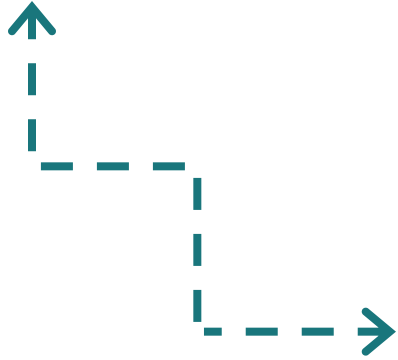
PAs

OnBase (outliers and high cost)

Submitting claims



Resources



Portal user guides:

- [Children's Long-Term Support Waiver Agency Portal User Guide](#)
- [ForwardHealth Provider Portal Account User Guide \(P-00952\)](#)



Submission Sandbox



Submission Sandbox

- Several CWAs have not started testing in the waiver agency tab of the submission sandbox.
- Importance of testing:
 - Confirms system configuration.
 - Prepares your local system and processes for go-live in May.
 - Prevents delay in operations.
 - Allows providers to submit test claims from test Pas.



Discussion

- Those who have tested the waiver agency tab (submitting PAs):
 - What success have you had?
 - What difficulties have you had?
- Those who have not tested the waiver agency tab (submitting PAs):
 - Are there barriers you are facing?
 - How can BCS and Gainwell help you get started?



Finding MA IDs



Finding a Provider's MA ID

CWAs will find the provider's MA ID that will be required on prior authorizations and claims in the CLTS Provider Registry.



How to Find a Provider's MA ID

1. Go to the [CLTS Provider Registry](#) and log into your CWA registration.
2. Search the provider and open the provider's registration. You will see directory location on the right.
3. Click into the location(s).
4. The directory location will have the MA ID listed.



CLTS Registration
REG-004399

Printable View

Business Name ABC Test Sole Prop	Type Sole Proprietor	Current <input checked="" type="checkbox"/>	Status Initially Approved
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Details Services & Qualifications County Approval

Registration Overview

Business Name ABC Test Sole Prop	
Service(s) Health and wellness;Personal supports	Service Area(s) Statewide

Dates

Submission Date 10/23/2024 1:45 PM	Date of Initial Approval 10/23/2024
Provider Agreement Signed Date 10/23/2024	Renewal Date 10/23/2028
Provider Inactivation Date	

System Details

Registration ID REG-004399	Prior Registration
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Directory Locations (1)

Organization Name	Services	Service Area	Street
ABC Test Sole Prop	Health and wellness;Per...	Statewide	123 Main St

[View All](#)

Files (0)

Add Files

Title	Owner	Last Modified	Size
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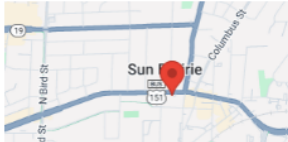
My Registrations Provider Registrations in My County Reports Search... Mandy Xiong (CWA)

Organization
ABC Test Sole Prop + Follow Printable View

Account Record Type: **CLTS Locations** Registration: [REG-004399](#) Displayed on Directory?

▼ Directory Location

Organization Name	ABC Test Sole Prop	Phone	(608) 123-4567
Website		Mobile	
Email	mandy.xiong@dhs.wisconsin.gov	Fax	
		MA ID	100021641
		Fee Schedule Indicator	
Address	123 Main St Sun Prairie, WI 53590 United States		



▼ CLTS Services

Services	Service Area
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Outstanding Checks and Recovery



Outstanding Checks From WPS

- DHS wants to make sure all providers have any past payments fully reconciled to avoid confusion during the conversion.
- DHS is directly emailing impacted providers with outstanding check numbers and encouraging them to contact WPS to reissue any outstanding payments as necessary.

If you receive this email, please contact WPS directly via phone (877-298-1258), or through their [provider portal](#) as soon as possible.



Outstanding Recoveries of Past Claims With WPS

- DHS also wants to ensure that any outstanding amounts owed on claims previously processed by WPS are received in a timely fashion to avoid confusion.
- DHS is directly emailing impacted providers regarding outstanding amounts owed and encouraging them to contact WPS to return any outstanding funds as necessary.



Outstanding Recoveries of Past Claims With WPS

- If you receive this email, please contact WPS directly via phone (877-298-1258) or their [provider portal](#) as soon as possible.

Please arrange for repayment to WPS by **4/27/25** to prevent the debt from being transferred to our new fiscal agent. If the balance is not received by WPS by this date, Gainwell Technologies and DHS will assume responsibility for the collections.



Questions and Answers





What's next?

CWA Refresher Trainings

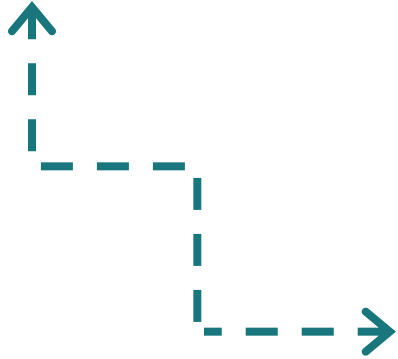
- April 16, 11a.m.-12 p.m.
- April 24, 2-3 p.m.

Provider Refresher Trainings

- April 15 ,10-11 a.m.
- April 17, 2-3 p.m.
- April 22, 10-11 a.m.
- April 22. 4-5 p.m.



Resources



- [DHS CWA TPA Transition webpage](#)
- [ForwardHealth TPA Transition webpage](#)



Contact Us

- Gainwell CLTS Operations Team:
 - 844-942-5870
 - cltsoperations@gainwelltechnologies.com
- DHS Provider Relations:
 - dhscltsproviderrelations@dhs.wisconsin.gov





Thank you!

Protecting and promoting
the health and safety of
the people of Wisconsin



WISCONSIN DEPARTMENT
of HEALTH SERVICES