



Date: June 19, 2017

DMS Numbered Memo 2017-CLTS-1

To: County Department of Human Services Directors
County Department of Social Services Directors
County Department of Community Service Program Directors
Children's Long-Term Support Supervisors and Leads

From: Curtis Cunningham, Assistant Administrator

A handwritten signature in black ink, appearing to read 'Curtis Cunningham'.

**Children's Long-Term Support (CLTS) Waiver Program Updates - Memo Series #1:
Approved § 1915(b)(4) Waiver Application for Selective Contracting: Support and
Service Coordination Requirements**

Background

Since January 2004, the Department of Health Services (DHS) has contracted with county social/human/community services departments, as governmental entities under Wisconsin's Constitution representing the 72 counties to operate the CLTS Waiver Program according to the established policies and procedures, including the delivery of support and service coordination by qualified individuals.

Application for Section 1915(b)(4) Waiver

In order to limit the provision of support and service coordination to the county waiver agencies and their subcontractors, DHS applied to the Centers for Medicare and Medicaid Services (CMS) for a waiver from section 1902(a)(23)(A) of the Social Security Act, which otherwise permits enrollees free choice of any willing and qualified provider to render this covered Medicaid service.

CMS has approved DHS's 1915(b)(4) application, in concurrence with the CLTS Waiver Program § 1915(c) waiver renewal application, for the period of April 1, 2017, through December 31, 2021. This approval allows DHS to limit the delivery of CLTS support and service coordination to qualified persons who are employed by county waiver agencies or their sub-contracted case management entities.

This provision allows DHS to continue contracting with counties for support and service coordination and to ensure that support and service coordinators (SSCs) employed by county waiver agencies, or their sub-contacted case management entities, have the quality, expertise, and knowledge to successfully coordinate the multiple complex systems needed to meet the needs of children with disabilities and their families.

Support and Service Coordination

The CLTS Waiver Program's Support and Service Coordinators (SSCs) are employed by county human/social/community services departments (or by the county's sub-contracted case management entity). There have been no changes to the SSC provider qualifications or verification process as a result of the CLTS Waiver Program five-year renewal application approval.

The CLTS Waiver Program support and service coordination role and responsibilities are described in the § 1915(c) waiver renewal application (<https://www.dhs.wisconsin.gov/clts/waiver/clts-1915c-renewal.pdf>) and the accompanying § 1915(b)(4) (<https://www.dhs.wisconsin.gov/clts/waiver/clts-1915b4-application.pdf>).

Timely Access to Quality Support and Service Coordination

CMS required DHS to ensure as part of the § 1915(b)(4) waiver application to ensure that the sole selection of county employed SSCs (or their sub-contracted case management entities) does not impede timely access to quality support and coordination services for applicants and participants.

To meet this assurance, DHS has established the following CLTS Waiver Program timeliness and access standards regarding an applicant's eligibility criteria and developing the individual's person-centered service plan:

- Within 10 days of identification of referral (or reaching the top of the waiting list for a county with wait lists), the CWA will make contact with the family to schedule a Children's Long Term Support Functional Screen
- Within 45 days of identification of the referral, the county waiver agency (CWA) will have completed eligibility determination and level of care preliminary determination.
- Within 60 calendar days of identification of referral, the CWA will have completed the Individual Service Plan and Outcomes form and submitted to DHS.

DHS will monitor these timelines as part of record reviews and report our compliance as part of our ongoing CMS performance measures.

DHS Support and Service Coordination Monitoring Activities

Beginning July 1, 2017, CWAs will need to report the number of county-employed SSCs, as well as sub-contracted SSCs to the Bureau of Children's Long Term Supports and Services (BCLTSS). This information will be requested on a quarterly basis and will assist DHS in evidencing assurance of support and service coordination access.

CWAs will continue to ensure the background check screening, competency and training standards for SSCs (including sub-contracted case management entities) as directed in the waiver application, waiver manual, and numbered memos.

Summary

Beginning July 1, 2017, CWAs must implement and comply with the updated CLTS Waiver Program eligibility and enrollment standards and timelines through their employed or sub-contracted SSCs, as described in this memo.

DHS will continue its role of monitoring compliance of these requirements through record reviews and use of our external quality review protocol.