![ForwardHealth - Wisconsin serving you]

Children's Long-Term Support Program TPA Transition: Provider Readiness Checklist

The Wisconsin Department of Health Services (DHS) is preparing to change the claims payer for the Children's Long-Term Support (CLTS) Program. Wisconsin Physicians Service (WPS) is the current 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. Providers may use this checklist to prepare for the CLTS Program TPA transition.

☑ STEP 1

Review the Children's Long-Term Support Program: Third-Party Administration Transition page on the ForwardHealth Portal (the Portal). Refer to this page for an explanation of the TPA transition, claims resources, and training announcements. This page will be updated through July 2025.

☑ STEP 2

Receive your welcome letter and PIN letter from ForwardHealth. The welcome letter gives you the Medicaid ID (MA ID) you will use to submit CLTS claims to Gainwell, and the PIN letter gives you the PIN you will use to access the Portal.

☑ STEP 3

Review Portal claims submission resources before attending any trainings:
- ForwardHealth Provider Portal Professional Claims User Guide, P-00970A
- ForwardHealth Provider Portal Institutional Claims User Guide, P-00970

☑ STEP 4

Watch the Portal Basics for New Users series of trainings, in the ForwardHealth Portal Basics/ Navigation drop-down menu on the Trainings page. These trainings walk you through using the Portal to submit claims for CLTS services.

☑ STEP 5

Create your provider account on the Portal. Use your CLTS MA ID from the welcome letter and PIN from the PIN letter to sign in. Refer to the ForwardHealth Provider Portal Account User Guide, P-00952, to walk through the process of setting up an account.

☑ STEP 6 (Optional)

Reach out to the Gainwell CLTS Operations Team at 844-942-5870 or cltsoperations@ gainwelltechnologies.com to express your interest in submitting claims during the testing phase. They will contact you to assist in setting up your provider account, if needed, and will help you access the Submission Sandbox, also known as SETE, to practice submitting claims through the Portal.