Provider Users:
View, Update, and Renew a Registration

General Introduction

This guide explains how to view, update and renew a registration in the CLTS Provider Registry. At the end, you will know how to:

- View "My Registrations."
- Update a pending registration.
- Edit an approved registration.
- Submit changes for an approved registration.
- Renew a registration.

View Provider Registrations

First, log into the CLTS Provider Registry entering your username and password.

View CLTS Provider Home

After logging in, you can view your registrations and important contact information for providers.

View My Registrations

In the My Registrations view, you can see:
- Registration ID
- Business Name
- Status
- Current*
- Submission Type

*If there is more than one registration for a provider, the checkmark indicates which is currently in effect.

Click the Registration ID to go to the Detail page.

On the Registration Detail page, you can view, update, print, and download information.

This registration is Initially Approved, as noted in the Status field.

Here is the same registration with its directory locations, uploaded files, and approval records.

Notifications About Registrations

You may receive email notifications about your registrations for several reasons:
- A registration is approved (or denied).
- A pending registration requires additional information.
- The certification or license you used as the basis for a qualification is coming due.
- A registration is coming up for renewal.
- A new or existing registration has been inactivated.

Update Pending Registrations

During its review, the Wisconsin Department of Health Services (DHS) may change the status to Registration Pending Additional Information.

Click **Update Registration**, go through the registration flow to update information as needed, and submit.
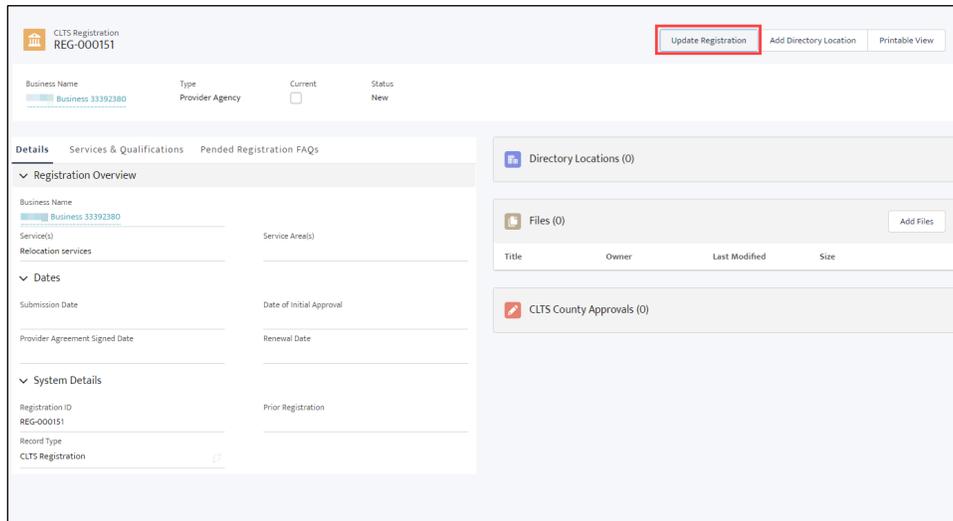
Update Approved Registrations

Providers are expected to maintain accurate information for their account and approved registrations.

Updates made to a registration may or may not require a DHS review or approval.

Edit Approved Registrations

The following edits do not require DHS review:
- Updating service area(s)
- Removing services
- Updating billing contact information (name, title, phone, mobile, fax, email)
- Updating certifications and experience for qualifications
- Adding or updating directory locations
- Adding or removing files

If no review is required, you can directly edit fields in the registration.

For example, to edit billing contact information, start by clicking into the Business Name.

Next, click the pencil icon in the account view.

This will enable the fields in the Billing Contact section. Make your edits and click **Save**.

Update Approved Registrations

The following updates **do** require DHS review and you must submit the changes:

- Changing the Business Name, Tax ID, Tax ID Type, W-9 Name, W-9 Exempt Status, Owner SSN, and National Provider ID (NPI)
- Adding services
- Adding qualifications (Type and Provider Type)

Submit Changes for Approved Registrations

Click **Submit Changes.**

Click **Next** and go through the registration flow to update information as needed.

CLTS Provider Registration Submit Changes

Changes to the following fields require DHS review and approval. Clicking Next will allow you to review and update your current information. Information from your current registration has been pre-populated. Please review and update information as applicable. Submitting these changes will send your registration for DHS review and approval.

Clicking the Next button below will send you to the process flow that allows you to review and update current information that requires DHS review and approval including:

- Changes to Business Name, Tax ID, SSN, or NPI
- Add or edit Services
- Add or edit Service Areas
- Add or edit Provider Types

If you need to change the following fields, you can do so directly from the registration page by click on the Edit button or pencil icon.

- Business Address, Website, or Phone
- Billing Contact (Name, Title, Phone, Mobile, Fax, Email)
- Directory Locations
- Service Qualifications

Closing this window will return you to your registration.

Next

After completing the registration flow, click **Submit**.

Thank you for completing your CLTS provider registration!

Clicking the Submit button below will submit your registration to DHS for review. You will receive a confirmation email message indicating your registration was received.

After your information and qualifications are reviewed, you will receive an email notification from DHS regarding your status. If you are initially approved, DHS will add your information to the public CLTS Provider Directory . DHS will share your information with the county waiver agency(ies) in the county(ies) you are willing to deliver services. They will handle the rest of the process. That may include:

- Completing caregiver background checks
- Issuing contracts
- Authorizing services

If you have any additional comments you would like to include with your registration, please enter them below before submission.

Previous   Submit

Submit Changes Vs. Renew

If your renewal is not due within the next 60 days, you can submit changes for DHS review, but you cannot renew.

Similarly, if your renewal is due within the next 60 days, you can renew your registration, but you cannot submit changes for DHS review.

This message is displayed when your renewal is not due in the next 60 days, but you clicked Renew.

Renew

The Wisconsin Department of Health Services requires providers to re-register every four years. You can submit your renewal registration within 60 days of your renewal date: September 8, 2026.
Prior to your renewal date you will receive an email notification that the renewal period is available.

Finish

This message is displayed when a renewal is due within 60 days, but you clicked Submit Changes.

CLTS Provider Registration Submit Changes

The Wisconsin Department of Health Services requires that CLTS Program providers re-register every four years. Since your renewal is due on [Renewal Date] clicking Next will direct you to the renewal flow which will incorporate the change(s) you were trying to make into the renewal process.

If you are not ready to complete your renewal right now but wish to make changes to the following fields, you can do so directly from the registration page:

- Business Address, Website, or Phone
- Billing Contact Name, Title, Phone, Mobile, Fax, or Email
- Directory Locations
- Service Qualifications

Closing this window will return you to your registration.

Next

Renew a Registration

60 days before your renewal date, you will receive an email notification. After you log into the CLTS Provider Registry, you will find your information pre-populated in the registration.

Click **Renew.**

You can update the fields as needed. This includes adding, editing, or removing services, qualifications, and directory locations.

You will receive email reminders to log in and renew at 45, 15, and 5 days before your renewal deadline.

Summary

This presentation covered the following topics:
- View "My Registrations."
- Update a pending registration.
- Edit an approved registration.
- Submit changes for an approved registration.
- Renew a registration.

Conclusion

- This concludes the guide on how to view, update, and renew registrations in the CLTS Provider Registry.
- If you have specific questions concerning provider registrations, please call the CLTS Provider Contact Center at 833-940-1576.