

# 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.



## OPPORTUNITIES FOR ENGAGEMENT

### Encourage Others to Become Children's Long-Term Support Waiver Program Providers

#### The Children's Long-Term Support Waiver Program Is Growing

Over the past few years, the Children's Long-Term Support (CLTS) Waiver Program has increased its capacity to serve children with disabilities and their families. This year, the CLTS Waiver Program has served more than 11,000 children—a 60 percent increase since 2017.

With this incredible growth, more service providers are needed to meet increased demand. This includes providers such as direct

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care workers, carpenters, and medical equipment suppliers. The CLTS Waiver Program would appreciate your help in reaching out and sharing information among your colleagues to recruit and expand the provider network in all 72 Wisconsin counties. This will help every child with long-term disabilities or complex medical needs access the supports and services they need, when they need them.

### How You Can Spread the Word to New Providers

The CLTS Waiver Program has published a [media toolkit](#) that contains information about free resources that you can share with potential new providers or your provider association, such as social media posts, flyers, newsletter articles, and website content.

### Registered Providers Listed Are in the Children's Long-Term Support Provider Directory

The Wisconsin Department of Health Services (DHS) enhanced the online provider registration system for the CLTS Waiver Program to standardize the qualification approval process across the state for providers.

A key benefit of the enhanced registration is that all initially qualified providers are listed in a statewide public [CLTS Provider Directory](#), which allows participants, families, county waiver agencies, and other stakeholders to easily search for your business information and request your services.

It is important to keep current information on file with DHS. This also ensures that your information is up-to-date in the CLTS Provider Directory. If your information has changed, such as your business name, address, or contact information, be sure to promptly update your registration 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.

### Provide Feedback for the Children's Long-Term Support Waiver Renewal

DHS is preparing for the federal renewal of the CLTS Waiver Program. Input from providers will help shape how services are delivered for children with disabilities and their families for the next CLTS Waiver Program cycle, which will start in 2022 and run through 2027. DHS is gathering feedback from the public through fall 2020 and would like to hear from you.

You may share your feedback about the CLTS Waiver Program by emailing [DHSCLTSWaiverRenewal@dhs.wisconsin.gov](mailto:DHSCLTSWaiverRenewal@dhs.wisconsin.gov). The [Children's Long-Term Support Waiver Renewal Initiative](#) page of the DHS website contains more information about the initiative, including its scope, timeline, and topics of

## CALL TO ACTION

Share information and resources from the CLTS Waiver Program's [media toolkit](#) to reach potential new providers.

## DID YOU KNOW?

DHS reviews your registration information and qualification documents and approves CLTS providers as initially qualified. Contact the county waiver agencies you selected during your registration for their next steps to approve you as a fully qualified provider. Becoming fully qualified means you are authorized to deliver services to individual CLTS participants.

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interest for feedback. DHS values your ideas and input as a CLTS provider to help us achieve innovation and improvement in the CLTS Waiver Program.

## Create a Wisconsin Physician Services Provider Portal Account

The online Wisconsin Physician Services (WPS) provider portal is a useful tool to help CLTS Waiver Program providers deliver services and receive payment more efficiently. You can sign up for a WPS provider portal account online at [www.wpshealth.com/providers/index.shtml](http://www.wpshealth.com/providers/index.shtml).

With a WPS provider portal account, you will have access to:

- Authorizations:
  - View authorizations in real-time.
  - View authorization details.
- Claim information:
  - Search for claims.
  - Check claim status.
  - View claim details.
- Participant eligibility:
  - Search for participant information.
  - View effective and termination dates.
- Provider Remittance Advices.
- Secure messaging:
  - Send messages to the WPS Contact Center.
  - Receive messages from the WPS Contact Center.

Note: Access to the WPS provider portal is based on tax ID. If you submit claims under multiple tax IDs, you will need to register for each tax ID.

## CALL TO ACTION

Email your feedback about the CLTS Waiver Program to [DHSCLTSWaiverRenewal@dhs.wisconsin.gov](mailto:DHSCLTSWaiverRenewal@dhs.wisconsin.gov).

## DID YOU KNOW?

To be in the CLTS Provider Directory, you must [register](#) as a CLTS provider through the enhanced registration process.

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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.

# ATTACHMENT A

## Contacts for Children's Long-Term Support 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 county waiver agency.

[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 Waiver Program Provider Registry and Public Directory Overview



### DHS REVIEWS

**DHS will verify documents and qualifications and make a determination on submissions.**

The provider is either initially qualified, is asked to submit more information, or does not meet the initial qualification requirements.



### CWAS VIEW PROVIDER REGISTRATION

**CWAs can view initially qualified providers' registration and documents on the Provider Registry Gateway.**

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.**

The application consists of basic information, agreement, and required qualifying documents.



### DHS ADDS PROVIDER TO DIRECTORY

**Initially qualified providers are added to the public CLTS Provider 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.



### PROVIDERS DELIVER AUTHORIZED SERVICES

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

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

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