

Children's Long-Term Support Program Provider 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.



The CLTS provider email (DHSCLTSProvider@dhs.wi.gov) is for:

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



The CLTS Provider Relations email (DHSCLTSProviderRelations@dhs.wi.gov) is for:

- Questions about CLTS Program policy, operations, or CLTS waiver services.
- Questions about provider prior authorization (PA) issues.
- Timely filing waiver requests.
- Information to resolve 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.



The CLTS Operations email (CLTSOperations@gainwelltechnologies.com) is for:

- Logging in to the ForwardHealth Portal (the Portal).
- Submitting PAs on the Portal.
- Questions about claims and payments.
- Questions about navigating the Portal.
- Requesting CLTS ForwardHealth login/PIN information.
- Setting up an electronic funds transfer.