

Payments for Children's Long-Term Support Program Services

The Wisconsin Department of Health Services (DHS) uses two ways to pay you for Children's Long-Term Support (CLTS) Program services: paper check or electronic funds transfer (EFT).

All payments are processed on Mondays. Claims submitted by 3 p.m. Central Time on Friday will be processed the following Monday.



Option 1: Payment by paper check.

DHS typically pays with paper checks. They are printed and mailed on the Tuesday of the week the payment is processed.



Option 2: Payment by EFT.

You may choose to receive payments by EFT, also known as direct deposit, instead of receiving paper checks. EFT payments appear in your account by Thursday of the week of the payment.

Even if you already receive EFT payments from ForwardHealth, you will need to sign up for a CLTS-specific EFT. The first time you set up an EFT, there will be a two-week lag time to verify your account.



Refer to the ForwardHealth Portal Electronic Payment training (vimeo.com/717493112) or the ForwardHealth Portal Electronic Funds Transfer User Guide, P-00963 (PDF) (dhs.wisconsin.gov/publications/p0/p00963.pdf) to learn how to sign up for EFT payments.

Questions?

Reach out to the CLTS Operations Team 844-942-5870 or cltsoperations@gainwelltechnologies.com.