

BACKGROUND

The Children's Long-Term Support (CLTS) Program helps children with disabilities and their families through supports and services that help children grow and live their best lives in their home and community.

The Wisconsin Department of Health Services (DHS) is preparing to change the claims payer for the CLTS Program. Wisconsin Physicians Service (WPS) is the current claims payer, also known as a third-party administrator (TPA). In 2025, DHS will transition the CLTS Program claims processing to Gainwell Technologies, which also serves as the fiscal agent for ForwardHealth.

PURPOSE

These FAQs are intended for current CLTS providers, new CLTS providers, and county waiver agencies (CWAs). DHS and Gainwell are committed to providing a smooth transition between WPS and Gainwell. This document explains what will change, what trainings will be available, and when the transition will happen.

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MEDICAID IDS AND LOGGING IN TO THE FORWARDHEALTH PORTAL

Question 1: I'm a registered CLTS provider, and I have never used the ForwardHealth Portal (the Portal). Will I be given a username and password? How do I log in for the first time?

Answer: Yes, Medicaid ID and PIN information to log in to the Portal was sent in January 2025 to providers enrolled in CLTS at that time. If you did not receive that information or have additional questions about logging in to the Portal, contact the Gainwell CLTS Operations Team at 844-942-5870 or cltsoptions@gainwelltechnologies.com.

Refer to the ForwardHealth Portal Basics/Navigation drop-down menu on the [Trainings](#) page of the Portal for guidance on how to set up a secure Portal account.

Question 2: I already have a ForwardHealth login and password to enter claims for other services (not CLTS). Can I use this same login for our CLTS services?

Answer: No, all CLTS providers (new or existing) will receive a unique CLTS Medicaid ID and PIN. Medicaid ID and PIN information to log in to the Portal was sent in January 2025 to providers enrolled in

CLTS at that time. If you did not receive that information, contact the CLTS Operations Team. Providers who enrolled in CLTS after January will receive letters in the mail.

Question 3: What if I do not know my Wisconsin Medicaid ID number?

Answer: CLTS-registered providers will receive their Medicaid ID number in their CLTS welcome letter. If you do not receive a welcome letter with your Medicaid ID, please contact the Gainwell CLTS Operations Team at 844-942-5870.

Question 4: I work with adults and children. Will I have two different Medicaid IDs? Do I need to register for an account for adult long-term care (LTC) services too?

Answer: Yes, you will have different Medicaid IDs: one for your adult services account and one for your children services account.

Each unique Medicaid ID tells us which program to pay for billed services. You need to enroll for your adult LTC Medicaid ID. For the CLTS Program, you do not need to enroll. You should have received a welcome letter and a PIN letter in January 2025 containing your Medicaid ID and PIN to log in to the Portal.

Question 5: Is the Medicaid ID the same as the National Provider Identifier (NPI) number?

Answer: No, the Medicaid ID provider number is a new number that is separate from an NPI number.

Question 6: Is the Medicaid ID the same as the Master Client Index (MCI) number?

Answer: No, a Medicaid ID provider number is a new number assigned to you, the provider, for logging in to the Portal. An MCI is an identification number assigned to a CLTS participant.

Question 7: Do I need an NPI to submit claims electronically with Gainwell?

Answer: No, an NPI is only for health care providers, and we realize that some CLTS providers are not medical providers. Non-healthcare providers will use their Medicaid ID to submit claims.

Question 8: Will I be able to add more users to my ForwardHealth login if I have multiple people on my team? (Allowing more than one person with access to submit claims.)

Answer: Yes, once you receive your initial Medicaid ID and PIN to log in to the Portal, you will be able to add additional "clerks" to the account. If you were enrolled in CLTS in January 2025, you should have received your Medicaid ID and PIN in January 2025. Providers who have enrolled in CLTS since January will receive letters in the mail.

NEW! Question 9: How do I know if I am in the correct environment or logged in with the correct ID?

Answer: Providers and CWAs will need to log in to the Production environment to look at PAs and submit claims. You can tell which environment you are in by scrolling to the bottom of the Portal homepage. PROD is the correct environment for submitting PAs and claims for CLTS services. SETE is the testing environment where you can practice submitting PAs or claims.

Once you have logged in to the Portal, the ID you entered will appear at the top left of the page: interChange Provider, interChange Trading Partner, or interChange Waiver Agency.

MULTIPLE LOCATIONS

Question 10: Our organization has several branches and many smaller locations all under one corporate umbrella. All of our billing and claims go through corporate. Is the organization considered one entity, or is each location a separate entity?

Answer: Each service location is a separate entity and will receive a different Medicaid ID. On claims, enter your main location as the Business Name, Business Address, and Directory Location. You can also enter all other service locations as a Directory Location.

Question 11: I am a fiscal agent that has multiple locations to service our clients. However, I do the billing from one location. Do I need to use multiple Medicaid IDs?

Answer: A fiscal agent would only have one location and one Medicaid ID.

Question 12: Are multiple service locations within the same county separate entities?

Answer: Yes, each service location, also known as a directory location, will receive and use a different Medicaid ID.

Question 13: Will each location use a different login for the Portal?

Answer: Each location with a unique Medicaid ID will have a login, even under one organization. The individual(s) at the organization creating the logins with their PIN letters could choose to create the same password for their Portal administrator accounts. Portal administrators will then assign clerk roles to staff who need Portal access. All clerk roles will have a unique username and password.

PRIOR AUTHORIZATION

Question 14: Who submits prior authorization (PA) requests for services?

Answer: CWAs are responsible for completing all PAs for services.

Providers will not submit PAs, but they can view and print their PAs on the Portal.

Question 15: What methods are available for a CWA to submit a PA request?

Answer: CWAs may submit a PA request through either:

- Direct Data Entry in the Portal
- Flat comma-separated value (.csv or CSV) files upload in a State-approved format to the Portal

Refer to the [DHS CLTS TPA transition](#) page for more information about PAs.

Question 16: Will we be able to download a batch report of all authorizations, rather than going into each authorization to view details?

Answer: Yes, you will.

Question 17: Will the download include all the fields within the PA? What format will it be in?

Answer: Yes. The PA file will be in .xlsx or .xls (also known as regular Excel) format.

Question 18: I am a CWA. In what format will the PA response file be?

Answer: The response file will be in .csv format.

Question 19: Where do I find out more information about PAs?

Answer: Refer to the [DHS CLTS TPA transition](#) page for CWAs for more information about PAs.

Question 20: When will we be able to see existing PAs in the Portal? Will everything be there when we go live in May?

Answer: Yes, existing PAs will be available to view when the transition occurs in May 2025.

CLAIMS

Question 21: Will I be able to see past submitted claims? WPS does not have that ability currently.

Answer: Yes, you will be able to see claims history on the secure Portal.

Question 22: What is a PA field number?

Answer: ForwardHealth assigns a unique number to each approved PA request for a particular service. Providers will put that number in the PA number field when they submit claims for the approved service.

NEW! Question 23: Is a PA number required on my claims submissions? What PA number should be submitted on a claim?

Answer: Yes, a ForwardHealth PA number is required on all claim submissions. Log in to the Portal and choose one of these ways to find a PA number:

- Click the Claims tab, create a claim from a PA, and search for a PA by entering information into the search fields.
- Click the Providers tab, scroll to the Quick Links section of the page, click PA Search Bulk, and enter information into the search fields.

Question 24: The transition from WPS to Gainwell is on April 28, 2025, so where do I send claims for a date of service on April 25, 2025?

Answer: Where you submit claims depends on the calendar date you submit the claims, not the date of service.

Send all paper claims to be received by WPS before April 25, 2025, regardless of date of service.

Send all claims in other formats to WPS on or before April 27, 2025, regardless of date of service.

Send all claims to Gainwell on and after April 28, 2025, regardless of date of service.

Question 25: I already submit professional claims for medical services electronically. Do I submit CLTS claims the same way?

Answer: Yes, but you will sign in to the secure Portal using your CLTS Program Medicaid ID for the CLTS Program. You should have received this ID in January 2025.

Question 26: I know that Wisconsin Medicaid does not require PA numbers on medical claims. Do I need to add PA numbers to CLTS claims?

Answer: Yes, all CLTS claims will require a PA number on the claim. This CLTS policy is different from other Medicaid programs.

Question 27: When should I use date-span billing instead of billing each day of service?

Answer: Services that were performed on consecutive dates should be billed as a date span (for example, August 1–7).

Services that were performed on two or more non-consecutive dates should be billed one date per claim line (for example, August 1, August 3, and August 7).

Question 28: I have a PA for consecutive days (for example, August 1–3) for 02 units each day for a total of 06 units, but one unit was not needed or used. Can I bill August 1–3 with 05 units?

Answer: Yes, you can bill 05 units on one claim because you had at least 01 unit each day on those three consecutive days.

Question 29: If I provide three units per day for three days straight, do I bill nine units during that three-day time span?

Answer: Yes.

Question 30: If one unit is one week (for example, a respite camp), would a five-day period be allowed to be billed as one unit?

Answer: It depends on the unit authorized. There are different types of units: sessions or days. A session is as many days as determined by the provider and CWA and is billed as 01 unit. Days is 01 unit for each day.

Question 31: What is the maximum number of lines (non-consecutive days) I can add to one claim?

Answer: A professional claim submitted on the Portal may have as many as 50 detail lines. Institutional claims may have as many as 999 detail lines.

Question 32: How many participants or clients can I put on one claim form?

Answer: One. Providers could use spreadsheets to submit claims to WPS, but Gainwell cannot accept spreadsheets for claim submission. Refer to the DHS CLTS TPA transition pages for [county waiver agencies](#) and [providers](#) for options to submit claims for CLTS services.

Question 33: If I provide services in hourly and 15-minute units, can I put a one- or even two-week dates of service range?

Answer: Yes, if the dates are consecutive (on a row). If the dates are not consecutive, you need to put each date on its own service line. You can put these on the same claim.

Question 34: Can quarter-hour billed units be submitted as a date span, or does this only apply to daily billing codes?

Answer: You can bill these in a date span on one service line as long as the dates are consecutive. If the dates are not consecutive, you need to put each date on its own line of service. You can bill these on one claim.

Question 35: Can I bill consecutive respite days hourly instead of as full days?

Answer: You will bill according to your PA; it will tell you the unit type (hour or day) to bill.

Question 36: Can I use one claim to bill for an entire month with non-consecutive dates?

Answer: Yes; however, if the dates are non-consecutive, you will need to put them on separate service lines.

Question 37: Can I submit more than one service code on one claim?

Answer: No. Each authorized code has its own PA number, and the claim header shows that code-specific PA number.

Question 38: I already submit claims through the Portal for adult LTC services. Once I start submitting claims for CLTS services, will I see adult and children's LTC services on the Remittance Advices (RAs)?

Answer: No, because you will use the CLTS Medicaid ID to log in and submit claims for CLTS services. If you submit claims for another Medicaid program with a different Medicaid ID, those services will be on a separate RA.

Whether they have an NPI or not, each CLTS provider will have their own Medicaid ID (or IDs if they have multiple service locations). In the situation where they have multiple Medicaid IDs, providers will see separate RAs for claims submitted with each Medicaid ID.

Question 39: Are the procedure codes I submit to Gainwell the same as the ones I submit to WPS now?

Answer: Yes, the procedures codes will remain the same.

Question 40: Are there different ways to submit claims to Gainwell? I've been using spreadsheets with WPS.

Answer: Refer to the [November 2024 ForwardHealth claims submission webinar](#), "Overview of Portal Navigation and Claims Submission Options (November 2024)," for a demonstration of the different ways to submit claims to ForwardHealth (Gainwell).

Question 41: Currently, I submit invoices through the mail. Is there a new paper invoice form I need to use on and after April 28, 2025? Where do I mail it?

Answer: You may use the 1500 Health Insurance Claim Form for professional claims and UB-04 Claim Form for institutional claims to submit claims to Gainwell. Send the completed form(s) to the following address:

CLTS Operations
Claims and Adjustments
313 Blettner Blvd
Madison WI 53784

NEW! Question 42: An 837 Health Care Claim (837) with errors was submitted to WPS before the claims processor transition. Do I need to submit an adjustment to Gainwell?

Answer: Yes, you will need to submit an adjustment request to Gainwell. Include the WPS claim number on your 837 submission.

NEW! Question 43: How do I submit an 837 electronic transaction?

Answer: First, you must log in to the Production environment of the Portal to create a trading partner ID. Once you have this ID, you can submit 837 electronic transaction in the Production environment. Start the process to [create a trading partner ID](#) on the Portal. Additional resources for claims submission:

- [Trading Partner Testing Packet](#)
- [837 Health Care Claim: Professional Companion Guide](#)
- [837 Health Care Claim: Institutional Companion Guide](#)
- [999 Acknowledgement for Health Care Insurance Companion Guide](#)
- [TA1 Interchange Acknowledgement Companion Guide](#)
- [835 Health Care Claim Payment/Advice Companion Guide](#)

NEW! Question 44: Why are my claims suspending the week of 4/28/2025?

Answer: All claims submitted between April 28, 2025, and May 4, 2025, will suspend. Claims processing will start on May 5, 2025.

PAYMENTS

Question 45: How are payments made to providers?

Answer: The default payment option is paper check. However, you can sign up to receive payments by electronic funds transfer (EFT), also known as direct deposit. You will receive information about how to sign up for EFT in a February 2025 training.

Question 46: I receive paper checks from CLTS now, but I would be interested in a different payment type, is that possible?

Answer: Yes, ForwardHealth will offer a training in February 2025 to show you how to change the payment type.

Question 47: I receive payments by direct deposit with WPS now. Will I need to set up an EFT with Gainwell?

Answer: Yes, and you will receive training on how to do so in February 2025. Your current EFT with WPS will not transfer to Gainwell.

NEW! Question 48: When can I expect my first EFT payment?

Answer: Claims start to pay on May 12, 2025. You should start receiving payments by May 15, 2025.

Question 49: As a CWA, we submit claims through a clearinghouse, and we are already set up to receive payments by EFT from ForwardHealth. Do we still need to register for EFT for CLTS services provided?

Answer: Yes, you need to request EFT payments for each program. Refer to the [ForwardHealth Portal Electronic Payment Training](#) or the [ForwardHealth Portal Electronic Funds Transfer User Guide, P-00963 \(PDF\)](#) to learn how to sign up for EFT payments.

Question 50: When are payments made to providers?

Answer: ForwardHealth sends paper checks to providers the following Monday after the claim is processed. Providers will receive payments by EFT the following Thursday after the claim is processed.

NEW! Question 51: Where do I send any checks for returning funds due to overpayment?

Answer: Send the checks to:

Cash Unit—CLTS
313 Blettner Blvd
Madison WI 53784

Question 52: With WPS now, when a payment date lands on a holiday, the payments are delayed. How does Gainwell handle holidays?

Answer: For CLTS, when a holiday occurs on a:

- Monday, payment dates, paper checks, and paper RAs, electronic RAs (both CSV and text formats), and EFT payments to providers will be delayed by one day.
- Tuesday, paper checks and RAs, and electronic RAs (both CSV and text formats) to providers will be delayed by one day.
- Wednesday, payment dates, paper checks and paper RAs, and electronic RAs, will be delayed by one day.
- Thursday, EFT payments to providers will be delayed by one day.
- Friday, there will be no delays to claims processing. However, EFT payments will be delayed until the following Monday.

RESOURCES AND TRAINING

Question 53: How do I sign up to receive communications from Gainwell and DHS?

Answer: [Sign up](#) to receive DHS communications. You can also contact the Gainwell CLTS Operations team by email at cltsoperations@gainwelltechnologies.com.

Question 54: Where can I find the user guides?

Answer: Refer to the [User Guides](#) page of the Portal for instructions on accessing the secure Portal.

Question 55: Where can I find CLTS provider information?

Answer: Refer to the [DHS CLTS TPA transition](#) page for information for providers during the change from WPS to Gainwell.

Question 56: Is there a number that I can call to talk to someone about this transition?

Answer: You can contact the Gainwell CLTS Operations team at 844-942-5870.

Question 57: Are there trainings for how to submit claims?

Answer: Gainwell offers trainings and user guides for providers and CWAs about submitting claims. Refer to the [Trainings](#) and [User Guides](#) pages of the Portal.

ForwardHealth will offer virtual step-by-step trainings at the dates and times below. Watch for emailed invitations to the trainings closer to the training dates.

CWAs can attend one of the following trainings to learn how to submit PA requests to Gainwell:

- February 18, 2025, 2–3:30 p.m.
- February 25, 2025, 10–11:30 a.m.

CWAs can attend one of the following trainings to learn how to submit claims to Gainwell:

- February 18, 2025, 10–11:30 a.m.
- February 26, 2025, 2–3:30 p.m.

CLTS providers can attend one of the following trainings to learn how to submit claims and PA requests to Gainwell:

- Group One (If you have experience with and are comfortable navigating websites and online submissions):
 - February 19, 2025, 10–11:30 a.m.
 - February 27, 2025, 5–6:30 p.m.
 - April 15, 2025, 10–11:30 a.m.
 - April 24, 2025, 5–6:30 p.m.
- Group Two (If you need more help navigating websites and online submissions):
 - February 20, 2025, 10–11:30 a.m.
 - February 25, 2025, 5–6:30 p.m.
 - April 17, 2025, 2–3:30 p.m.
 - April 22, 2025, 10–11:30 a.m.

Question 58: Will there be a checklist for providers to use to get setup with the new process?

Answer: Yes. Refer to the Children's Long-Term Support Program TPA Transition: Provider Readiness Checklist on the [Children's Long-Term Support Program: Third-Party Administration Transition](#) page of the Portal.