

Children's Long-Term Support Provider Bulletin

Information for CLTS Program Providers

As a CLTS Program 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 program information directly to you.



Get ready for a new claims payer in spring 2025

The Wisconsin Department of Health Services (DHS) is preparing to change the claims payer for the CLTS Program. Wisconsin Physicians Service (WPS) is the current third-party administrator (TPA). In spring 2025, we will transition the CLTS Program claims payer to Gainwell Technologies. Here's the latest on the transition:

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

Changes to the claims process

As a CLTS Program provider, you will begin submitting all claims, for all dates of service, to Gainwell instead of WPS on April 25, 2025. WPS will not process any claims received on or after April 25, 2025.

Starting April 25, 2025, you'll be able to:

- Enter claims using the Claims Wizard in the ForwardHealth Portal.
- Automatically create a claim from a prior authorization in the ForwardHealth Portal.
- Create a new claim by copying a paid claim in the ForwardHealth Portal.
- Submit claims 24 hours a day, seven days a week.
- Get real-time feedback about claim submission errors. This will improve efficiency, reduce billing and processing errors, and speed up claims processing.

Using the ForwardHealth Portal

You do not need to sign up for the ForwardHealth Portal to enter claims, so in order to use the Portal, you will receive important information by mail. We'll assign you a Medicaid ID to use for submitting claims to Gainwell.

You'll get two letters from ForwardHealth with:

- A PIN to log in to the ForwardHealth Portal.
- A unique CLTS Medicaid ID number.

It's important to keep these letters—please don't lose them! You'll need them to submit claims on the ForwardHealth Portal. You'll receive the letters from ForwardHealth with your Portal login information in January 2025.

More information about the claims payer transition

We're here to help ensure a smooth transition. Visit the [TPA Transition for Providers webpage](#) for:

- Detailed information about claim submissions with Gainwell.
- Resources on how to use the ForwardHealth Portal.

CLAIMS PAYER

An organization that performs administrative and financial duties related to claims. A claims payer processes and pays claims for provider services.

LEARN MORE

Get more information on the [TPA Transition for Providers webpage](#). Make sure to open the **Provider ID requirements** dropdown.

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- News on transition events, including presentations and recordings of demonstrations and webinars. ❖

Make sure you get information about the claims payer transition—review your CLTS Provider Registration for accuracy

Please take a moment to visit the CLTS Provider Registry and review your provider information.

How do I update my CLTS Provider Registration?

Head to the [CLTS Provider Registry](#). You'll want to make sure your billing contact name and directory locations are up to date.

Here's how to add, delete, or change contact information in the registry:

1. Log into your account in the [CLTS Provider Registry](#) using your username and password.
2. Click on your current registration ID number.
3. Click **Submit Changes**.
4. Update the Billing Contact information. Review the prepopulated information, update it, and click **Next** to continue.
5. On the Directory Location page, select the radio button for each location and click **Save** and **Continue**. If you have more than one location, you'll complete this step for each location.
6. Once the location is populated, you can change or update information, and select the counties you provide services in and the CLTS Program services you provide.
7. Once complete, click **Submit/Finish** to save your changes. ❖

Help keep participants safe by reporting incidents

Together, you, us, and county waiver agencies (CWAs) work to keep program participants safe and healthy. The Centers for Medicare & Medicaid Services (CMS) requires you to report incidents to support

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and service coordinators (SSCs) that threaten the physical or mental health, safety, or well-being of a child or youth enrolled in the CLTS Program.

Not only are you required to notice and report safety and health incidents, you are also uniquely positioned to help, thanks to your close relationships with participants and families. With your help, CWAs and SSCs can help ensure participant safety. When you report an incident, CWAs and SSCs talk with the family about what changes to supports and services could help keep the participant safe and healthy.

By reporting and learning about incidents, we work together to prevent other incidents from happening.

What is an incident?

The following events or situations are the types of incidents involving participants that you must report to the SSC:

- Death of the participant
- Abuse, neglect, or financial exploitation
- Use of an unapproved restrictive measure
- Law enforcement contact or investigation involving the participant
- Hospitalization due to:
 - Errors in medical or medication management
 - Involuntary or voluntary psychiatric emergency

You must report both:

- **Actual** incidents (that you know have happened)
- **Alleged** incidents (that you suspect or heard have happened)

How do I report an incident?

You should report an incident to the SSC as soon as possible after learning of it. Be ready to provide as much of the following information about the incident as possible. It's okay if you don't have all of this information—you should still call the SSC with what you know.

FOR YOUR INFORMATION

Call 911 if the participant is in immediate danger or experiencing an emergency.

For more information about [incident management for the CLTS Program](#), see [Children's Incident Reporting for Providers, P-02613](#).

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- Day and time
- Who was there
- Which family members you talked to
- What led to the incident
- How the incident was resolved (if applicable)
- Any injuries
- If you made or will make a Child Protective Services report

As a provider, you're required to report incidents to the SSC. However, you are also encouraged to contact the participant's SSC at any time to talk about their services. ❖

Transportation services in the CLTS Program

The CLTS Program aims to help children reach their goals, take part in their community, and access needed services. The transportation service helps them do that. It pays you, as a CLTS Program provider, to give participants rides to and from CLTS Program supports and services and meaningful community activities.

What does the transportation service fund?

The CLTS Program will pay you to drive participants to and from CLTS Program supports and services in the following ways:

- **Mileage reimbursement:** Pays you for the exact distance you drive based on the starting and ending points of the trip.
- **Per-trip reimbursement:** Pays you a set rate for a one-way trip. A trip to and from a CLTS Program support and service or a community activity counts as two one-way trips.

You can claim both mileage and per-trip reimbursement if a participant needs wheelchair-accessible transportation. This is the only time you can claim both reimbursements at the same time.

The CLTS Program may pay you **mileage-only reimbursement** in addition to your provider reimbursement to drive participants during a CLTS Program service. For example, a daily living skills (DLS) provider drives the participant into the community during DLS authorized hours. The provider may be paid mileage-only reimbursement in addition to the DLS reimbursement.

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What's not allowed?

Here's what is **not included** in the transportation service:

- **Mileage or one-way trips for the start or end of your shift.**
 - For example, a respite provider driving to a participant's home to begin their respite shift. This is not a covered service.
 - In some cases, you can make an outlier rate request if you travel outside your usual service area. This would give a higher rate of pay to make up for drive time and mileage.
- **Trips to medical appointments.**
 - All CLTS Program participants can get non-emergency medical transportation as Wisconsin Medicaid members. This helps them get to health care appointments and pharmacies.
 - Visit the [Non-Emergency Medical Transportation webpage](#) for more information.
- **Trips to and from school.**
 - This includes anything the school organizes, pays for, or must provide for students.
 - Families need to arrange school-related trips directly with their school. ❖

Get local support from Wisconsin Wayfinder

Wisconsin Wayfinder is a free, confidential resource for both families and people who work with children and youth with special health care needs—that's you! As a CLTS Program provider, you can call Wisconsin Wayfinder to talk with a children's resource guide.

Our children's resource guides can help you find resources that are outside your normal scope of practice. The goal is always to support families of children and youth with delays, disabilities, special health care needs, or mental health conditions.

The guides work out of the five Children's Resource Centers located across the state. They are trained to help both families and providers.

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They can help you:

- Connect to local community resources
- Learn about and find supports and services for the families you serve
- Get answers to your questions

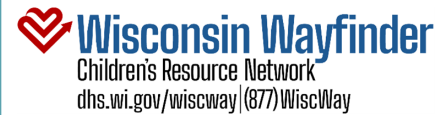
The phone line supports more than 200 languages. We also have [Wisconsin Wayfinder publications](#) in English, Hmong, and Spanish.

Help families connect to resources, too

Help promote Wisconsin Wayfinder! Here's how:

- **Get to know your local Children's Resource Center and the guides there.** Having a strong relationship will help share knowledge and expertise.
- **Share marketing materials in your offices.** Find printable materials on the [Wisconsin Wayfinder publications](#) webpage. Or, email DHSWiscWaySupport@dhs.wisconsin.gov to ask for brochures, posters, or flyers.
- **Ask questions and let us know what you need.** Don't hesitate to reach out! Send questions and feedback about Wisconsin Wayfinder to DHSWiscWaySupport@dhs.wisconsin.gov. ❖

GET IN TOUCH



Call the toll-free phone number 877-WiscWay (877-947-2929) and talk to a live person. They will help connect you to your Children's Resource Center.

You can also visit the [Wisconsin Wayfinder webpage](#) to find information and resources.

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The Children's Long-Term Support (CLTS) Program helps children with disabilities and their families through supports and services that help children grow and live their best lives. It is a home and community-based service waiver. It uses a Medicaid waiver to fund services for kids with disabilities. A waiver lets states use Medicaid to fund additional non-medical services and supports not normally offered. The CLTS Program aims to keep kids at home instead of at an institution.

For more information, visit the [CLTS Program: Information for Providers](#) webpage.

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