

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 PROCESS

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 Enhanced Registration Process

The Wisconsin Department of Health Services (DHS) has enhanced the Children's Long-Term Support (CLTS) Waiver Program's online provider registration system to standardize the qualification process across the state. DHS has also developed a single, statewide CLTS Provider Directory where all initially qualified providers will be listed and available to the public, including participants, families, and other stakeholders. Using this enhanced online provider registration process, DHS and county waiver agencies (CWAs) jointly qualify CLTS waiver providers. For more

information on the joint qualification process, refer to the [Children's Long-Term Support \(CLTS\) Waiver: Provider Registration](#) page.

The CLTS Waiver Program categorizes providers into three groups:

- Fiscal Agent or Intermediary—a provider who delivers financial management services (FMS) and issues payments to self-directed workers
- Provider Agency—an agency that directly employs staff to deliver services and supports
- Sole Proprietor—a self-employed individual who delivers services and supports and does not employ staff for service delivery

The information in this section is specific to sole proprietors and their registration process. The FMS provider and provider agency registrations have already been enhanced, and qualified FMS providers and provider agencies are now listed on the public CLTS Provider Directory. All existing FMS providers and provider agencies who have not yet completed the enhanced registration should do so immediately.

Definition of a Sole Proprietor


A sole proprietor is a provider who:

- Does not employ anyone else.
- Delivers direct services themselves.
- Bills the third-party administrator, Wisconsin Physician Services (WPS), directly.

Direct care workers employed by provider agencies or paid by fiscal agents are not sole proprietors and do not need to register.

Enhanced Registration Process for Sole Proprietors

DHS has launched the enhanced online registration for sole proprietors. All existing sole proprietors must register with DHS using this process. To be among the first sole proprietors listed in the Provider Directory, providers should finish their registration by June 30, 2020.

 **... Providers should finish their registration by June 30, 2020.**

Once you have successfully completed the sole proprietor registration process, DHS will review your registration information and verify your credentials. If your registration information and credentials meet the selected CLTS service description requirements, DHS will issue you

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an initially qualified approval notice and include your business name and contact information on the CLTS Provider Directory.

Getting Ready

The enhanced online CLTS provider registration takes 10–20 minutes to complete. We recommend completing the entire registration process in one sitting. To help you do this, we have listed the items needed 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 and your Tax ID Number (your Federal Employment Identification Number or your Social Security number)
- The CLTS waiver services you are seeking to register (You can review the services in the [Medicaid Home and Community-Based Services \[HCBS\] Waiver Manual for the CLTS Waiver Program](#). Each service has unique credentialing criteria that you will need to include with your registration.)
- A National Provider Identifier if required by your service type (Only providers who deliver medical services or equipment are required to have a National Provider Identifier. For more information about federal National Provider Identifier requirements, or to apply for a number, see the National Plan and Provider Enumeration System website at <https://nppes.cms.hhs.gov>.)
- Licensure or certification credentials, if applicable, as per the [DHS CLTS service description standards](#)

Registration Instructions

Once you have gathered 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 registration experience.

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 re-enter registration information.

RESOURCES

Want a handy guide for what you need for registration?

Check out our [tip sheet!](#)

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- 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 can't complete your registration in one sitting or your computer times out.
- If you can't 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 successfully 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.

After You Register

DHS will review your registration information and uploaded credentials. If your information and credentials meet the [DHS service description standards](#), you will be approved as an initially qualified provider.

DHS will contact you for more information if your registration information or uploaded qualification documents are not complete.

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 uploaded credentials. 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.

As part of fully qualifying a sole proprietor, CWAs will conduct caregiver background checks. The requirement for the completion of a caregiver background check applies to all sole proprietors who deliver services listed on a participant's Individual Service Plan and meet the definition of a caregiver.

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Registering with DHS under the enhanced process and approval as an initially qualified provider will list your business information on the statewide public CLTS Provider Directory. This directory gives families, participants, CWAs, and other stakeholders an easy way to search for your business information and request your services.

Four-Year Re-Registration Requirements

Providers are required to re-register and submit a new signed and completed CLTS Waiver Provider Medicaid Agreement form and updated qualification documentation every four years.

DHS will send a reminder 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, address, and contact 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.

REMINDER

All 2020 CLTS provider contracts for in-scope services covered under the CLTS rate-setting initiative should meet the DHS [standardized, statewide rate schedule](#).

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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 A

Contacts for Children's Long-Term Support (CLTS) Waiver Providers

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 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



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 (CLTS) Waiver Program Provider Registry and Public Directory Overview



DHS REVIEWS

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

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

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.