



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.

WISCONSIN DEPARTMENT of HEALTH SERVICES **CLTS Provider Registry**

Welcome to the Wisconsin Department of Health Service's (DHS) Children's Long-Term Support (CLTS) Program Provider Registry and Directory System

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.

DHS administers the CLTS Provider Registry for the continuous, open enrollment of providers. DHS and CWAs share joint responsibility for deeming providers willing and qualified to deliver CLTS Program services. DHS maintains the online provider registration system, deems providers initially qualified, and places them on the public CLTS Provider Directory. CWAs fully qualify an initially qualified provider by accessing provider information and initial qualification documentation reconfirming the provider's credentials and ensuring the provider has met participant-specific training and other service description requirements prior to authorizing services.

Provider Registry Log-In Information
Providers of Service
Providers will have a username that will be appended with @cltspvdrregistry.wi.gov.
Providers will use the username and password fields to log in.
If providers forget their password, you can click on the "Forgot password" button and enter your username to receive an email that allows you to reset your password.
If providers forget their username, you can call the CLTS Provider Contact Center at 833-940-1576 for assistance

CWAs
CWAs will use your Wisconsin Web Access Management System (WAMS) ID to log in.
CWAs will use "WAMS Login" button to log in.
If a CWA forgets their WAMS ID or password, go to the [Wisconsin Web Access Management System](#) and choose Profile Management.

Providers enter your username + @cltspvdrregistry.wi.gov and password here to log in.

Username

Password

Log in

[Forgot your password or username?](#) [Not a registered provider?](#)

County Waiver Agencies use WAMS Login button to log in.

WAMS Login

View CLTS Provider Home

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

WISCONSIN DEPARTMENT of HEALTH SERVICES **CLTS Provider Registry**

My Registrations Search...

Click on the Registration ID to review your registration details, make updates, select new service, and renew.

Current Registration

Registration ID	Business Name	Submission Type	Status
REG-000043	[Blurred]	Initial	Submitted

[View All](#)

Contacts for CLTS Program Providers

CLTS Provider Contact Center 833-940-1576
Monday through Friday: 8:00 a.m. - 4:30 p.m.

Authorized Service and Claims Processing Questions
Wisconsin Physicians Service (WPS) 877-298-1258
Monday through Friday: 8:00 a.m. - 4:30 p.m.
[CLTS Provider Resources | WPS \(wpshealth.com\)](#)

Become Authorized for Service Delivery
Contact the County Waiver Agency

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.

WISCONSIN DEPARTMENT of HEALTH SERVICES **CLTS Provider Registry**

My Registrations Search...

My Registrations

31 Items • Sorted by Registration ID • Filtered by All clts registrations - Type • Updated 22 minutes ago

Registration ID	Business Name	Status	Current	Submission Type
1 REG-000012	[Blurred]	Initially Approved	<input checked="" type="checkbox"/>	Initial
2 REG-000019	[Blurred]	New	<input type="checkbox"/>	Initial

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

The screenshot shows the 'My Registrations' page for 'CLTS Registration REG-000012'. At the top, there are buttons for 'Update Registration', 'Add Directory Location', and 'Printable View'. Below this, the registration details are displayed:

- Business Name: [Redacted]
- Type: Sole Proprietor
- Current:
- Status: Initially Approved

The 'Details' tab is active, showing a 'Registration Overview' section with the following information:

- Business Name: [Redacted]
- Service(s): Adult family home
- Service Area(s): Adams;Calumet
- Submission Date: 8/11/2022 1:17 PM
- Date of Initial Approval: 8/11/2022
- Provider Agreement Signed Date: 8/11/2022
- Renewal Date: 8/11/2026
- Registration ID: REG-000012
- Prior Registration: [Redacted]
- Record Type: CLTS Registration

Other sections include:

- Directory Locations (1):** A table with columns Name, Services, Service Area, and Street. One entry is shown: [Redacted], Adult family home, Adams;Calumet.
- Files (6+):** A table with columns Title, Owner, Last Modified, and Size. Six files are listed with various sizes and modification dates.
- CLTS County Approvals (1):** A table with columns CLTS County ID, County, Status, and Comments. One entry is shown: CWA-000000, Adams, Not Approved.

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

This is a close-up view of the registration details. The 'Status' field is highlighted with a red box and contains the text 'Initially Approved'. The other fields are as follows:

- Business Name: [Redacted]
- Type: Sole Proprietor
- Current:
- Status: Initially Approved

The 'Details' tab is active, showing the 'Registration Overview' section with the following information:

- Business Name: [Redacted]
- Service(s): Adult family home
- Service Area(s): Adams;Calumet
- Submission Date: 8/11/2022 1:17 PM
- Date of Initial Approval: 8/11/2022
- Provider Agreement Signed Date: 8/11/2022
- Renewal Date: 8/11/2026
- Registration ID: REG-000012
- Prior Registration: [Redacted]
- Record Type: CLTS Registration

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

Directory Locations (1)

Name	Services	Service Area	Street
[Redacted]	Adult family home	Adams;Calumet	[Redacted]

[View All](#)

Files (6+)

[Add Files](#)

Title	Owner	Last Modified	Size
abc	[Redacted]	8/12/2022 11:52 AM	92KB
[Redacted]	[Redacted]	8/12/2022 8:46 AM	153KB
[Redacted]	[Redacted]	8/12/2022 8:45 AM	7MB
[Redacted]	[Redacted]	8/12/2022 8:45 AM	24MB
[Redacted]	[Redacted]	8/12/2022 8:45 AM	301KB
[Redacted]	[Redacted]	8/12/2022 8:44 AM	28KB

[View All](#)

CLTS County Approvals (1)

CLTS County ID	County	Status	Comments
CWA-000000	Adams	Not Approved	[Redacted]

[View All](#)

Notifications About Registrations

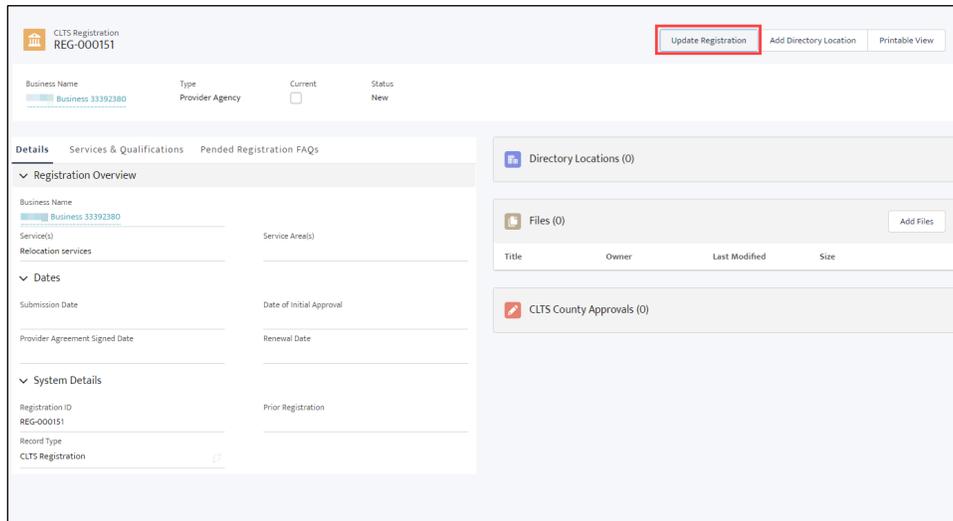
You may receive email notifications about your registrations for several reasons:

- 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.

Details Services & Qualifications

▼ Registration Overview

Business Name
 Provider

Service(s)
 Child care services;Grief and bereavement counseling;Home modifications

Service Area(s)
 Adams;Ashland

▼ Dates

Submission Date 9/8/2022 4:58 PM	Date of Initial Approval 9/9/2022
Provider Agreement Signed Date 8/30/2021	Renewal Date 8/30/2025

▼ System Details

Registration ID REG-000367	Prior Registration REG-000357
Record Type CLTS Registration Approved	

Next, click the pencil icon in the account view.

Organization
 Provider

Organization Record Type CLTS Account Provider	Business Type Individual/Sole Proprietor	Current Registration
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Organization Name
 Provider

Business Type
 Individual/Sole Proprietor

Business Type Other

NPI

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

▼ Billing Contact

<p>*Billing First Name <input type="text"/></p> <p>*Billing Last Name <input type="text"/></p> <p>Billing Title <input type="text"/></p> <p>*Email <input type="text"/></p> <p>Billing Address <input type="text"/></p> <p>Billing Street <input type="text"/></p> <p>Billing City <input type="text"/></p> <p>Billing Zip/Postal Code <input type="text"/></p>	<p>*Phone <input type="text"/></p> <p>Mobile <input type="text"/></p> <p>Fax <input type="text"/></p> <p>*Website <input type="text"/></p> <p style="text-align: center;">Search Address</p> <p>Billing State/Province <input type="text" value="WI"/></p> <p>Billing Country <input type="text" value="United States"/></p>
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▼ System Information

Parent Organization Current Registration

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**.

**WISCONSIN DEPARTMENT
of HEALTH SERVICES**

CLTS Provider Registry

My Registrations

CLTS Registration
REG-000336

Add Directory Location

Submit Changes

Renew

Business Name	Type	Current	Status
<input type="text"/>	Sole Proprietor	<input checked="" type="checkbox"/>	Initially Approved

Details Services & Qualifications

▼ Registration Overview

Business Name

Service(s)

Safety planning and prevention

Service Area(s) Adams, Barron

▼ Dates

Submission Date	Date of Initial Approval
9/6/2018 1:36 PM	9/6/2018
Provider Agreement Signed Date	Renewal Date
9/6/2018	9/6/2022

▼ System Details

Registration ID	Prior Registration
REG-000336	
Record Type	
CLTS Registration Approved	

Please keep your approved registration up to date! Clicking on the pencil icon will allow you to edit the following information without review and approval from DHS:

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

Clicking the Submit Changes button above will send you to the process flow that allows you to submit 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 are within 60 days of your renewal date, you will be prompted to complete the renewal process.

Directory Locations (1)

Name	Services	Service Area	Street
<input type="text"/>	Safety planning and pre...	Adams, Barron	123212 Facility Street

[View All](#)

Files (0)

Title	Owner	Last Modified	Size
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CLTS — Provider Users: View, Update, and Renew a Registration

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**.

The screenshot shows the 'My Registrations' page for a user named Carrie Dalgetty. The registration ID is REG-000012. The business name is 'Test Account 27', the type is 'Sole Proprietor', and the status is 'Initially Approved'. The 'Renew' button is highlighted with a red box. The page is divided into two main sections: 'Details' and 'Services & Qualifications'. The 'Details' section includes a 'Registration Overview' with fields for Business Name, Services, and Service Areas, and a 'Dates' section with submission and renewal dates. The 'Services & Qualifications' section includes a 'System Details' section with the registration ID and a 'Prior Registration' field. A large text block on the right provides instructions on how to keep the registration up to date and what to do if the user needs to change their registration type or SSN. A 'Next' button is visible at the bottom right of the page.

My Registrations

CLTS Registration
REG-000012

Business Name: Test Account 27
Type: Sole Proprietor
Current:
Status: Initially Approved

Details Services & Qualifications

Registration Overview

Business Name: Test Account 27
Services: Daily living skills training
Service Area(s): Brown

Dates

Submission Date: 1/24/2020
Date of Initial Approval: 4/2/2024
Provider Agreement Signed Date: 1/24/2020
Renewal Date: 1/24/2024

System Details

Registration ID: REG-000012
Prior Registration:

Please keep your approved registration up to date! The following items can be changed without DHS review or approval. To edit:

- Business Address, Website, or Billing Contact (Name, Title, Phone, Mobile, Fax, Email) – click on your Business Name and edit the fields with the pencil icons,
- Directory Locations – click the Organization Name and edit the field with pencil icons, or click on the Add Directory Location button,
- Services & Qualifications – click on the Services & Qualifications tab, then under Qualifications click the Qualification ID or View All to see a list of qualifications

Clicking the Submit Changes button below will send you to the process flow that allows you to submit information that requires DHS review/approval including:

- Changes to Business Name or NPI
- Add or delete Services: Note you must select ALL service types you want to deliver including your current service types(s)
- Add or edit Service Areas
- Add or edit Provider Types

If you need to change your Registration Type, Tax ID or SSN, a new registration needs to be completed. Please log out of the Provider Registry. From the home page, select "Create a new provider account" to start the process.

If you are within 60 days of your renewal date, you will be prompted to complete the renewal process.

Next

CLTS Provider Registration Renewal

Welcome to the Wisconsin Children's Long-Term Support (CLTS) Provider Online Registration renewal.

The Wisconsin Department of Health Services requires providers to re-register every four years. Your renewal is due on {!currentRegistrationRenewalDate}.

Before you start the online renewal:

1. Gather your business information needed for the registration process.
 - a. Documents that include your business name as reported to the Internal Revenue Service (IRS), your Tax ID Number (TIN), and either your federal Employment Identification Number (EIN) or your Social Security number (SSN).
 - b. Licensure or certification credentials, if required, based on the selected CLTS service description.
 - c. Training and work experience information, if required, based on the selected CLTS service description. For qualification requirements see Chapter 4 of the [Medicaid Home and Community-Based Service \(HCBS\) Waiver Manual for the CLTS Waiver Program, P-02256](#).
 - d. National Provider Identifier (NPI)—Only providers delivering medical services or equipment are required to have an NPI.
2. During the registration, you will be redirected to an external website to complete and upload a CLTS Program Provider Agreement and Acknowledgement of Terms of Participation for Service

For your convenience, information from your current registration has been pre-populated. Please review and update information as applicable.

Next

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.