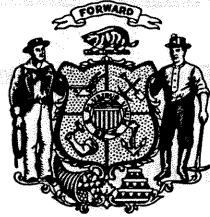


WISCONSIN LEGISLATIVE COUNCIL STAFF

LCRC  
FORM 2

**RULES CLEARINGHOUSE**

**Ronald Sklansky**  
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**CLEARINGHOUSE REPORT TO AGENCY**

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[THIS REPORT HAS BEEN PREPARED PURSUANT TO S. 227.15, STATS. THIS IS A REPORT ON A RULE AS ORIGINALLY PROPOSED BY THE AGENCY; THE REPORT MAY NOT REFLECT THE FINAL CONTENT OF THE RULE IN FINAL DRAFT FORM AS IT WILL BE SUBMITTED TO THE LEGISLATURE. THIS REPORT CONSTITUTES A REVIEW OF, BUT NOT APPROVAL OR DISAPPROVAL OF, THE SUBSTANTIVE CONTENT AND TECHNICAL ACCURACY OF THE RULE.]

**CLEARINGHOUSE RULE 99-009**

AN ORDER to repeal and recreate chapter HFS 77, relating to criteria and procedures for reimbursement of interpreting services for persons who are deaf or hard of hearing.

Submitted by **DEPARTMENT OF HEALTH AND FAMILY SERVICES**

01-22-99 RECEIVED BY LEGISLATIVE COUNCIL.

02-19-99 REPORT SENT TO AGENCY.

RS:PS:jal;kjf

**LEGISLATIVE COUNCIL RULES CLEARINGHOUSE REPORT**

This rule has been reviewed by the Rules Clearinghouse. Based on that review, comments are reported as noted below:

1. STATUTORY AUTHORITY [s. 227.15 (2) (a)]

Comment Attached YES  NO

2. FORM, STYLE AND PLACEMENT IN ADMINISTRATIVE CODE [s. 227.15 (2) (c)]

Comment Attached YES  NO

3. CONFLICT WITH OR DUPLICATION OF EXISTING RULES [s. 227.15 (2) (d)]

Comment Attached YES  NO

4. ADEQUACY OF REFERENCES TO RELATED STATUTES, RULES AND FORMS [s. 227.15 (2) (e)]

Comment Attached YES  NO

5. CLARITY, GRAMMAR, PUNCTUATION AND USE OF PLAIN LANGUAGE [s. 227.15 (2) (f)]

Comment Attached YES  NO

6. POTENTIAL CONFLICTS WITH, AND COMPARABILITY TO, RELATED FEDERAL REGULATIONS [s. 227.15 (2) (g)]

Comment Attached YES  NO

7. COMPLIANCE WITH PERMIT ACTION DEADLINE REQUIREMENTS [s. 227.15 (2) (h)]

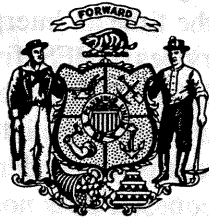
Comment Attached YES  NO

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## CLEARINGHOUSE RULE 99-009

### Comments

**[NOTE: All citations to "Manual" in the comments below are to the Administrative Rules Procedures Manual, prepared by the Revisor of Statutes Bureau and the Legislative Council Staff, dated September 1998.]**

#### **4. Adequacy of References to Related Statutes, Rules and Forms**

In s. HFS 77.06 (1) (intro.) and (2) (intro.), the reference to "sub. (4)" should be changed to "sub. (3)."

#### **5. Clarity, Grammar, Punctuation and Use of Plain Language**

a. In s. HFS 77.02, it appears that the language following the statutory citation on line 4 could be deleted. This material is covered in s. HFS 77.04 (1) (b). If, for some reason, it is determined to be necessary in s. HFS 77.02, it should be moved to a separate sentence, to improve readability.

b. In s. HFS 77.03 (1), does "administrative agency" refer to the department's six region-based coordinators for the deaf and hard of hearing services referenced in the second paragraph of the analysis? Since this is a newly defined term, it should be explained in the analysis.

c. Section HFS 77.04 (3) (b) 4. and 5. refer to final payment being "determined by the department on an annual basis." What does this requirement mean? Will the department set a payment rate for these types of services every year? Where will the reimbursement rate be set forth? In an administrative rule?

d. The timing of actions relating to reimbursements for interpreting services set forth in s. HFS 77.05 does not make sense. Subsections (1) and (2), read together, require that, except in emergencies, a person or entity requesting reimbursement for interpreting services must make the request at least 48 hours in advance of the time an interpreter is needed. However, sub. (3) gives the Department of Health and Family Services (DHFS) five working days after receipt of the request to grant or deny the request. If granted, DHFS gives the requester a list of certified and verified interpreters so that the requester may arrange for the interpreting services. If denied, DHFS must inform the requester in writing of the reasons for the denial and the right and procedure to request a hearing. Thus, it appears that if the requester does not request reimbursement for services until close to the time that services are needed, the requester may not have a response as to whether such services will be reimbursed or have the list of persons to contact to perform interpreting services by the time such services are to be performed. This section should be reviewed and modified as necessary.

e. Section HFS 77.06 (1) (a) sets forth the order in which interpreters certified by the National Registry of Interpreters of the Deaf, Inc., are to be reimbursed for services. It is unclear how the interpreters listed in subds. 3. and 4. differ from each other. Subdivision 3. refers to an interpreter who "has an interpretation and transliteration certificate; certificate of interpretation or certificate of transliteration." Subdivision 4. refers to an interpreter who "has an interpretation certificate or a transliteration certificate." How does the language in subd. 4. differ from the language following the semicolon in subd. 3.? These two provisions should be reviewed and reconciled. Also, in s. HFS 77.06, the language in sub. (1) (intro.) indicates that it applies to reimbursement for certified *and* verified sign language interpreters listed in the registry. The language in sub. (1) (a) (intro.) refers just to "interpreters certified . . ." and the language in sub. (1) (b) refers just to "interpreters verified . . ." If it is the department's intent that interpreters who are either certified or verified, but not necessarily both, are to be reimbursed, it is suggested that the phrase "certified and verified" in sub. (1) (intro.) be deleted.

f. In s. HFS 77.06 (2) (a), the insertion of the three colons in the provision makes its meaning unclear. The provision should be reviewed and the punctuation revised as necessary to make its meaning clear.

g. In s. HFS 77.06 (3), it is not clear whether the services described will be reimbursed.

h. In s. HFS 77.06 (4) (a), the second sentence requires the department to make a reasonable effort to inform the interpreter of a cancellation. If the department is no longer scheduling interpreters, why is the department responsible for informing an interpreter of a cancellation?

i. In s. HFS 77.07 (3) (a), reference is made to determining payment to an interpreter on an individual basis "in accordance with department policy and procedures." Where are those policies and procedures set forth? Will they be in an administrative rule?

j. In s. HFS 77.09 (1) (e), the slash should be removed between "certification" and "verification." Section 1.01 (9) (a), Manual, states that slashed alternatives should not be used in drafting administrative rules. Instead, it should be determined whether the sentence means "and" or "or" and the appropriate word should be used. If the thought to be expressed involves a choice between one or two alternatives, or both, the proper phrasing to be used is "\_\_\_\_ or \_\_\_\_\_, or both."

k. In s. HFS 77.10 (1), the word "and" on line 2 should be replaced by the phrase "that is."

PROVISIONS OF THE  
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1-21-99

PROPOSED ORDER OF THE  
DEPARTMENT OF HEALTH AND FAMILY SERVICES  
REPEALING AND RECREATING RULES

To repeal and recreate chapter HFS 77, relating to criteria and procedures for reimbursement of interpreting services for persons who are deaf or hard of hearing.

Analysis Prepared by the Department of Health and Family Services

This order updates the Department's rules for operation of a program established under s. 46.295, Stats., that reimburses interpreters for the provision of interpreting services for persons who are deaf or hard of hearing. It is necessary to update the rules because the program has made changes in how interpreters are scheduled and in the method of certifying and verifying interpreters who are not certified by the National Registry of Interpreters for the deaf, and because of changes in the generally accepted preferred terminology for referring to people with hearing problems and to the services required to support their communication access.

The current rules state that the Department will schedule interpreting services for an individual or organization authorized to receive interpreting services funded by the Department. However, although the Department continues to fund interpreting services and maintain lists of qualified interpreters, it no longer directly schedules interpreters. Requests for interpreting services are received and reviewed by the Department's 6 region-based Coordinators for the Deaf and Hard of Hearing Services to ensure that the circumstances for which services are requested meet the requirements of the program statute and ch. HFS 77. If qualified, the individual or organization requesting the service is provided with a registry of certified and verified interpreters. The individual or organization then schedules the interpreter.

The current rules do not mention the Wisconsin Interpreting and Transliterating Assessment (WITA) as a way to certify and verify the qualifications of interpreters for persons who are deaf or hard of hearing. Yet in May 1996, the Department began using WITA as a primary method of certifying and verifying interpreters to eventually replace the Wisconsin Quality Assurance Program. Interpreters verified through WITA qualify for reimbursement by the Department for interpreting services provided under ch. HFS 77.

The current rules refer throughout to "hearing impaired persons" and "interpreter services", which are terms also used in s. 46.295, Stats., although undefined there. These are replaced in the revised rules with "deaf or hard of hearing persons" and "interpreting services," which are terms preferred by the deaf and hard of hearing communities.

The Department's authority to repeal and recreate these rules is found in s. 46.295 (6), Stats. The rules interpret s. 46.295, Stats.

SECTION 1. Chapter HFS 77 is repealed and recreated to read:

Chapter HFS 77

INTERPRETING SERVICES FOR DEAF AND HARD OF HEARING PERSONS

- HFS 77.01 Authority and purpose
- HFS 77.02 Applicability
- HFS 77.03 Definitions
- HFS 77.04 Criteria for reimbursement of interpreting services
- HFS 77.05 Requests for reimbursement of interpreting services
- HFS 77.06 Certified and verified interpreters eligible for reimbursement
- HFS 77.07 Reimbursement policies and procedures
- HFS 77.08 Billing and collections
- HFS 77.09 Registry of certified and verified interpreters
- HFS 77.10 Appeals

HFS 77.01 AUTHORITY AND PURPOSE. This chapter is promulgated under the authority of s. 46.295 (6), Stats., for the purpose of implementing s.46.295, Stats., by doing all of the following:

- (1) Establishing criteria and procedures for providing reimbursement from the appropriations under s. 20.435 (6) (a) and (hs), Stats., to interpreters for deaf or hard of hearing persons for the provision of interpreting services.
- (2) Providing prompt payment to interpreters for services rendered, whether or not an agency that requested those services makes final payment for them.
- (3) Providing final payment for interpreting services which are approved by the department and for which no other agency is financially responsible.
- (4) Maintaining and providing a registry of certified and verified sign language interpreters.

HFS 77.02 APPLICABILITY. This chapter applies to deaf or hard of hearing persons in need of interpreting services, to interpreters providing those services, and to individuals and city, town, village, county, state, federal and private agencies that request interpreting services under s. 46.295, Stats. [when the individual or agency requesting interpreting services is not required by state or federal law to provide those services, when no other source of funding is applicable, or when the department determines that undue hardship or potential harm to the agency or individual is caused by requiring the agency or individual to provide reimbursement for interpreting services.]

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HFS 77.03 DEFINITIONS. In this chapter:

(1) "Administrative agency" means the department or an agency designated by the department to administer the provision of interpreting services. } new - not  
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(2) "Certified interpreter" means a person who has been awarded a certificate of interpreting proficiency by the national registry of interpreters for the deaf, inc.

(3) "Deaf or hard of hearing person" means a person who, because of some pathological or functional cause, requires spoken language to be transformed into a visual or tactile mode or language by an interpreter.

(4) "Department" means the Wisconsin department of health and family services or its designated administrative agency. ?

(5) "Emergency" means a situation in which the life, liberty, health or property of a deaf or hard of hearing person or a member of a deaf or hard of hearing person's family is in immediate danger.

(6) "Final payment" means payment by the department to an interpreter which the department will not seek to recover by billing an individual or agency.

(7) "Interpreting services" means any support service required by a deaf or hard of hearing person for communication access purposes, including sign language interpreting, oral interpreting, real time captioning, video link, and voice to text technology and any other technology, mode, or system that assists in communication access for persons who are deaf or hard of hearing.

(8) "Non-profit organization" means an organization exempt from federal income taxation under 26 USC 501.

(9) "Oral interpreter" means an individual who is able to paraphrase or translate a spoken message, with or without voice and with natural lip movement, for a deaf or hard of hearing person and is able to understand the lip movement or voice of a deaf or hard of hearing person and repeat it exactly, or in essence, for the benefit of a third person.

(10) "RID code of ethics" means the standards of interpreting protocol established by the national registry of interpreters for the deaf.

(11) "Sign language interpreter" means an individual who is able to interpret or transliterate, using manually-coded English or American sign language, and is able to repeat exactly, or in essence, the signs or the verbalization of a deaf or hard of hearing person for the benefit of a third person.



(12) "Verified interpreter" means an interpreter who has been awarded recognition as having a level of interpreting proficiency by the Wisconsin quality assurance program or the Wisconsin interpreting and transliterating assessment.

(13) "Wisconsin interpreting and transliterating assessment" means a program administered by the department to determine and verify the level of competence of interpreters who are not certified by the national registry of interpreters for the deaf, inc.

(14) "Wisconsin quality assurance program" means a program administered by the department to determine and verify the level of competence of interpreters who are not certified by the national registry of interpreters for the deaf, inc.

HFS 77.04 CRITERIA FOR REIMBURSEMENT OF INTERPRETING SERVICES.

(1) GENERAL REQUIREMENTS. (a) The department shall provide funds from the appropriations under s. 20.435 (6) (a) and (hs), Stats., to reimburse interpreters for deaf or hard of hearing persons in accordance with the requirements of this chapter.

(b) Funds appropriated under s. 20.435 (6) (a) and (hs), Stats., may be used for final payment for interpreting services only when the individual or agency requesting interpreting services is not required by state or federal law to provide those services, when no other source of funding is applicable, or when the department determines that undue hardship or potential harm to the agency or individual is caused by requiring the agency or individual to provide reimbursement for interpreting services. If an individual or agency is required by state or federal law to provide interpreting services, if an individual or agency has funding available to pay for those services, or if the department determines that there is no undue hardship or potential harm to the agency or individual if the agency or individual is required to provide reimbursement for interpreting services, the department shall reimburse the interpreter from the appropriation under s. 20.435 (6) (a) or (hs), Stats., and shall subsequently bill the agency or individual in accordance with s.HFS 77.08.

(c) Reimbursement for interpreting services under this chapter is contingent upon the availability of funds in the appropriations under s. 20.435 (6) (a) and (hs), Stats.

(2) INTERPRETERS ELIGIBLE FOR REIMBURSEMENT. The department may reimburse only interpreters on the registry of certified and verified interpreters maintained by the department under s. HFS 77.09(1).

(3) CIRCUMSTANCES ELIGIBLE FOR REIMBURSEMENT. (a) In accordance with s. 46.295, Stats., the department shall give priority to requests to pay fees charged by interpreters in the following circumstances, in the following order:

1. In emergencies.

2. When medical, mental health, alcohol and drug abuse, psychiatric and psychological services are needed.

3. In obtaining legal services and during civil court proceedings.

4. In matters involving law enforcement personnel.

5. In matters involving any federal, state, county or municipal agency.

(b) The department may also reimburse interpreters for services provided in connection with any of the following activities:

1. Communications involving financial matters.

2. Communications involving housing and shelter.

3. Meetings relating to the development of new programs, agencies or organizations to promote awareness of issues relating to deaf or hard of hearing persons.

4. Meetings, workgroups or conferences sponsored by statewide, nonprofit organizations whose missions relate specifically to deaf and hard of hearing persons. Final payment for the purposes specified under this subdivision is determined by the department on an annual basis.

5. Meetings, workgroups or conferences sponsored by nonprofit organizations that do not receive federal funds, do not administer a statewide program, or whose mission is not specifically related to deaf or hard of hearing persons, but are serving the deaf or hard of hearing. Final payment for the purposes specified under this subdivision is determined by the department on an annual basis. Any additional costs shall be covered by the requesting organization. To request funding under this subdivision, an organization shall, at least 6 weeks in advance of the date interpreter services are needed, submit a letter of request to the department's administrative agency. The letter shall include proof of the organization's exemption from federal income taxation and shall confirm that the organization receives funds of \$2,000 or less annually from the federal government or state government, or both.

6. Matters relating to the welfare of minor children of deaf or hard of hearing parents, including meetings relating to day care or child care, attendance at parental support groups or parenting classes and meetings with schools meeting the criteria in sub. (1) (b).

7. After school activities for children, such as boy scouts, girl scouts and 4-H while an alternate source of funding is being pursued or if all other sources of funding have been exhausted.

8. Job-related appointments for deaf or hard of hearing persons who are not clients of the Wisconsin division of vocational rehabilitation.

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HFS 77.05 REQUESTS FOR REIMBURSEMENT OF INTERPRETING SERVICES.

(1) Any individual or any city, town, village, county, state, federal or private agency may request, orally or in writing, that the department reimburse an interpreter to provide interpreting services.

Note: Requests for interpreting services shall be made to the Division of Supportive Living's Regional Office Coordinator for Deaf and Hard of Hearing Services. To find out which Regional Office Coordinator to contact, write or phone the Division of Supportive Living, Office for the Deaf and Hard of Hearing, P.O. Box 7852, Madison, Wisconsin 53707, (608) 243-5626 Voice and TTY.

(2) Except in an emergency, a request under sub. (1) shall be received by the department at least 48 hours in advance of the time an interpreter is needed.

(3) Within 5 working days after receipt by the department of a request for reimbursement of interpreting services under sub. (1), the department shall grant or deny the request. If the request is granted, the department shall provide the individual or agency requesting the service with a list of certified and verified interpreters so that the individual or agency may arrange interpreting services. If the request is denied, the department shall send the requestor a written notice of the reasons for denial, the right to request a hearing under s. HFS 77.10 (2) and the procedure for requesting a hearing.

HFS 77.06 CERTIFIED AND VERIFIED INTERPRETERS ELIGIBLE FOR REIMBURSEMENT. (1) SIGN LANGUAGE INTERPRETERS. Except as provided under sub. (4), the department shall reimburse certified and verified sign language interpreters listed in the registry under s. HFS 77.09 (1) according to availability in the following order:

(a) Interpreters certified by the national registry of interpreters for the deaf, inc., in the following order:

1. An interpreter who has a specialist certificate-legal, for an appointment relating to legal services.
2. An interpreter who has a comprehensive skills certificate, certificate of transliteration and certificate of interpretation, or a reverse skills certificate, if a reverse skills certificate interpreter can independently interpret for the assignment.
3. An interpreter who has an interpretation and transliteration certificate, certificate of interpretation or certificate of transliteration.
4. An interpreter who has an interpretation certificate or a transliteration certificate.
5. An interpreter who has a certified deaf interpreter certification.

(b) Interpreters verified by the Wisconsin interpreting and transliterating assessment, in the following order:

*certified*

1. An interpreter who is level 1.

2. An interpreter who is level 2.

3. An interpreter who is level 3.

4. An interpreter who is level 4.

(c) Interpreters verified by the Wisconsin quality assurance program, in the following order:

1. An interpreter who is a communication assistant II.

2. An interpreter who is a communication assistant I.

3. An interpreter who is a probationary communication assistant.

(2) ORAL INTERPRETERS. Except as provided under sub (4), the department shall reimburse oral interpreters listed in the registry under s. HFS 77.09 (1) and certified by the national registry of interpreters for the deaf, inc., according to availability in the following order:

(a) An interpreter who has an oral interpreter certificate: comprehensive or an oral interpreter certificate: visible-to-spoken if the interpreter with an oral interpreter certificate: visible-to-spoken can independently interpret for the assignment.

(b) An interpreter with an oral interpreter certificate: spoken to visible.

Note: A description of the skills included under each category of certification and verification specified above is available from the Office for the Deaf and Hard of Hearing, P.O. Box 7852, Madison, Wisconsin 53707.

(3) EXCEPTIONS. Subsections (1) and (2) do not apply if the department determines any of the following:

(a) The deaf or hard of hearing person's method of communication is nontraditional or uses signs known only to family members or associates.

(b) The deaf or hard of hearing person can understand only a particular noncertified oral interpreter.

(c) The method of communication of the deaf or hard of hearing person is based on a language other than English or American sign language.

(d) The deaf or hard of hearing person's request for a specific interpreter is justified based on that interpreter's understanding of the subject matter, particular communication method, or

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unique suitability for a particular appointment as determined by the person or agency requesting interpreting services. *J. Lawrence*

(4) CANCELLING AN APPOINTMENT. (a) Prior to canceling an appointment for which the department has approved reimbursement and an interpreter has been scheduled, the person or agency which requested interpreting services shall provide the department with a minimum of 48 hours' notice. The department shall make a reasonable effort to inform the interpreter of a cancellation. The department shall encourage the person or agency which requested interpreting services to contact the other parties involved to cancel the appointment. *5-  
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(b) When a person or agency which requested interpreting services misses an appointment without providing prior notification to the department because of circumstances outside of the control of the person or agency, the department shall reimburse the interpreter for 2 hours of interpreting services.

(c) An interpreter who needs to cancel an appointment shall notify the person or agency which requested interpreting services and the department at least 24 hours before the time of the appointment.

#### HFS 77.07 REIMBURSEMENT POLICIES AND PROCEDURES.

(1) REIMBURSEMENT RATES. The department shall reimburse interpreters according to certification and verification levels, with the levels requiring the most skill receiving the highest rates of pay.

(2) REIMBURSEMENT PROCEDURES. The department shall reimburse interpreters in accordance with department purchasing procedures.

(3) REIMBURSEMENT POLICIES. (a) Determination of payment to an interpreter shall be made on an individual basis in accordance with department policies and procedures. *Done?*

(b) A state employe who is a certified or verified interpreter may, if no other interpreter is available, be reimbursed for assignments completed after normal working hours, while on vacation or during leave without pay. The state employe shall demonstrate that there is no conflict of interest in accepting a reimbursed interpreting assignment by obtaining the prior approval of his or her supervisor.

HFS 77.08 BILLING AND COLLECTIONS. (1) Services provided under this chapter are subject to the provisions of ch. HFS 1 for ability to pay, billing and collection purposes.

(2) The department shall bill any federal, state, county, municipal or private agency for requested interpreting services reimbursed by the department if the department determines that the agency is required under state or federal law to provide interpreting services to a deaf or hard of hearing person or if the agency is not required to provide interpreting services but agrees to pay for the services.

(3) The department shall deposit all monies collected under this section into the appropriation under s. 20.435 (6) (hs), Stats.

(4) If any agency identified under sub. (2) does not pay a bill, the bill shall be referred to the department's bureau of fiscal services for collection.

**HFS 77.09 REGISTRY OF CERTIFIED AND VERIFIED INTERPRETERS.** (1) The department shall maintain a registry of certified and verified interpreters. To be included in the registry, an interpreter shall provide documentation of certification or verification to the department. The registry shall include the following information for each interpreter:

- (a) Name.
- (b) Address and telephone number.
- (c) Social security number.
- (d) Certification or verification level.
- (e) Expiration date of certification/verification.

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Note: Interpreters wishing to be included in the registry should contact the Office for the Deaf and Hard of Hearing, P.O. Box 7852, Madison, WI 53707.

(2) The department shall use the registry described under sub. (1) to reimburse interpreters.

(3) The department shall create and maintain a separate registry of certified and verified interpreters for agencies or individuals who do not wish to ask the department for reimbursement or who are not required and do not wish to reimburse the department for having paid for those services. The registry shall include the information specified under sub. (1) (a) to (d) for only those interpreters who have consented, in writing, to release that information to agencies or individuals not affiliated with the department. The registry shall be available, upon request, to courts and agencies required under s. 885.37, Stats., to appoint interpreters. The department shall update the registry annually.

(4) The department shall develop and provide to each interpreter whose name is included on the registry under sub. (1) or the registry under sub. (3) a protocol to be followed while the interpreter is providing services under the department's authorization. After providing reasonable notice, the department may exclude an interpreter who fails to adhere to the protocol from the registries under subs. (1) and (3). An interpreter may appeal the department's decision in accordance with s. HFS 77.10.

HFS 77.10 APPEALS. (1) Any individual providing interpreting services under this chapter or any individual or agency receiving interpreting services under this chapter and dissatisfied with any action or decision of the department may file a grievance, in writing or orally with the department. The grievance shall be addressed to the administrator of the department's division of supportive living and shall be received by the administrator within 45 days after the date of the department's action or decision.

Note: To file a grievance, write or phone Administrator, Division of Supportive Living, P.O. Box 7851, Madison, Wisconsin 53707, (608) 266-5451 voice or (608) 267-9880 TTY.

(2) In cases in which the department denies a request for interpreting services, the agency or individual to whom services have been denied may file a request for a hearing with the department of administration's division of hearings and appeals. The agency or individual shall have 45 days from the date of denial in which to file a request for hearing, which shall be in writing. The date of the filing is the date the division of hearings and appeals receives the request for hearing.

Note: The mailing address of the Division of Hearings and Appeals is P.O. Box 7875, Madison, Wisconsin 53707.

The rules contained in this order shall take effect on the first day of the month following publication in the Wisconsin Administrative Register, as provided in s. 227.22(2), Stats.

Wisconsin Department of Health and  
Family Services

Dated:

By: \_\_\_\_\_

Joseph Leean  
Secretary

SEAL: