

# County Waiver Agency Prior Authorization Error Checklist

If you receive an error on your Prior Authorization (PA) Response File, use the space available in this checklist to help resolve the error.

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Dates of your PA:

Start Date \_\_\_\_\_ End Date \_\_\_\_\_

## Participant

Is the participant enrolled in the Children's Long-Term Support (CLTS) Program? What are their dates of enrollment?



Look in the Eligibility and Enrollment System (EES) by using the Waiver Member Search to find the participant.

- Confirm the participant is enrolled in CLTS.
- Participant's enrollment date \_\_\_\_\_
- Confirm the start date of your PA is on or after the participant's enrollment date.

Is the participant enrolled in Wisconsin Medicaid? What are their dates of Medicaid plan enrollment?



Look in the EES by using the Waiver Member Search to find the participant.

- Confirm the participant is enrolled in a Medicaid source.
- Participant's Medicaid plan dates \_\_\_\_\_ to \_\_\_\_\_
- Confirm the start date of your PA is within the participant's Medicaid plan dates.

Note: You could also use the Weekly CLTS Waiver Enrollment Report in SAS to look up the participant's enrollment in Wisconsin Medicaid. The Children's Long-Term Support Program SAS webpage ([dhs.wi.gov/clts/waiver/county/sas.htm](https://dhs.wi.gov/clts/waiver/county/sas.htm)) offers guidance on using the report.

## Provider

Does the PA include the provider's CLTS Medicaid ID?



Look in the CLTS Provider Registry to find the provider.

- Confirm the PA has the correct provider Medicaid ID.
- Provider's Medicaid ID from the Registry \_\_\_\_\_
- Confirm the provider's status is approved in the CLTS Provider Registry.
- Confirm the PA is within the provider's renewal dates.
- Provider's renewal dates \_\_\_\_\_ to \_\_\_\_\_

## Service

Are the procedure code and modifier correct?



Look in the 2025 CLTS Program Benefit Code Crosswalk, PDF ([dhs.wi.gov/publications/p02283-2025.pdf](https://dhs.wi.gov/publications/p02283-2025.pdf)) to find the codes for the PA.

- Confirm that the combination of procedure code and modifier is correct.
- Procedure code \_\_\_\_\_ Modifier (if needed) \_\_\_\_\_



Look in the Federal Procedure Code Limitations on Claims for County Waiver Agencies ([dhs.wi.gov/clts/waiver/county/fpc-limits.pdf](https://dhs.wi.gov/clts/waiver/county/fpc-limits.pdf)) (and subcontractors) for the code on the PA.

- Confirm the service is allowable for county waiver agencies (CWAs) or a CWA's subcontracted agency to provide.
- Procedure code \_\_\_\_\_ Modifier (if needed) \_\_\_\_\_ Allowable? \_\_\_\_



Look in the Centers for Medicare & Medicaid Services Valid International Classification of Diseases, 10th Revision (ICD-10) List (XLSX) ([cms.gov/medicare/coordination-benefits-recovery/overview/icd-code-lists](https://cms.gov/medicare/coordination-benefits-recovery/overview/icd-code-lists)) to find the ICD-10 diagnosis code.

- Confirm the ICD-10 diagnosis code.
- ICD-10 diagnosis code \_\_\_\_\_
- Confirm the diagnosis code has no decimals.

## Questions?

If you cannot resolve an error yourself, reach out to the CLTS Operations Team at 844-942-5870 or [cltsoperations@gainwelltechnologies.com](mailto:cltsoperations@gainwelltechnologies.com).