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# Children's Long-Term Support Waiver Provider Bulletin

*Program Information for Children's Waiver Providers*

As a waiver provider, you serve an essential role in supporting the lives of children and families. This Bulletin is part of DHS' commitment to support you by communicating important children's waiver information directly to you.



## INTRODUCING THE CHILDREN'S LONG- TERM SUPPORT WAIVER PROVIDER BULLETIN

### Children's Long-Term Support Waiver Provider Bulletin

The Wisconsin Department of Health Services (DHS) is pleased to introduce the Children's Long-Term Support Waiver Provider Bulletin, a publication developed for Children's Long-Term Support (CLTS) Waiver Program providers. The Bulletin will inform waiver providers about program policies and procedures, initiatives, and rate information. It will be published on an as-needed basis and posted to [www.dhs.wisconsin.gov/clts/provider-home.htm](http://www.dhs.wisconsin.gov/clts/provider-home.htm) for future reference.

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As a waiver provider, you serve an essential role in supporting the lives of children and families. The Bulletin is part of DHS' commitment to support you by communicating important children's waiver information directly to you.

This first Bulletin covers recent changes impacting the CLTS Waiver Program. Topics in this Bulletin include statewide rates for CLTS providers, the new Deciding Together Guide, and the Individual Service Plan (ISP) outcomes page.

## Statewide Uniform Rate Implementation

Effective July 1, 2019, CWAs are required to begin authorizing most CLTS service providers at new [statewide rates](#) established by DHS. The new rates comply with the federal Centers for Medicare & Medicaid Services' (CMS) requirement to implement a uniform rate-setting methodology.

The [CLTS rate schedule](#) includes the maximum payment amounts for each in-scope service unit. CWAs are prohibited from negotiating rates for services included in the rate schedule. Services may be paid at rates lower than the CLTS rate schedule when the waiver provider's actual cost is lower than the state CLTS rate.

Statewide rates for applicable CLTS services apply primarily to those with a direct-care component. Services exempt from the new rate methodology will continue to be paid at market rates.

For more information on rate setting, contact the WPS CLTS Customer Service Call Center at 877-298-1258 or email the CLTS Waiver Program at [DHSCLTSProvider@dhs.wisconsin.gov](mailto:DHSCLTSProvider@dhs.wisconsin.gov).

## Deciding Together Guide

DHS recently released the [Deciding Together Guide](#), a collaborative decision-making tool for families and county waiver agencies (CWAs) that uses a team approach to identify the services and supports that will assist each child in living a fuller and more inclusive life in their home and community. This information may help service providers understand how service authorization decisions are reached.

The tool's five-step process explores the child's and family's strengths, interests, hopes, priorities, and resources to determine which supports will best help the child and family reach their goals and identified outcomes. The guide promotes development of a comprehensive ISP for each family.

## DID YOU KNOW?

DHS is in the process of eliminating the waitlist for CLTS Waiver Program services. By July 1, 2019, more than 10,000 children are expected to be enrolled in the CLTS Waiver Program! DHS is encouraging new waiver providers to register and existing waiver providers to expand their service area so more children may be served.

The guide has been released to CWAs, who will begin using the process with families throughout 2019, with full implementation of the process expected by January 1, 2020.

## Individual Service Plan Outcomes Page

An ISP is developed for each CLTS participant and lists their supports, services, and outcome goals. Along with CWAs and families, waiver providers are vital team members who help support the child in achieving goals that are outlined in the ISP.

Certain waiver providers who have regular, direct contact with CLTS participants may receive copies of the ISP outcomes page. CWAs are sharing this information so waiver providers are aware of the family's identified outcomes and can understand the role they play as part of the larger team supporting the child and family.

If you receive a copy of an outcomes page, the CWA will ask you to acknowledge its receipt when your services are first added to a child's ISP. Anyone in your office or agency can indicate that the outcomes page was received by doing one of the following:

- Sending a secure email response
- Signing a paper copy and returning it in person, through the mail, or by fax
- Calling the waiver agency to acknowledge receipt
- Submitting an electronic signature in an automated case management system

After receiving the initial ISP outcomes page, you will receive an updated copy annually.

## CONTACT INFORMATION

- WPS CLTS Customer Service Call Center, 877-298-1258
- DHS [Services for Children With Delays or Disabilities](#) webpage
- CLTS provider [email](#)



The CLTS Waiver Program is a home and community-based services waiver. It provides services funded by Wisconsin Medicaid for children who have substantial limitations in their daily activities and need support to live full and inclusive lives in their home or community. Eligible children include those with developmental disabilities, severe emotional disturbances, or physical disabilities. Funding can be used for a range of services and supports based on the goals and identified outcomes for each child and their family.

For more information, visit the [Services for Children With Delays or Disabilities](#) webpage.