



Illinois Department of Human Services
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PO 1205.3: Types of Claims

PR 1205.3.

a. General Requirements for Claimants

b. Vendor Claims

(1) Funeral Homes

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Reimbursement Claim Sent to Funeral Home

Consider for payment **either** vendor or reimbursement claims, **but not both**. Only funeral homes and cemetery associations submit **vendor claims**. **Reimbursement claims** are submitted by persons not legally responsible, who volunteer to pay funeral and burial costs. **Claims made by persons legally responsible for the deceased will not be paid.**

a. General Requirements for Claimants

All claimants must:

1. Use the Department claim forms. Entries must be legible on all copies, with all copies signed and dated in ink.
2. Accept the Department's payment standard for the type of claim filed.
3. Deduct the amount available from other sources of payment (as outlined in PO-1205.4) from the amount of their claim to the GA unit.
4. Cooperate with the GA unit in securing information regarding available assets, when necessary.

b. Vendor Claims

Funeral homes or cemetery associations filing vendor claims must not accept payment in addition to the GA Unit's rate, except for a contribution, from a person not legally responsible for the deceased, that is applied to:

- the cost of the casket, urn, or vault; or
- the cost of additional funeral home expenses, up to \$2000, for services or merchandise that are not required to be provided for the GA Unit's payment; or
- the cost of additional cemetery expenses, up to \$2000, for services or merchandise that are not required to be provided for the GA Unit's payment.

When payment is requested in addition to the GA Unit's rate, the vendor claim must include a statement that shows:

- the charge for the casket, vault, or additional services provided, and
- the amount of payment or contribution received.

When a funeral home and a cemetery both accept payments for services or merchandise that are not required to be provided for the GA Unit's payment, each must provide a statement.

Each funeral home and cemetery must file a separate claim for goods and services it provides, except in the following circumstances:

- When a body is shipped out of the area where the death occurred, pay the funeral director who made the primary arrangements. Any other funeral directors involved must receive payment from the primary funeral director.

(1) Funeral Homes

For receipt of the GA Unit's payment, the funeral home must provide the following services:

- prepare and preserve the body;
- provide a casket, outside box, or urn if needed;
- transport the body by means common to that area;
- provide the usual services of the funeral home;
- arrange for religious services, if requested;
- provide the proper burial clothing, if needed; and
- provide grave services if that is the custom.

NOTE: For cremations, do not require a funeral director to provide a casket and preparation and preservation of the body to receive payment for services. A casket and preparation and preservation of the body are to be provided if required due to the type of service.

(2) Cemetery Association

The cemetery association should provide:

- the least costly grave space;
- opening and closing of the grave; and
- grave services if that is the custom.

Charge for cremation and the container used for cremating and burial may be allowed instead of the above items.

(3) Vault Company

Consider grave services of a vault company part of the cemetery association's charges. They must be within the standard burial rate.

(4) Unusual Goods and Services

Specific burial items or services may be needed. This could include a sealer insert, special transportation needs, an emergency pouch, or oversize casket. Only the least costly casket is considered.

Charges for unusual goods and services must be submitted on a separate claim form. It must include any needed information, medical or other, to prove the reason for the extra cost. Contact the DHS Funeral and Burial Unit, Springfield, for guidance.

In addition to funeral vendor services, pay special transportation expenses as follows:

- Transportation outside a 20 mile radius of the funeral home will be considered, at 50¢ per mile, for unusual intrastate travel. The transportation charge cannot exceed the balance remaining unused after the actual cemetery charges have been deducted from the \$325 burial rate.
- For out-of-state burials, an added amount for transportation will be considered of up to \$50. This is in excess of the unused burial amount described above.
- In donation for research cases (where the body has been donated for scientific study), an expense of 50¢ per added mile will be considered outside a 20 mile area. This does not require a separate claim form.
- No additional transportation charges are paid when a body is cremated.

c. Reimbursement Claims

A person not legally responsible for the deceased may file a claim when they:

- voluntarily assume responsibility for funeral and burial expenses; **and**

- pay an amount equal to or more than the amount of the claim; **and**
- provide proof of the amount they have paid.

Proof of payment includes a contract and cemetery bills.

NOTE: Do not pay the reimbursement claim of a person who made payment for a casket, vault, or services or merchandise not required to be provided for the GA Unit's payment, when the funeral home has filed a vendor claim for other services or merchandise.

Pay only one reimbursement claim per case. When 2 or more people are paying, only one can file a claim.

No payment is made for unusual services or merchandise for reimbursement claims.

Reimbursement Claim Sent to Funeral Home

The claimant may request that the GA Unit pay the funeral home directly. A signed statement must be included with the request. The statement should contain the claimant's:

- home address;
- phone number; and
- request for the payment to go to the funeral home.

If the claimant requests that the payment be paid to themselves, the GA Unit is not part of that agreement. A vendor who does not receive payment may start private collection action against a claimant who received payment from the GA Unit.