

WISCONSIN DEPARTMENT OF HEALTH SERVICES
Division of Health Care Access and Accountability
1 W. Wilson St.
Madison WI 53703

To: Wisconsin Funeral and Cemetery Aids Program Manual Users

From: Sabrina Mandel, Section Chief
Bureau of Enrollment Policy and Systems

Re: **Wisconsin Funeral and Cemetery Aids Program Manual Release 16-01**

Release Date: 02/08/2016

Effective Date: 02/08/2016

EFFECTIVE DATE The following policy additions or changes are **effective 02/08/2016** unless otherwise noted. **Grey highlighted text denotes new text. Text with a strike through it in the old policy section denotes deleted text.**

POLICY UPDATES

1 Administration and Eligibility

The Department of Health Services (DHS or 'the Department') ~~Enrollment Management Central Application Processing Operation (EM-CAPO)~~ **Estate Recovery Program** administers the WI Funeral and Cemetery Aids Program (WFCAP). ~~Milwaukee Enrollment Services (MIES) administers the program for Milwaukee County residents.~~ Administration includes reimbursing funeral and cemetery service providers in accordance with the DHS approved reimbursement policies documented herein. Within DHS, the Division of Health Care Access and Accountability (DHCAA) is responsible for monitoring program administration.

1.1 Eligible Persons

Note: Funeral and cemetery expenses for any individual who does not meet at least one of the above criteria will not be reimbursed by the Department.

~~WFCAP requests for residents of Milwaukee County will be processed by Milwaukee Enrollment Services (MIES). WFCAP requests for residents outside of Milwaukee County will be processed by EM-CAPO at DHS.~~

1.1.1 Interagency Placements

This section was deleted.

1.3 Confirming Eligibility

Providers are encouraged to contact DHS (~~EM-CAPO or MIES~~) via phone, fax, or email to confirm **potential** program eligibility before submitting a reimbursement request. WFCAP eligibility is determined at the time the request is processed.

2.5.3 FTC Statement

The US Federal Trade Commission (FTC) requires funeral directors, nationwide, to use a "Statement of Funeral Goods and Services Selected," as a way of indicating to their customers what is being purchased and their charges. The FTC does not mandate a specific format for the "Statement of Funeral Goods and Services Selected". FTC requires certain information be included on the Statement. Additional information regarding the Statement, as well as many other federal requirements that apply to the funeral business is available at the following website.

<http://www.ftc.gov/bcp/edu/pubs/consumer/products/pro26.pdf>
www.ftc.gov/tips-advice/business-center/guidance/complying-funeral-rule

**2.7 Special
Circumstances**

Fax the form and all related documentation to:

608-267-3384/266-8317, attention Funeral and Cemetery Aids Program **or**

Forward the form and all related documentation to DHS at the following address:

Department of Health Services
Division of Health Care Access and Accountability
Bureau of Enrollment Policy and Systems Fiscal Management
Attention: Funeral and Cemetery Aids Program
P.O. Box 309
Madison, WI 53701-0309

2.8 Time Limit

Reimbursement under the WFCAP must be requested within 12 months of the date of death. This means that the request must be received by DHS **or** ~~MIES~~ no later than the end of the 12th calendar month following the month of death.