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**State of Wisconsin  
Governor Scott Walker**

**TO: Income Maintenance Supervisors  
Income Maintenance Lead Workers  
Income Maintenance Staff  
W-2 Agencies  
Workforce Development Boards  
Job Center Leads and Managers  
Training Staff  
Child Care Coordinators**

**FROM: Sabrina Fox, Eligibility Policy Section Chief  
Bureau of Enrollment Policy & Systems  
Division of Health Care Access and Accountability**

|                                 |                          |                 |                                     |              |                                     |
|---------------------------------|--------------------------|-----------------|-------------------------------------|--------------|-------------------------------------|
| <b>BEPS/DFS OPERATIONS MEMO</b> |                          |                 |                                     |              |                                     |
| <b>No: 11-76</b>                |                          |                 |                                     |              |                                     |
| <b>DATE: 12/21/2011</b>         |                          |                 |                                     |              |                                     |
| <b>FS</b>                       | <input type="checkbox"/> | <b>MA</b>       | <input checked="" type="checkbox"/> | <b>BC+</b>   | <input checked="" type="checkbox"/> |
| <b>SC</b>                       | <input type="checkbox"/> | <b>CTS</b>      | <input type="checkbox"/>            | <b>FSET</b>  | <input type="checkbox"/>            |
| <b>BC+ Basic</b>                | <input type="checkbox"/> | <b>BC+ CORE</b> | <input type="checkbox"/>            |              |                                     |
| <b>CC</b>                       | <input type="checkbox"/> | <b>W-2</b>      | <input type="checkbox"/>            | <b>EA</b>    | <input type="checkbox"/>            |
| <b>CF</b>                       | <input type="checkbox"/> | <b>JAL</b>      | <input type="checkbox"/>            | <b>JC</b>    | <input type="checkbox"/>            |
| <b>RAP</b>                      | <input type="checkbox"/> | <b>WIA</b>      | <input type="checkbox"/>            | <b>Other</b> | <input type="checkbox"/> *          |
| <b>EP</b>                       |                          |                 |                                     |              |                                     |

**SUBJECT: Administration of the Wisconsin Funeral and Cemetery Aids Program**

**CROSS REFERENCE:** WFCAP Manual, Chapter 1

**EFFECTIVE DATE:** January 1, 2012

**PURPOSE:**

The purpose of this memo is to announce a change to the administrative responsibilities for processing requests for reimbursement of funeral and cemetery expenses through the Wisconsin Funeral and Cemetery Aids Program (WFCAP)

**BACKGROUND:**

As part of the 2011-2013 biennial budget the Legislature directed the Department to provide Income Maintenance Services by contracting with no more than 10 multi-county consortia, excluding the Milwaukee Enrollment Services (MilES) and tribal income maintenance agencies. As part of the change to the IM program the legislation also directed certain functions to be performed at a statewide level, including the eligibility and payment process for WFCAP.

**NEW PROCESS:**

Beginning January 1, 2012, WFCAP reimbursement requests for residents outside Milwaukee County will be processed centrally by the Enrollment Management Central Application Processing Office (EM CAPO). Requests for Milwaukee residents will continue to be processed through MilES. If a request is sent to a local agency other than MilES after January 1, the request should be forwarded to the EM CAPO.

A toll-free number will be provided to funeral and cemetery directors outside of Milwaukee County to check the deceased individual's Medicaid eligibility and to check on reimbursement requests that have been submitted. This number will be answered from 7:45 AM to 4:30 PM, Monday through Friday and will have a voicemail box for any messages left after hours.

A fax number as well as an e-mail address will be available to the funeral and cemetery directors for submitting forms, asking questions and providing information.

The telephone and fax numbers as well as the e-mail address are for the funeral and cemetery directors use only. These numbers should not be given out to families or representatives who have questions about the deceased person's Medicaid status or eligibility for WFCAP. If an application for health care must be processed prior to determining eligibility for WFCAP, the consortium or Tribal IM agency is responsible for processing that application.

The numbers and e-mail address will be sent to the CARES and Policy coordinators in a separate e-mail.

Any WFCAP reimbursement requests submitted prior to January 1, 2012, will be processed through the local agency.

Beginning January 1, 2012, all WFCAP reimbursement requests will be processed through the EM CAPO. That staff will determine reimbursement eligibility as well as payment amount.

To ensure timely payment to all WFCAP providers, payment for services will be made on a twice-monthly payment process.

**CONTACTS:****BEPS CARES Information & Problem Resolution Center**

\*Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – FoodShare Employment and Training, BC+ Core – BadgerCare Plus Core, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHS/DHCAA/BEPS/LA