

## OPEN MEETING MINUTES

Name of Governmental Body: Children's Long-Term Support (CLTS) Council		Attending: Wendy Heyn, Patti Becker, Kelly Blaschko, Kerry Blondheim, Anouvong "Toto" Chanthavixay, Christina Courtney, Anne Dent, Lisa Hanks, Pamela Hencke, Michelle Mattox, Angela Milne, Cherie Purdy, Angela Radloff, Danielle Tolzmann, Lisa Stephan, Beth Swedeen, Sandra Tierney, Jamie Willett, Windsor Wrolstad	
Date: 2/5/2025	Time Started: 9:00 AM	Time Ended: 2:00 PM	Excused: David McGinley, Katy Morgan-Davies
			Absent: Walt Shalick
			State Members: Autumn Knutdson, Autumn Linsmeier, Colleen Pletcher, David Sorenson, Becky Granger, Beth Gullickson, Andrea Warman, Zach Bauer
			Public Members: Danielle Bauer, Jessica Seawright, Deidre Beadle, Brock Bildingmaier
Location: Virtual Teams Meeting		Presiding Officer: Deb Rathermel	

### Minutes

#### Welcome:

- Call to Order, Greetings, and Introductions
- Council Members Updates and Announcements.
  - Patti Becker shared that Wisconsin Survival Coalition is having its disability advocacy day at the Capitol on March 12.
    - Link to Register: <https://www3.thedatabank.com/dpg/579/personal2.asp?formid=Dad-2025&c=20250205084612827007>
  - Pamela Henke announced that she will be presenting at the Circles of Life conference in May alongside council chair Wendy Heyn.
  - Beth Swedeen from the Board for People with Developmental Disabilities (BPDD) announced that that her organization is hosting weekly advocacy webinars about potential changes to the Federal Medicaid budget.
    - Link to webinar: <https://bit.ly/MedicaidAction2025>
    - Link in Spanish: <https://bit.ly/MedicaidAction2025S>
  - Danielle Tolzmann from Family Voices of Wisconsin announced that registration for their Circles of Life conference (May 8-9, 2025) will be opening in the next few weeks.
  - Deb Rathermel of the Bureau of Children's Services (BCS) shared that the May 14 CLTS Council meeting will be in person at the Holiday Inn at American Parkway in Madison.
- Approve Meeting Minutes from November 13, 2024:
  - Kerry Blondheim moved to approve.
  - Michelle Mattox seconded. Motion passed.

#### Public Comments:

- Danielle Bauer provided an updated from the last meeting where she spoke about difficulties with wait times in her county.
  - She mentioned that she has been in contact with her county board and county CLTS staff to work on a solution.

## Statewide CLTS Medicaid Provider Access

- Becky Granger and Beth Gullickson from BCS discussed changes to the statewide provider network.
- Background
  - BCS maintains a CLTS provider directory that lists all willing and qualified providers.
  - Effective January 1, 2025, BCS announced that county waiver agencies (CWAs) will no longer enter into local contracts with providers.
    - Wisconsin Department of Health Services (DHS) has updated its Medicaid Provider Agreement to cover all necessary requirements.
- Roles and Responsibilities
  - DHS qualifies and enrolls providers and places them on the CLTS provider directory.
  - Providers must meet all the criteria for the services that they are providing, agree to all the terms of the Medicaid agreement
    - DHS also conducts background checks for sole proprietary entities.
  - CWAs work with families to identify outcomes, create and monitor a service plan including authorization of appropriate services from qualified providers.
- Council Discussion
  - Kerry Blondheim shared that specific information about providers like services provided, ages served, and geographic area is very important for families to have.
  - Windsor Wrolstad suggested that it would be helpful to have information about whether a provider had a waitlist or if they are accepting new clients.
  - Kelly Blaschko shared that a better assessment of needs for families could improve service delivery because some families may be unsure of what services they want or need.
  - Patti Becker said that parents and the state differ in their use of the word provider—parents mean the individual providing a service, whereas the state often means the provider agency.
    - She also suggested that the provider directory be shared with Wisconsin 211 which connects people with services in their community.
  - Danielle Tolzmann said that more routine sharing of the provider directory with families would be helpful for families to identify more providers.
    - She also shared that more information about provider special expertise would be helpful.
    - She also suggested creating guidance for families if they have no providers in their area.
  - Sandy Tierney said that it would be important to have information about hours of operation for providers.
    - She also mentioned that some providers she has looked at in the directory have incorrect information.
  - Marianne Novella suggested that the directory should list the actual CLTS contact at that agency rather than a general contact email.
  - Jamie Willett shared that the search function in the CLTS directory could be improved.

## BCS Status Updates

- Deb Rathemel shared brief status updates from BCS's ongoing work.
  - the CLTS service comparison transition document for youth is nearly ready for sharing.
  - The CLTS family handbooks are on track to be published in April.

## CLTS Timely Enrollment – Corrective Action Plan (CAP) Status and Progress

- Andrea Warman of BCS shared an update with the CLTS enrollment timeliness corrective action plans (CAP).
- BCS released a memo directing compliance with timely enrollment standards.
- Current Activities
  - 11 counties are likely to be issued CAP directives
  - At least 7 counties have resolved their noncompliance over the past several months and will not need corrective action plans at this time.
- Council Discussion
  - Windsor Wrolstad asked what the main issues are that counties discuss in their corrective action plans.
    - Deb Rathemel described the most common issues: continuous enrollment needs and challenges in timely hiring.

- DHS will use a standardize set of criteria to evaluate each corrective action plans to ensure that their plans align with solving the root causes and include reasonable remediation and timelines.
- DHS will continue to work with the counties to help find solutions for timely enrollment barriers.
- Sandy Tierney asked whether there could be a possibility about bringing in parents or people with lived experience with the CLTS program as support and service coordinators.
  - Deb said that the current hiring requirements for support and service coordinators (SSCs) could allow for this.

### **CLTS Program Data**

- Deb Rathemel shared brief updates about CLTS Program data.
- There were 111 appeals in 2024
  - 43 of the appeals were dismissed, meaning that the administrative law judge dismisses the case and sides with the county waiver agency.
  - 28 appeals were withdrawn.

### **Medicaid Updates**

- Autumn Knudtson, Colleen Pletcher, and Autumn Linsmeier of Bureau of Benefits Policy (BBP) shared updates about the J&B Medical contract.
- J&B Medical Supplies is a vender that is contracted to supply incontinence supplies to Wisconsin Medicaid members.
  - DHS recently made changes to this contract to reduce barriers to access for Medicaid members.
- Colleen shared that they have improved various requirements to reduce administrative burdens for families that receive incontinence wipes through CLTS.
- Next Steps for 2025
  - DHS will implement improved member materials and communications.
  - DHS will continue to look for other contract enhancement to improve the experience of members.
- Council Discussion
  - Wendy Heyn shared that families have been getting confusing information about this issue, and she suggested that DHS work to provide information or a DHS phone number for families to call for more information.
  - Sandy Tierney applauded the BBP changes to the J&B contract that reduce burdens on families.

### **ForwardHealth & HealthCheck Updates**

- Pam Appleby of the Bureau of Clinical Policy and Pharmacy (BCCP) shared updates about ForwardHealth and HealthCheck.
- ForwardHealth Updates
  - BCCP has released guidance on Medicaid coverage of pediatric hospital beds and cribs that clarifies what kinds of beds and cribs are covered.
    - Link to publication: <https://www.forwardhealth.wi.gov/kw/pdf/2024-41.pdf>
  - Pam also shared new policies on restraint that clarify the types of devices that would be considered restraints and not covered by Medicaid.
    - Link to publication: <https://www.forwardhealth.wi.gov/kw/pdf/2024-42.pdf>
- HealthCheck Updates
  - HealthCheck “Other Services” can now cover some over-the-counter medications.
  - DHS has also engaged in a campaign to promote awareness of HealthCheck Other Services to increase utilization.

### **Council Member Sharing**

- Danielle Tolzmann asked for an update about the budget letter that was sent to the Governor’s office
  - Wendy Heyn shared that the letter was sent to the Governor’s office, and she received an acknowledgement from the Governor’s office.
- Danielle also asked whether the council has considered implementing an ombuds for the CLTS program.

- Deb Rathermel shared that the council has included that request in its previous budget recommendations, but it had never passed.
  - It is still a potential need and could come up in the future.

### **Council Strategic Planning 2025-27**

- Deb Rathermel started this section by sharing previous council inputs and recommendations for 2020-2024.
  - The CLTS Council is charged with advising, guiding, and providing recommendations to DHS for the CLTS program
  - Key inputs that the CLTS council provided
    - The Council has advised DHS on fully funding the program, creation of WI Wayfinder, the CLTS transition process, enrollment timeliness.
  - Deb shared a few items that the council could consider working on for 2025
    - The waiver renewal for 2027
    - Changes to the Children’s Community Options Program (CCOP)
    - Statewide consistency in program operations
    - Workforce supports and training
    - Program sustainability
- Council Discussion/Future Strategic Planning
  - Christina Courtney from Brown County mentioned that revising the CLTS rates to be more competitive would be helpful, especially for things like transportation or daily living skills training.
    - She also shared the possibility of the having the state provide a brief training for new CLTS providers to improve their knowledge of the program.
  - Lisa Stephan recommended creating a “best practice” tool for families and providers.
  - Michelle Mattox asked about what the council could do to improve long waitlists for specific providers or specific service areas.
  - Sandy Tierney suggested including families in the creation of new resources.
  - Cherie Purdy suggested looking more into options to pay parents as caregivers for the children.
    - Jamie emphasized how important paying parents is, especially for single parent households.
  - Jamie Willett suggested that the council pursue options to improve recruitment of new providers and expand the provider network across the state.
    - Danielle Tolzmann agreed and emphasized the importance of expanding networks to rural areas.
  - Windsor Wrolstad suggested providing more education about HealthCheck other services to families.
  - Christina Courtney suggested changes to the CCOP program, especially reallocating funds to counties because the current allocations not reflective of current county demographics.
  - Next Steps: Wendy Heyn will work on finalizing the lists and the council will discuss more at the in-person meeting in May.

### **Wrap-Up and Action Items**

- Council meeting dates for 2025: May 14 (In-person in Madison), August 6, and November 5.