



WISCONSIN DEPARTMENT  
*of* HEALTH SERVICES

# Wisconsin Funeral and Cemetery Aids Program (WFCAP)

Division of Medicaid Services  
July 13, 2022

# Agenda

- Disclaimer
- What is WFCAP?
- WFCAP Payment Policy and Process
- Questions

# Disclaimer

- The information being presented today reflects the current policy and procedure manual, application form, and payment summary.
- Policy and procedure updates recently went into effect on May 2, 2022, with a grace period through June 30, 2022.
- All applications are now required to comply with the updates.

# What is WFCAP?

# WFCAP Introduction

- WFCAP is governed by Wis. Stat. § 49.785.
- WFCAP is an assistance program for service providers whose services are not fully compensated.
- WFCAP is the payer of last resort.

# 2022 Statistics

Total number of:

- Applications received: 2,916
- Applications processed: 2,738
- Current processing date: 6/27/2022
- Incoming phone calls: 4,656
- Email and fax inquiries: 3,195

# Program Administration

- WFCAP is administered by the Wisconsin Department of Health Services (DHS).
- Contact information:
  - Telephone: 888-859-0611
  - Fax: 608-710-6712
  - Email: [DHSWFCAPApplications@wi.gov](mailto:DHSWFCAPApplications@wi.gov)
- Fax and email are the preferred method for application and documentation submission

# Program Administration

Contact WFCAP to:

- Check potential eligibility for a decedent with a confirmed date of death
- Submit an application
- Check the status of an application



# Potential Eligibility Inquiries

- Potential eligibility is based on the decedent meeting at least one of the eligibility criteria identified in Section 1.3 at the confirmed date of death.
- WFCAP cannot answer questions about eligibility for decedents beyond stating ‘potentially eligible’ or ‘not eligible.’
- Actual eligibility and the amount of payment is determined when the application is processed.

# **WFCAP Payment Policy and Process**

# Payment Policy

- Total funeral expenses cannot exceed \$4,500
  - Limited to the lesser of \$1,500 or any amount for which the estate of the deceased is insufficient to pay and that is not paid by other sources
- Total cemetery/crematory expenses cannot exceed \$3,500
  - Limited to the lesser of \$1,000 or any amount for which the estate of the deceased is insufficient to pay and that is not paid by other sources

# Payment Policy

- WFCAP is the payer of last resort.
- Payment should be requested only when the decedent's estate and other sources are insufficient to pay for goods and services rendered.
- Service providers are required to make a reasonable effort to exhaust all other funding sources before submitting a WFCAP application.

# Application

- Applications can only be submitted by a service provider.
- Only the new application (F-10141 05/2022) will be accepted.
- Applications will not be considered before goods and services are rendered.

# Application

- The application can be found at [dhs.wisconsin.gov/forms/F1/F10141.pdf](https://dhs.wisconsin.gov/forms/F1/F10141.pdf).
  - A date of service is required in section 1 for each category of services for which payment is being requested.
- Total funeral, cemetery, or crematory expenses must be reported by the funeral home, cemetery, or crematory on the application.

# Determining Expense Type

- Determining expenses is dependent on who actually provided the service.
- If the funeral home sets up a crematory as a standalone business, then the goods or services provided by the crematory may be counted as a crematory expense.
- The crematory must have a different tax ID number than any funeral home.

# Required but Not Provided

There is one exception to who provided the service policy – Required but Not Provided.

- This policy is for cemeteries that cannot provide certain goods and services, but require them, and who rely on a funeral home to provide them.
- Only under this circumstance can the goods or services count as a cemetery expense, and be considered a qualified payment, even though the goods and services are provided by a funeral home.



# Required but Not Provided

- The funeral home should document this circumstance on the Final Itemized Funeral Home Billing Statement with Payment Sources.
- The Qualified Payment Form for the Cemetery Required but Not Provided must also be completed (form attached to WFCAP application).
  - If this form is not completed, signed, and dated by the funeral home, cemetery, and executor or family representative, the WFCAP application will be denied.
  - This form should only be completed if a qualified payment is being requested.

# Qualified Payment Form

**MNF**

**Wisconsin Funeral and Cemetery Aids Program  
QUALIFIED PAYMENT FORM FOR THE CEMETERY  
REQUIRED BUT NOT PROVIDED**

This form is to be completed by the funeral home when cash advancing a cemetery and requesting a Qualified Payment.

Decedent Name		Date of Death	
Funeral Home Name		Cemetery Name	
<b>CEMETERY CHARGES</b>			
Monument or Marker		Nameplate	
\$		\$	
Cemetery Plot		Crypt or Niche Space	
\$		\$	
Mausoleum Space		Perpetual Care	
\$		\$	
Vault, Grave Box, or Outer Burial Container			
\$			
Opening and closing – Grave		Admin Fees	
\$			
Opening and closing – Mausoleum			
\$			
Opening and closing – Crypt or Niche		\$	
\$			
Other (detailed description required)		Detailed Description	
\$			
Is the good or service something that your cemetery requires, but does not provide?		Yes <input type="checkbox"/> No <input type="checkbox"/>	
Is the good or service something that your cemetery requires and provides?		Yes <input type="checkbox"/> No <input type="checkbox"/>	
<b>SIGNATURE</b> – Cemetery Provider		Date Signed	
<b>SIGNATURE</b> – Executor or Family Representative		Date Signed	
<b>SIGNATURE</b> – Funeral Home Provider		Date Signed	

Disclaimer: The Funeral Home, Cemetery, and Executor or Family Representative must sign and date this form verifying the information is accurate and true.

# Reporting Total Funeral Expenses

- The Final Itemized Funeral Home Billing Statement with Payment Sources must be attached to the application.
  - Total actual expenses associated with the goods and services provided, whether provided before or after death, must be reported.
- The provider and the executor or family representative must sign the Final Itemized Funeral Home Billing Statement with Payment Sources.
  - New signatures are required when any modifications are made.

# Final Itemized Funeral Home Billing Statement with Payment Sources

- Creation date
- Provider name/address
- Decedent's name
- List of the goods and services that were rendered and their costs
- Provider and executor or family representative signatures
- Payment sources: any funds that were applied towards the bill

# Reporting Total Funeral Expenses

- The funeral home must also report total actual expenses associated with goods and services provided by others, but for which the funeral home pays (also known as cash advances).

# Price Reductions

- Any price reductions will be counted toward the total expenses.
- If a package price is listed on the Final Itemized Funeral Home Billing Statement with Payment Sources, the package will be verified with the General Price List we have on file.

# Third Party Cash Advances

- Third party cash advances may include, but are not limited to: flowers, obituaries, clergy, music/choir/soloist, meals, death certificates, videos/DVDs/picture boards, body shipping containers, vaults, and shipping charges for cremains.
- All third party cash advances must be identified on the Final Itemized Funeral Home Billing Statement with Payment Sources.

# Third Party Cash Advances

Exception:

- WFCAP will allow for \$500 in third party cash advances that will not count toward the total funeral expense cap. Third party cash advances beyond \$500 will be counted toward the total funeral expense cap.
- Verification is required for all third party cash advances



# Verification for Third Party Cash Advances

**MNF**

**Wisconsin Funeral and Cemetery Aids Program  
VERIFICATION FOR THIRD PARTY CASH ADVANCES**

This form is to be completed, signed, and dated by the third party vendor when the vendor does not provide a receipt for third party cash advances listed on the Final Itemized Funeral Home Billing Statement with Payment Sources.

Third Party Vendor Name	Third Party Vendor Phone Number
Good and/or Service Purchase Date	Amount of Cash Advance \$
<b>SIGNATURE</b> – Third Party Vendor	Date Signed

Third Party Vendor Name	Third Party Vendor Phone Number
Good and/or Service Purchase Date	Amount of Cash Advance \$
<b>SIGNATURE</b> – Third Party Vendor	Date Signed

Third Party Vendor Name	Third Party Vendor Phone Number
Good and/or Service Purchase Date	Amount of Cash Advance \$
<b>SIGNATURE</b> – Third Party Vendor	Date Signed

Third Party Vendor Name	Third Party Vendor Phone Number
Good and/or Service Purchase Date	Amount of Cash Advance \$
<b>SIGNATURE</b> – Third Party Vendor	Date Signed

# Special Circumstances

- Under special circumstances, the funeral expense cap for total funeral expenses and funeral payment limit may be exceeded.
- Special circumstances must be documented by the funeral home provider.
  - Receipt(s) supporting the special circumstance request must be provided.
- Payment for approved special circumstances will be capped at \$500 and are subject to WFCAP approval.

# Reporting Total Cemetery/Crematory Expenses

- Report total expenses by attaching a Final Itemized Cemetery and/or Crematory Statement with Payment Sources to the application.
- The provider and the executor or family representative must sign it.
  - New signatures are required when any modifications are made.

# Reporting Total Cemetery/Crematory Expenses

- Note: Burial plots must be accounted for on the Final Itemized Cemetery Statement with Payment Sources, as well as in Section 8 of the application.
- If a burial plot is not accounted for, the application will be denied.

# Executor or Family Representative Signatures

- The application must be signed by the decedent's representative who is working with the service providers.
- The executor or family representative must sign for each category of services for which a payment is being requested.
- The executor or family representative must also sign any modifications made to the application.

# Service Provider Signatures

- All service providers requesting payment must sign the application.
- Service providers must also sign any modifications made to the application.

# Time Limits

- WFCAP must receive the application no later than the end of the 12th calendar month following the month of the decedent's date of death.
- Application revisions made within this timeframe will be considered for payment, subject to existing payment policy.

# Life Insurance

- A life insurance death benefit amount of more than \$3,000 must be used to pay for the decedent's final expenses first, with WFCAP payment available only for remaining unmet amounts.
- Applies to cases where the life insurance policy was issued on or after October 3, 2016.
  - Note: verification of the life insurance policy is required



# Burial Trusts/Burial Insurance

- Verification for all burial trusts/burial insurance is required.
- Any burial trust/burial insurance funds received must be accounted for in section 8 of the WFCAP application.

# County Fees

- If county fees are included in a payment request:
  - WFCAP will deny these fees
  - WFCAP will not apply these fees to the funeral or cemetery/crematory expense caps
- WFCAP's Notice of Decision approving payment is proof that the funeral home, cemetery, and/or crematory will receive payment.

# Service Provider Appeals

- Service providers may appeal the decision of their application within 45 days of the date on the Notice of Decision by requesting a fair hearing with the Division of Hearings and Appeals.
- Family members do not have appeal rights.
- Requests should not be sent to WFCAP.

# Form Updates

- The following forms have been updated:
  - WFCAP Application (F-10141)
  - WFCAP Verification Checklist (F-01838)
  - WFCAP Notice of Decision (F-10143)
- Service providers must use the most current application form.
  - If the old application form is received, a Verification Checklist will be sent, and the current application form will need to be completed.

# New Form

- A Payment Summary (F-02890) will be sent to the executor or family representative upon final review of the WFCAP application.
- It is the service provider's responsibility to ensure the executor or family information is accurate and that all fields in section 9 of the WFCAP application are complete.

# Payment Summary

The Payment Summary will inform the executor or family representative of:

- Total reported expenses
- Payments
- Payment amount(s) applied for
- Approved or denied payment amount(s)
- Reason for denial (if applicable)

# Payment Summary

## WISCONSIN FUNERAL AND CEMETERY AIDS PROGRAM PAYMENT SUMMARY

Name — Decedent █		Case Number █	
Name — Executor or Family Representative █			
Street Address — Executor or Family Representative █			
City █	State █	Zip Code █	Phone Number █
Email Address — Executor or Family Representative █			
Name of Service Provider █			
Total Reported Funeral Expenses \$ █		Total Reported Cemetery/Crematory Expenses \$ █	
Minus Reported Payments \$ █		Minus Reported Payments \$ █	
Funeral Payment Approved \$ █		Cemetery/Crematory Payment Approved \$ █	
Denial Reason: █			

# Brochure

- WFCAP has developed a brochure for providers and county workers to share with families.
- It is available in the publications library as [P-03123](#) in English, Hmong, and Spanish
- Providers can order copies of the brochure for free (Find instructions on the [WFCAP webpage](#)).



# Notification of Program Changes

Service providers are encouraged to sign up for email notifications of program updates at [www.dhs.wisconsin.gov/em/listservs.htm](http://www.dhs.wisconsin.gov/em/listservs.htm).

# Questions?

Please state your name and funeral home name with any questions