

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 AND DIRECTORY

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 Registration Process

Background

To standardize the provider registration and qualification process across the state and establish a single, statewide directory of providers for participants, families, and other stakeholders, the Wisconsin Department of Health Services (DHS) has enhanced the online provider registration system and developed a public Children's Long-Term Support (CLTS) Provider Directory where all initially qualified providers will be listed. Using this enhanced online

provider registration process, DHS and county waiver agencies (CWAs) jointly qualify CLTS waiver providers.

The Enhanced Registration Process

The first step in standardizing and jointly qualifying providers is for all providers to register with DHS in a new system. To do this, the CLTS Medicaid Waiver Program has enhanced the online registration process for providers. DHS is releasing the enhanced registration process in waves by provider type. During each wave, DHS will ask providers of the corresponding type to register or re-register using the enhanced process:

- The first wave includes financial management service (FMS) providers.
- The second wave includes provider agencies (agencies that employ workers).
- The third wave includes sole proprietor providers (individuals that do not employ workers).

During the enhanced registration process, in addition to submitting your provider information and a signed CLTS Medicaid Waiver Provider Agreement, you will be required to complete a new step and attach your qualifying credentials based on the services you offer. The enhanced registration process is outlined in the Attachment of this bulletin.



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This enhanced registration process will be easier for you, as you will now only need to submit your credentials to DHS for review and initial approval for service delivery on a statewide basis. After registering with DHS, you will no longer need to submit the same documents to multiple CWAs for approval of your qualifying credentials for delivering services to CLTS participants.

Registering with DHS under the enhanced process will also result in your business information being included on the statewide public CLTS Provider Directory. This directory will allow 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 will also be required to re-register and submit a new signed and completed CLTS Medicaid Waiver Provider Agreement and updated qualification documentation every four years.

DHS will send a reminder email 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, your address, and contact information.

The Enhanced Registration and Directory Process for Financial Management Service Providers

The information in this section is specific to FMS providers and their registration process but still provides an overview of the enhanced online registration process and joint qualifying process for providers as a whole. If you are not an FMS provider, your registration process has not yet been enhanced. DHS will notify you once it is ready for you to use.



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Financial Management Service Providers

DHS is planning to launch the enhanced online registration in late November 2019, and the first wave will focus on FMS providers.

DHS will send a notice to all currently registered FMS providers that includes instructions, a link to the new enhanced registration, and the deadline date for completing the enhanced registration process.

Following the DHS review and approval of your FMS provider credentials, your business name and contact information will be added to the CLTS Provider Directory.

Getting Ready

The enhanced online CLTS provider registration is easy and only takes 10–20 minutes to complete. We recommend completing the whole registration

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process in one sitting. To help you do this, we have listed all the items you need 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 (IRS), Tax ID Number (TIN), Federal Employment Identification Number (EIN) or your Social Security number (SSN)
- Licensure or certification credentials, if applicable.
- A prepared description of your training and work experience information, such as your bookkeeping experience.

Registration Instructions

Once you have gathered all these items, you are 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 experience in filling out this registration.

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 cannot complete your registration in one sitting, or your computer times out.
- If you cannot 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. 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.

DID YOU KNOW?

The registration process has been enhanced for FMS providers. The enhanced registration for provider agencies and sole proprietors will occur in waves during 2020.



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After You Have Registered

DHS will review your registration information and your requested qualification documents. If your qualification documents meet the [DHS service description standards](#), you will be approved as an initially qualified provider. Your contact information will also be added to the online CLTS Provider Directory available to the public.

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 qualification documentation. 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.

WPS Claims Corner

Under the CLTS Waiver Program Rate-Setting Initiative, certain service rates are determined by provider type. Two Provider Qualifier codes are used by CWAs to identify whether a provider is an agency or an individual to establish the appropriate rate:

- Code “24” designates an agency provider and results in an agency rate.
- Code “34” designates an individual provider and results in an individual rate.

When direct care workers are authorized by CWAs to deliver respite care, supportive home care, daily livings skills training, mentoring, or child care to a CLTS participant, and they are paid through an FMS provider, the services must **always** be authorized using the “34” Provider Qualifier code to be paid at the individual rate.

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Contacts for CLTS Waiver Providers

General Information

www.dhs.wisconsin.gov/clts

Provider Information

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: 8:00 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



Claims Processing and Authorized Service Questions

877-298-1258

Monday through Friday: 8:00 a.m.–4:30 p.m.

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

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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

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



PROVIDER APPLIES ONLINE

All new and existing providers are required to register or re-register using the enhanced system.

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

DHS REVIEWS

Verify documents and qualifications.

Provider is either initially qualified, requested to submit more information, or denied.



CWA PROVIDER REGISTRY GATEWAY

CWAs can view initially qualified providers' registration and documents.

CWAs review and confirm documentation and assist participants in finding the best provider for their needs.

Providers may need to seek additional training or screenings to provide services for a specific child.

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.



CWAs AUTHORIZE FULLY QUALIFIED PROVIDERS TO DELIVER SERVICES

for a specific participant.

CWAs issue a service authorization for each specific participant, services are delivered to the participant, and then the provider submits claims.



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