

# Frequently Asked Questions

## CCS vs CLTS

### CCS

**Yes**, you can bill for your **time** traveling to a client as long as there is face to face contact and a service is provided.

**Yes**, as long as you can provide authorized CCS service in the car. If not, then that time is unbillable.

**Yes**, you can bill for your **time** traveling from the client as long as there was face to face contact and a service was provided.

Within **60 days** of the service to La Crosse County. Notes should be submitted to:  
**hsinvoices@lacrossecounty.org**

### FAQ

Can I bill for my time and/or mileage traveling to a client to provide service?

Can I bill for my time and/or mileage while transporting a client?

Can I bill for my time and/or mileage traveling from the client back to the office?

When do we have to submit our notes and/or bills?

### CLTS

**No.**

**Yes**, as long as this is authorized on the ISP and the authorization letter from Jackson County.

**No.**

Bills should be submitted to: **DHHS\_Invoices@jacksoncountyiwi.gov**  
Any bills received after January 10th from the previous year may not be paid.  
Notes should be submitted at least every **3 months** to the assigned staff.

## CCS

Contact the assigned staff at Jackson County for further discussion.

Refer to the client's Service Plan. La Crosse County will also send an authorization that you can cross-check with. The Service Plan should indicate the service. The Service Plan should be referenced to know what specifically your agency should work on with the client.

**Yes**, if authorized on the Service Plan. The parent and/or child need to be in attendance in order to bill for service planning/team meeting time.

Contact La Crosse County at:  
**608-785-5511** or  
**[ccssups@lacrossecounty.org](mailto:ccssups@lacrossecounty.org)**

## FAQ

What if I want to request more authorized units?

How do I know what services should be provided and how often?

Can I bill for my time participating in meetings/team meetings for the client served?

If I have contracting questions, who should I reach out to?

## CLTS

Contact the assigned staff at Jackson County for further discussion.

Refer to the authorization letter that the assigned staff sends from Jackson County.

**No.**

Contact Jackson County Contracting at:  
**715-284-4301** and ask for **contracting staff** or ask for the Behavioral Health Manager