

# 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.



## **ENHANCED CHILDREN'S LONG-TERM SUPPORT WAIVER PROVIDER REGISTRATION PROCESS**

The information provided in this Bulletin is published in accordance with Social Security Act § 1915(c) and 42 C.F.R. § 440.180.

## **Overview of the Enhanced Registration**

The Wisconsin Department of Health Services (DHS) has enhanced the Children's Long-Term Support (CLTS) Waiver Program's online provider registration system to standardize the qualification process across the state. DHS has also developed a single, statewide CLTS Provider Directory where all initially qualified providers will be listed and available to the public, including participants, families, and other stakeholders. Using this enhanced online provider registration process, DHS and county waiver agencies (CWAs) jointly qualify CLTS waiver providers. For more

information on the joint qualification process, refer to the [Children's Long-Term Support \(CLTS\) Waiver: Provider Registration](#) page.

The CLTS Waiver Program categorizes providers into three groups. The three CLTS provider groups are:

1. Fiscal agents or intermediaries—Providers who deliver financial management services (FMS) and issue payments to self-directed workers
2. Provider agencies—An agency that directly employs staff to deliver services and supports
3. Sole proprietors—A self-employed individual who delivers services and supports and does not employ staff for service delivery

The information in this section is specific to provider agencies and their registration process. The FMS provider registration has already been enhanced, and qualified FMS providers are now listed on the public CLTS Provider Directory. If you are a sole proprietor, your registration process has not yet been enhanced. DHS will notify you once it is ready for you to use.

### Enhanced Registration Process for Provider Agencies

DHS has launched the enhanced online registration for provider agencies. All existing provider agencies must register with DHS using this process. In order to be among the first provider agencies listed in the Provider Directory, providers should finish their registration by April 3, 2020.

Once you have successfully completed the provider agency registration process, DHS will review your registration information and verify your credentials. If your registration information and credentials meet the selected CLTS service description requirements, DHS will issue you an initially qualified approval notice and will include your business name and contact information on the CLTS Provider Directory.



**If you are a sole proprietor, your registration process has not yet been enhanced. DHS will notify you once it is ready for you to use.**

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## Getting Ready

The enhanced online CLTS provider registration is easy and only takes 10–20 minutes to complete. We recommend completing the entire registration process in one sitting. To help you do this, we have listed the items needed to fill out the registration:

- A scanned file of your completed and signed CLTS Medicaid Waiver Provider Agreement
- Documents that include your business name as reported to the Internal Revenue Service, Tax ID Number, Federal Employment Identification Number, or your Social Security number
- The CLTS waiver services that your agency is seeking to register (You can review the services in the [Medicaid Home and Community-Based Services \(HCBS\) Waiver Manual for the CLTS Waiver Program](#). Each service has unique credentialing criteria that you will need to include with your registration.)
- A National Provider Identifier if required by your service type (Only providers that deliver medical services or equipment are required to have a National Provider Identifier. For more information about federal National Provider Identifier requirements, or to apply for a number, see the National Plan and Provider Enumeration System website at <https://nppes.cms.hhs.gov>.)
- Licensure or certification credentials, if applicable, as per the [DHS CLTS service description standards](#)

## Registration Instructions

Once you have gathered these items, you're ready to start the CLTS Waiver Provider registration process. We recommend using the latest versions of Google Chrome, Mozilla Firefox, or Microsoft Internet Explorer for the best registration experience.

Complete all required and applicable registration fields.

- Follow the online registration instructions closely. Failure to do so may result in incomplete or lost submissions.
- Use the **Previous** button at the bottom of the page instead of the back arrow on your browser. Using the back arrow will cause you to lose your unsaved entries, and you will have to reenter registration information.
- Click the **Save and continue later** button (on the top of the page on the right) regularly. This will save your work in case you can't complete your registration in one sitting or your computer times out.

## RESOURCES

Want a handy guide for what you need for registration?

Check out our [Tip Sheet!](#)

## DID YOU KNOW?

The registration process has been enhanced for provider agencies. The enhanced registration for sole proprietors will occur later in 2020.



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- If you can't complete your registration in one sitting, after you have saved your information, DHS will send you an email message with a hyperlink to allow you to finish entering your registration information or update your entry.

DHS will send you a confirmation email message when you submit your registration information. The message includes a PDF document of your completed registration entry and the web link to access your registration account in the future. DHS will send this email from the following email address: [noreply@surveygizmo.com](mailto:noreply@surveygizmo.com). Check your Spam or Junk folder if you do not receive the email. If you do not find it there, call the Provider CLTS Contact Center at 833-940-1576 for assistance.

### **After You've Registered**

DHS will review your registration information and uploaded credentials. If your information and credentials meet the [DHS service description standards](#), you will be approved as an initially qualified provider. DHS will contact you for more information if your registration information or uploaded qualification documents are not complete.

All CWAs will be able to access information about your status as an initially qualified provider. The CWAs you selected during your registration can also access your detailed business information and uploaded credentials. Contact the CWA for their next steps to approve you as a fully qualified provider.

When you contact the CWA where you wish to deliver services, the CWA will confirm that your credentials are still current, verify any required child-specific trainings or other service description requirements, ask you to sign contracts or agreements if needed, complete claims processing forms, and authorize you to deliver services to individual CLTS participants.

Registering with DHS under the enhanced process and approval as an initially qualified provider will result in your business information being included on the statewide public CLTS Provider Directory. This directory allows families, participants, CWAs, and other stakeholders an easy way to search for your business information and request your services.

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## Four-Year Re-Registration Requirements

Providers are required to re-register and submit a new signed and completed CLTS Waiver Provider Medicaid Agreement form and updated qualification documentation every four years.

DHS will send you a reminder message to your email address on record prior to the four-year registration expiration date.

In addition, it is important to keep current information on file with DHS and to promptly update your registration information if you have any key changes, such as a change in your business name, address, or contact information. You can use the link in your confirmation email to update your registration information. If you no longer have that email, call the Provider CLTS Contact Center at 833-940-1576 for assistance.

## REMINDER

All 2020 CLTS provider contracts for in-scope services covered under the CLTS rate-setting initiative should meet the DHS [standardized, statewide rate schedule](#).

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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.

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# ATTACHMENT A

## Contacts for Children's Long-Term Support (CLTS) Waiver Providers

### Contacts for CLTS Waiver Providers

#### General Information

[www.dhs.wisconsin.gov/clts](http://www.dhs.wisconsin.gov/clts)

#### Provider Information

[www.dhs.wisconsin.gov/clts/provider-home.htm](http://www.dhs.wisconsin.gov/clts/provider-home.htm)

833-940-1576



#### Become a Registered Provider

<https://www.dhs.wisconsin.gov/clts/provider-registration.htm>



#### Provider Registration and Directory Assistance

833-940-1576

Monday through Friday: 8 a.m.–4:30 p.m.

Find a [Provider Relations Representative](#)  
in your area.



#### Become Authorized for Service Delivery

Contact the CWA

[www.dhs.wisconsin.gov/clts/contact.htm](http://www.dhs.wisconsin.gov/clts/contact.htm)



#### Claims Processing and Authorized Service Questions

877-298-1258

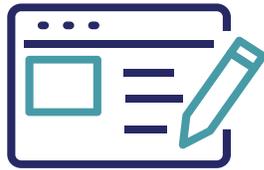
Monday through Friday: 8 a.m.–4:30 p.m.

<https://wpshealth.com/resources/provider-resources/clts.shtml>

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# ATTACHMENT B

## Children's Long-Term Support (CLTS) Waiver Program Provider Registry and Public Directory Overview



### DHS REVIEWS

#### Verify documents and qualifications.

Provider is either initially qualified, requested to submit more information, or did not meet the initial qualification requirements.



### CWA PROVIDER REGISTRY GATEWAY

#### CWAs can view initially qualified providers' registration and documents.

CWAs review and confirm documentation and fully qualify providers. Providers may need to seek additional training or screenings to provide services for a specific child. CWAs will authorize fully qualified providers to deliver services to a specific participant.



### PROVIDER APPLIES ONLINE

#### All new and existing providers are required to register.

Application consists of basic information, agreement, and required qualifying documents.



### PUBLIC CLTS PROVIDER DIRECTORY

#### Initially qualified and willing providers are added to the Public Directory.

Providers' contact information and services are listed on this single, statewide resource. Participants, families, and counties can search for providers by name, county, and services.



### AUTHORIZED SERVICES DELIVERED

#### Fully qualified providers can then deliver authorized services for a specific participant.

Providers deliver services to that particular participant and family, and submit claims.