

Children's Long-Term Support Program County Waiver Agency Email Resources

The Wisconsin Department of Health Services (DHS) has received an increase in messages recently due to changes to the Children's Long-Term Support (CLTS) Program. To get your question to the right place and get a quicker response, follow these email guidelines.



Send a CLTS provider email to DHSCLTSProvider@dhs.wisconsin.gov for:

- Questions about using the CLTS Program Provider Registry.
- Questions about provider registration status.
- Provider communications about the registry and directory.



Send a CLTS Provider Relations email to DHSCLTSProviderRelations@dhs.wisconsin.gov for:

- CLTS providers asking for information about CLTS Program policy, operations, or CLTS waiver services.
- Questions about provider prior authorization (PA) issues.
- Provider integrity concerns.
- Timely filing waiver requests.
- Information about resolving provider payment issues.
- Questions about the CLTS Waiver Program Benefit Code Crosswalk.
- Questions about the CLTS Waiver Program Rate Schedule.
- Concerns about the CLTS Operations Team Support.



Send a CLTS Operations email to CLTSOperations@gainwelltechnologies.com for:

- Questions about logging in to the ForwardHealth Portal (the Portal).
- Questions about submitting PAs on the Portal.
- Questions about claims and payments.
- Questions about navigating the Portal.
- Information about requesting CLTS ForwardHealth login/PIN information.
- Setting up an electronic fund transfer.



Send a Bureau of Children's Services Technical Assistance Center email to DHSBCSTAC@dhs.wisconsin.gov for:

- CLTS Program policies.
- Participant eligibility and enrollment.
- Areas of program development.
- Data management and analysis.
- Integration of best practices into the local program service delivery structure.