

Fact Sheet: Children's Long-Term Support Program (CLTS) Appeals

Has Your Child Been Denied Services by the Children's Long-Term Support Program?

Please see the information below if your child is denied services by the Children's Long-Term Support Program. Due to limited resources, Disability Rights Wisconsin may not be able to provide direct support on this topic unless the issue creates a significant health and safety issue.

The Wisconsin Wayfinder Children's Resource Network or ABC for Health might also be able to provide assistance:

Name: Wisconsin Wayfinder: Children's Resource Network

Phone: 877-947-2929

Website: www.dhs.wisconsin.gov/wiscway/index.htm

Wisconsin Wayfinder helps families and children with delays, disabilities, special health needs, and mental health conditions find supports and services through the Children's Resource Network.

Families can find contact information for the Technical Assistance Center online on the following program pages:

Children's Long-Term Support, "CLTS for Families" page:

www.dhs.wisconsin.gov/clts/family.htm

Birth to 3, "Information for Families" page:

www.dhs.wisconsin.gov/birthto3/family/index.htm

Name: Advocacy and Benefits Counseling for Health (ABC for Health)

Website: www.safetyweb.org

ABC for Health is a Wisconsin-based, non-profit public interest law firm that is dedicated to ensuring healthcare access for children and families. They provide support and services needed to navigate healthcare benefits and the healthcare financing system.

Appealing a Children’s Long Term Support Denial

What Happens When You Request an Allowable Service or Item?

When a Children’s Long-Term Support program participant requests – either verbally or in writing – an allowable service or item, the County should make a decision within **14 calendar days**.

- If approved, the County should add it to the child’s Individual Service Plan (ISP). Find a blank Individual Service Plan here: www.dhs.wisconsin.gov/library/f-20445.htm
- If denied, the County should provide a written Notice saying what was denied and how to appeal by filing a request for state fair hearing. If no written notice is provided, program participants may request a written Notice be sent to them.

Detailed information about all Children’s Long-Term Support program policies and procedures can be found in the Medicaid Home and Community-Based Services (HCBS) Waiver Manual for the Children’s Long Term Support Waiver Program: www.dhs.wisconsin.gov/publications/p02256.pdf

Chapter 7 is about service planning. Chapter 8 is about participant rights, including appeals and grievances.

My Request was Denied. How Can I Appeal It?

Learn more about your rights in the Children’s Long-Term Support program, when you can appeal, and how to do it via the Participant Rights and Responsibilities Notification:

www.dhs.wisconsin.gov/library/collection/f-20985

The CLTS program participants must submit their appeal / request for a Fair Hearing via Division of Hearings and Appeals:

doa.wi.gov/DHA/WFSHrgReqForm.pdf

Completed forms should be mailed to:

Division of Hearing and Appeals

P.O. Box 7875

Madison, WI 53707-7875

Do you need to escalate an issue to the “State”? You can contact a Department of Health Services Program Specialist about your issue. Families can contact the *Bureau of Children’s Services Technical Assistance Center* at DHSBCSTAC@dhs.wisconsin.gov or **608-267-6767** for program questions or policy clarifications. Once submitted, their question will be reviewed and will be assigned to a program specialist for a response.

This resource material is intended as a self-advocacy guide for people with disabilities. Nothing written here shall be understood to be legal advice. For specific legal advice, please contact an attorney.