

WISCONSIN LIONS FOUNDATION, INC.

HEARING PROJECT

What is the WLF Hearing Project all about?

The WLF Hearing Project is dedicated to the needs of the hearing impaired. It is run through a cooperative effort between Wisconsin Lions and Leo Clubs. Cooperating hearing healthcare professionals generously assist by providing services to beneficiaries of the Hearing Project throughout Wisconsin.

Who is the WLF Hearing Project designed to serve?

The WLF Hearing Project's intent is to help Wisconsin's financially needy individuals with hearing impairments who cannot afford to purchase a hearing instrument(s) and do not qualify for any existing state-funded financial assistance programs which provide hearing assistance.

How does the WLF Hearing Project work?

The WLF Hearing Project's success relies on the collaborative efforts and generosity of Wisconsin Lions and Leo Clubs, hearing healthcare professionals, and hearing aid manufacturers. Lions and Leo Clubs throughout the State collect used hearing aids and provide funding for recipients, hearing professionals agree to accept reduced fees for their services, and hearing aid manufacturers provide large discounts on hearing devices dispensed to recipients.

How is an applicant's financial eligibility determined?

All applicants are required to fill out an Application for Financial Assistance that should be carefully reviewed by the District Hearing Chairperson of the District in which the applicant resides. District Hearing Chairpersons are requested to refer to the WLF Hearing Project Protocol which provides suggested guidelines to use when making financial eligibility decisions. However, these guidelines are not rigid and individual situations should be taken into consideration. By utilizing the application, along with suggested guidelines, District Hearing Chairpersons will be able to make informed decisions. Please keep in mind these key points when making financial eligibility decisions:

1. ALL applicants must be financially needy **AND** Wisconsin Residents to qualify for the WLF Hearing Project.
2. District Hearing Chairpersons should contact applicants if they need additional information supplied on the application. In addition, District Hearing Chairpersons should request additional supporting documentation (i.e. payrolls stubs) if there is any question as to the validity of the information provided.
3. **Careful review of applicants is essential.** The WLF Hearing Project relies on the generosity of hearing professionals and hearing device manufacturers. If abuse occurs, these relationships can be jeopardized.

When should District Hearing Chairpersons approve applicants' requests for assistance?

Requests for assistance should only be approved when District Hearing Chairpersons are confident the applicant is financially needy (as outlined in the WLF Hearing Project Protocol) and a Wisconsin resident. Please note, financial eligibility decisions on behalf of the WLF Hearing Project are made without regard to race, religion, ethnic background, age, and applicant's perceived character or with regard to the financial situation of extended family members.

When should District Hearing Chairpersons deny applicants request for assistance?

Any applicant whose income exceeds the financial eligibility requirements or who possesses sufficient savings to purchase a hearing aid(s) on their own should be denied. In addition, applicants who are unwilling to provide the requested information and/or supporting documentation should be denied. If an applicant is receiving or can receive assistance from an additional program or organization, they will be denied. If an applicant is NOT a legal resident of Wisconsin and if an applicant is NOT residing at a permanent address.

Are District Hearing Chairpersons responsible for informing applicants of their approval or denial for assistance?

NO. District Hearing Chairpersons are asked NOT to communicate financial eligibility decisions. Instead, they are asked to simply fill out (IN COMPLETE) and mail the WLF Hearing Project's Prior Authorization for Financial Assistance form letter to the WLF Project Coordinator. The WLF Project Coordinator will then be responsible for informing applicants of approvals and denials which ensure consistent communication occurs and appropriate procedures are followed.

Are District Hearing Chairpersons responsible for informing participating professionals of an applicant's approval or denial for assistance?

NO. District Hearing Chairpersons are asked NOT to communicate financial eligibility decisions to hearing professionals. The WLF Project Coordinator is responsible for coordinating services, fees for services (as outlined in the WLF Hearing Project Protocol) and for providing all necessary billing information. Again, this ensures appropriate procedures are followed and ensures consistent communication.

Can an applicant apply for financial assistance after they have purchased a hearing device(s)?

NO. Applications for payment of hearing aids that were fitted without prior authorization will not be considered

When an applicant is APPROVED to receive financial assistance, how do we provide the necessary funding?

The WLF Hearing Project has come up with a protocol. It has been found that the most timely and efficient way to process applications and provide necessary assistance is establishing ongoing payments through the WLF hearing fund earmarked to be used only for recipients of the WLF Hearing Project.

How is the Hearing Project Funded?

The answer to funding the Hearing Project is accomplished through the time and efforts of dedicated District Hearing Chairpersons. The only way Lions and Leo Clubs are going to provide funds is if they know about the WLF Hearing Project and feel confident their money is going to a good cause. District Hearing Chairpersons are encouraged to promote the WLF Hearing Project via presentations, literature, etc. For help and various promotional ideas, etc., District Hearing Chairpersons are encouraged to contact the WLF Project Coordinator.

Does the WLF Hearing Project pay for recipients hearing evaluations, hearing aid evaluations, and/or medical evaluations performed for the purpose of obtaining a hearing aid(s)?

No, because the costs of providing these services would be prohibitive. The WLF Healthcare Supervisor is responsible for informing all recipients that the WLF Hearing Project is in place to assist in purchasing a hearing aid(s) for them. However, each recipient is informed that any charges in relationship to hearing evaluations, hearing aid evaluations, and/or medical evaluations for the purpose of obtaining a hearing aid ARE NOT covered by the WLF Hearing Project and may or may not be their responsibility depending upon their insurance coverage.

How much does it cost to provide one hearing aid for a recipient?

Total costs include:

1. PROFESSIONAL SERVICE FEE OF \$300.00 for one hearing aid and \$500.00 for two hearing aids. This professional service fee is paid to the participating hearing professional.
2. INVOICE COST OF HEARING AID
The invoice cost of all recipient hearing aids are paid for utilizing the SALVAGE ACCOUNT obtained through the collection of used hearing aids, also by the donations from Lions and Leo Clubs

What does the \$300.00 "professional service fee" pay for?

The \$300.00 is paid to the hearing professional for services. This cost includes:

1. Dispensing fee
2. Ear mold (when necessary and if clinic is willing to pick up charge) otherwise billed to patient
3. First package of batteries
4. Professional agrees to honor the hearing aid's warranty against defects in materials and workmanship
5. All follow-up visits within the first year are free of charge

What types of hearing aids are dispensed to recipients?

The style, brand, and model which are most appropriate for the recipient's hearing needs are determined by the hearing professional. Based on the professional's recommendations, the WLF Healthcare Supervisor purchases the hearing device using the salvage credit account or donations from Lions and Leo Clubs. All attempts are made to supply the hearing aid of choice; however, if cost is prohibitive, the hearing professional and WLF Healthcare Supervisor work together to find a less expensive option. Certain types of hearing aids (canal, and completely in-the-canal) are automatically excluded.

Can all recipients with hearing loss benefit from hearing aid use?

Hearing loss is a symptom, not a diagnosis. Since there are many causes of hearing loss, a recipient must undergo a careful medical and hearing evaluation to determine whether a hearing aid(s) is appropriate for them. While most individuals with hearing loss can benefit from amplification, there are some cases where hearing loss needs to be treated with medication or with surgery. Therefore, applicants should never be promised a hearing device(s) prior to being evaluated. Whether or not an applicant is an appropriate candidate for hearing aid use is determined SOLELY by the hearing healthcare professional.

Can recipients of the WLF Hearing Project request to go to the hearing professional of their choice to be fit with their hearing aid(s)?

YES! Recipients can see the professional of their choice as long as that professional is willing to accept the WLF Hearing Program's established fees for their services. It is the desire of the WLF Hearing Project to allow recipients to continue working with hearing professionals of their choice for whatever reason. Once again, the WLF Healthcare Supervisor will be responsible for communicating all policies, procedures, and billing information to hearing professionals. If a professional is unwilling to accept reimbursement rates, the WLF Healthcare Supervisor will work with the recipient to find a different hearing professional.

Are there rules and regulations participating hearing healthcare professionals need to follow when dispensing hearing aids?

Participating professionals are responsible for complying with all State and Federal rules and regulations with regard to hearing aid fitting and sales.

Are applicants fit with one or two hearing aids?

Generally, only one hearing aid is dispensed per recipient per application only because it enables the resources of the WLF Hearing Project to serve more needy recipients. However, in some situations, two hearing aids are critical; i. e. very young children, children or adults in educational settings, and children or adults with other handicapping conditions such as visual impairments. In these or other situations, the hearing professional's recommendation, on behalf of a recipient's best interest, should be weighted heavily.

Should District Hearing Chairpersons concentrate on informing various social organizations, such as senior centers, of the WLF Hearing Project?

NO. Instead, all District Hearing Chairpersons are urged to concentrate their efforts on the following:

1. Educate Lions and Leo members about the WLF Hearing Project
2. Encourage Lions and Leo Clubs in their District to collect used hearing aids
3. Increase their (District Hearing Chairpersons) visibility so Lions and Leo members know to contact their District Hearing Chairperson with any issues regarding the WLF Hearing Project, particularly with regard to applicant referral
4. The importance of educating the membership about the WLF Hearing Project and the importance of establishing adequate hearing aid collections cannot be underestimated. District Hearing Chairpersons will find that as they continue their efforts to promote the WLF Hearing Project among their membership, the number of applicants will automatically increase.

Does the WLF Hearing Project pay for the repair of hearing aids?

YES. There are two requirements: 1) The hearing aid had to have been purchased through the WLF Hearing Project and 2) The Recipient must meet the financial criteria set forth in the WLF Hearing Project Protocol. The application procedure is the same as for a new hearing aid, except for the Application for Financial Assistance, which is modified to accommodate the repair request.

How important is the collection of used hearing aids?

Absolutely critical to the success of the WLF Hearing Project. The salvage credit account greatly defrays the costs incurred by the Lions and Leo Clubs when providing hearing devices and, without it, costs would go up significantly. The very unfortunate result would be fewer needy individuals receiving the help they need.

When someone donates a hearing aid(s), can we give them a receipt regarding the cash value?

NO. The WLF Hearing Project is a not-for-profit charity organization and the IRS prohibits charity organizations from establishing or affirming value. Donators should be requested to contact their tax advisor with regard to establishing value. When desired, District Hearing Chairpersons and/or the WLF Healthcare Supervisor can provide a letter acknowledging receipt of the donated hearing aid(s).

How can District Hearing Chairpersons encourage their Lions and Leo Clubs to start collecting used hearing aids?

Hearing aid collection canisters and/or labels (which can be attached to eyeglass collection canisters) are available by calling the WLF Office, toll-free at 1-877-463-6953. They should be placed throughout the Club's community. Some suggested areas include churches, pharmacies, doctors/audiologist/hearing instrument specialists' offices, funeral homes, and nursing homes. PLEASE REMIND Clubs to attach the name and phone number of a person who will pick up donated hearing aids to all canisters. Brief newspaper articles, which encourage the general public to donate their unwanted hearing aids, and posters, can also be obtained from the WLF Healthcare Supervisor. Due to the WLF Hearing Project's not-for-profit status, newspapers will often publish these articles free of charge or for a minimal fee.

Who can District Hearing Chairpersons contact if they have additional questions, concerns, ideas, etc?

District Hearing Chairpersons are strongly encouraged to contact the WLF Healthcare Supervisor. The Supervisor is happy to answer questions, provide additional assistance, and appreciates ideas and input regarding your WLF Hearing Project.

What if an Applicant is slightly over the financial guidelines?

If an applicant is 141-200% over poverty they can be approved through the Hearing Project to "self-pay" for a hearing aid(s). The WLF will ONLY provide the hearing aid to the applicant at the reduced cost. The cost of the hearing aid is discussed with the applicant prior to ordering the hearing aid. Payment must be paid in full before the hearing aid will be ordered. Any medical expenses associated with obtaining the hearing aid(s) is the applicant's responsibility to pay. A letter is sent to the applicant informing them of the partial approval. They have the option of accepting or denying.

WISCONSIN LIONS FOUNDATION, INC.

HEARING PROJECT PROTOCOL

The purpose of the Wisconsin Lions Foundation Hearing Project is to provide hearing aids for residents of Wisconsin with impaired hearing who cannot afford them and qualify in accordance with the WLF Hearing Project Protocol.

Definitions:

Hearing Chair: Appointed Lions District representative, reviews application and associated documents, determines applicant eligibility, communicates their decision with WLF Healthcare Supervisor

WLF Healthcare Supervisor: WLF employee, reviews the application and associated documents for completeness, forward completed applications and associated documents to Hearing Chair of the applicants respective Lions District, communicates approval/denial with applicants, Coordinates with the applicant and their hearing professionals to obtain the hearing aid(s).

I. SUGGESTED CRITERIA FOR ELIGIBILITY

- A. Applicants MUST be permanent WISCONSIN RESIDENTS to be eligible.
- B. Household Income should not exceed: 200% of current Federal Poverty Level. Exceptions may be made at the discretion of the Hearing Chair
- B. Liquid Assets should not exceed \$10,000. Exceptions may be made at the discretion of the Hearing Chair.
- C. Financial eligibility is determined SOLELY by the District Hearing Chair.
- D. Applicants who qualify for state-funded assistance (T19, DVR, etc.) should always be referred to those organizations first.

II. PRIOR AUTHORIZATION

- A. All applicants must obtain prior authorization from the WLF Hearing Project BEFORE obtaining or repairing hearing aid(s). This is accomplished by submitting an Application for Financial Assistance (please refer to *Referral of Applicant* on following page).
- B. Requests for payment of hearing aids or repairs without prior authorization will NOT be considered.
- C. Applicants must contact the Healthcare Supervisor within 30 days of receiving approval letter. This does not mean the applicant has to see a doctor within 30 days.
- D. Applicants are only allowed assistance for one hearing aid every 5 years. Exceptions may be made at the discretion of the Hearing Chair.

III. TOTAL COSTS

- A. Hearing aids are ordered through the WLF Hearing Project.
 1. Hearing aids are ordered by the WLF Project Supervisor as recommended by the hearing professional.
 2. All recipient hearing aids are NEW and paid for utilizing the monies obtained via the collection of used hearing aids and monies donated from Lions and Leo Clubs. On a rare occasion, a reconditioned aid may be used at the discretion of the hearing professional and the WLF Project Supervisor.
 3. Certain technologies and certain styles (canal and completely in-the-canal hearing aids) will not be considered due to expense.
 4. For expense reasons only, the WLF Hearing Aid Project usually provides only one hearing aid per recipient. However, binaural fitting will be considered in specific situations when recommended by the attending hearing professional.

B. Professional Service Fee \$300.00 for one hearing aid and \$500.00 for two hearing aids.

1. Hearing professionals will be paid \$300.00 for one hearing aid and \$500 for two, to provide the following services/products:
 - a. Dispensing fee
 - b. Ear mold (when necessary and if covered with the \$300.00)
 - c. First package of batteries
 - d. Service hearing aids under the manufacturer's warranty
2. Applicants can be seen by the hearing professional of their choice as long as the professional is willing to accept the significantly reduced service fee.
3. The purpose of the WLF Hearing Project is to provide hearing instruments for needy individuals. However, due to expense reasons, **the cost of the hearing evaluation and hearing aid evaluation are NOT COVERED by the WLF Hearing Project.** Recipients may, or may not be, responsible for fees associated with physician or audiologist evaluations, dependent upon their insurance benefits.

IV. REFERRAL OF APPLICANT

A. All applicants must complete the Hearing Aid Application for Financial Assistance Form.

This application can be obtained by contacting:

Wisconsin Lions Foundation, Inc.

Hearing Project

3834 County Road A

Rosholt, WI 54473

Toll-Free: (877) 463-6953

Fax: (715) 677-4527

E-mail: hearing@wlfinc.org

- B. District Hearing Chairperson reviews Hearing Aid application to determine whether or not applicant meets eligibility requirements.
- C. If APPROVED, the WLF Project Supervisor will be responsible for contacting applicant regarding approval. In addition, the WLF Project Supervisor will contact hearing professionals to discuss protocol procedures and billing issues.
- D. If DENIED, WLF Project Supervisor will be responsible for sending a letter of denial to applicant.

V. COLLECTION OF USED HEARING AIDS

- A. Donated used Hearing Aids are sent to Starkey Labs, for which money is received for their salvage value.
- B. ALL money obtained via the collection of used hearing aids is used to purchase NEW hearing aids for recipients of the WLF Hearing Project.
- C. All used hearing aids collected on behalf of the WLF Hearing Project are considered property of the WLF Hearing Project.
- D. **Used hearing aid collections greatly defray costs and are essential to the continued success of the WLF Hearing Project.**

*** Information received from the applicant or others on his/her behalf shall remain confidential and should only be reviewed by the designated Lions members involved in the Hearing Project.**

WISCONSIN LIONS FOUNDATION, INC.

HEARING PROJECT

BILLING AND PAYMENT PROCEDURES

The following billing procedure is strongly encouraged for purposes of consistent communication, accurate billing and timely payment:

- (1) Upon approval of an applicant, District Hearing Chairperson secures funding either through District Hearing Funds or individual Lions/Leo Clubs.
- (2) District Hearing Chairperson completes authorization form. Then sends it to Project Supervisor by mail or e-mail.
- (3) The WLF Project Supervisor is responsible for contacting hearing professionals and communicating fees for services as outlined in the WLF Hearing Aid Project Protocol and providing hearing professional with billing information.
- (4) Upon fitting of hearing aid(s), the hearing professional sends bills to the Project Supervisor.
- (5) Project Supervisor deducts cost of hearing aid(s) and audiologist fee from District Funds.

(01/2026)

**WISCONSIN LIONS FOUNDATION
HEARING PROJECT
3834 COUNTY ROAD A
ROSHOLT WI, 54473**

**Toll-free: 877-463-6953
Fax: 715-677-4527
Email: hearing@wlfinc.org**

Dear Applicant,

The Wisconsin Lions Foundation (WLF) Hearing Project is dedicated to serving the hearing impaired throughout Wisconsin. The main mission of the Project is to provide hearing instruments for adults and children who could otherwise not afford them. Through the collaborative efforts and generosity of Lion and Leo Clubs, along with hearing healthcare professionals and hearing instrument manufacturers, many individuals have received the help they need.

If an applicant has family support or **funds** available in money market accounts, mutual funds, 401(k) plans, IRAs, certificates of deposit (CDs), checking/saving accounts, stocks, or bonds, **this may not be the program for you**. The WLF Hearing Project considers all these when determining eligibility. If applicants do not fall within the guidelines, or are otherwise deemed ineligible due to asset levels or related factors, receives assistance from another organization or state program the application will be denied.

Your sense of hearing is of great importance. Therefore, if the purchase of a hearing device presents a financial hardship for you, the WLF Hearing Project would like to help. To assist in determining whether or not you are eligible for our project, please complete the enclosed application and send to:

**WLF Hearing Project
3834 County Road A
Rosholt WI 54473
Fax: (715) 677-4527, Email: hearing@wlfinc.org**

Please be certain to fill in all requested information because incomplete applications will delay processing. Feel free to include a letter (along with your application) if you wish to describe your personal situation in more detail, and remember to **include a copy of your last year's Federal Tax Return and/or Social Security benefit statement, 3 most recent Bank Statements and any supporting schedules. If married, or living with other individuals, please include proof of their income as well.**

Thank you for taking time to fill out your application. I will contact you as soon as possible regarding whether your request was approved.

Sincerely,

Healthcare Supervisor

****Note: All applicants must obtain prior authorization from the WLF Hearing Project *before* obtaining a hearing aid. An automatic denial will result if hearing aids are purchased before the applicant is approved.**

WISCONSIN LIONS FOUNDATION HEARING AID PROJECT

Prior Authorization Form

Date

Dear WLF Project Director:

The Lions District 27- Hearing Chairperson has reviewed 's application and feels that he/she:

(Please check one of the following)

is financially eligible for one hearing aid.

If audiologist recommendation is two hearing aids, please proceed with;

Full pay for two hearing aids

Full pay for one hearing aid, self-pay for second hearing aid at WLF cost

is financially eligible for the REPAIR of a hearing aid.

is NOT financially eligible for the WLF Hearing Aid Project for the following reason:

Applicant's and/or family income exceeds eligibility criteria.

Applicant purchased hearing aids without prior authorization.

Applicant is unwilling to disclose the necessary financial information.

is financially eligible for the WLF Hearing Aid Project but the Lions and Leo Clubs and/or District is unable to provide financial assistance at this time.

is eligible to purchase hearing aids at WLF cost, under self-pay guidelines

**For expense reasons only, it is the policy of the WLF Hearing Aid Project to provide one hearing aid. However, there are situations when two hearing aids are necessary (i.e. young children, etc).

Please be sure the form is filled out completely, email to hearing@wlfinc.org, or mail/FAX to:

WLF HEARING PROJECT
3834 COUNTY ROAD A
ROSHOLT, WI 54473-8826
FAX 1-715-677-4597

If you have questions, please contact the WLF Healthcare Supervisor at 877-463-6953(toll-free).
(1/2026)

**WISCONSIN LIONS FOUNDATION, INC.
HEARING PROJECT**

Application for Financial Assistance for Hearing Aid(s)

Applicant Name: _____ Date of Birth: _____
Address: _____ Apt # _____
City: _____ State _____ ZIP _____
Daytime Telephone: () _____ - _____ Cell Number: () _____ - _____
Parents Names (when applying for a child): _____

Is the Applicant a **permanent** resident of Wisconsin (circle one)? Yes No
How long have you been at your current address? _____

Insurance: Name & policy numbers of any/all health insurance policies: _____

Have you checked if your insurance policy covers hearing aids? (Circle one) Yes No

If you answered yes above, how much will your insurance cover? _____

Have you checked if you qualify for Medicaid? Yes No N/A

Marital Status (circle one): Single Married Widowed Separated

List Names, Ages, and Relationship of **Everyone** in Household: _____

When was the last time your hearing was evaluated? _____

Are you currently working with a hearing professional? (Circle one) Yes No

If yes, please provide following:

Name _____

Address _____

City _____ State _____ ZIP _____ Telephone () _____ - _____

-----EMPLOYMENT INFORMATION-----

Parents or Guardians employment information is necessary when applying for a child or dependent

I am currently (circle one): Employed Unemployed Retired Disabled

If employed, please complete the following:

Present Employer: _____

Employer Address: _____

City, State, ZIP _____

Telephone: () _____ - _____ Position: _____

Gross Monthly Income \$ _____ Net Monthly Income \$ _____

If married, your spouse is currently: Employed Unemployed Retired Disabled

If employed, please fill out information pertaining to spouse's employment:

Spouse or Name (If applying for child): _____

Present Employer: _____

City, State, ZIP _____

Telephone: () _____ - _____ Position: _____

Gross Monthly Income \$ _____ Net Monthly Income \$ _____

Gross Income (before taxes/deductions) & Investments		Monthly Expenses (monthly average)	
Monthly Social Security Benefits	\$	Rent/Mortgage (circle one)	\$
Spouse's Social Security Benefits	\$	Utilities	\$
Monthly Retirement Pension	\$	Food	\$
Monthly Food Stamp Benefits	\$	Phone	\$
Monthly Child Support	\$	Medicine/Medical	\$
Other Income	\$	Car/Transportation	\$
	\$	Child Care	\$
** Required		Home Insurance	\$
Assets (savings, checking, CD's, etc.)	\$	List Charge Cards	\$
	\$		\$
	\$	Other expenses	\$
Investments (IRA, 401-K, etc.)	\$		\$
	\$	Total Monthly Expenses	\$

**** REQUIRED FINANCIALS:**

Please enclose 3 months of your most current Bank/Financial Statements. ALSO, enclose a copy of proof of income such as last year's Federal and State Tax Returns, and/or Social Security or Disability Benefit Statements, Pension Statements, latest Paycheck with year-to-date earnings. Proof of financials is **required** for you, your spouse, and other's living in your same household. Financial guidelines are based on **TOTAL** household income. Information received from the applicant remains confidential and is reviewed only by the designated Lions members involved in the Hearing Project.

Please check each of the following programs you are currently eligible for or have applied for:

- Medicaid (Title 19) **Please note - this is not the same as Medicare (Title 18)**
 Department of Vocational Rehabilitation (DVR)
 Badger Care Plus
 Other Please List _____

I understand this application will be reviewed by members of the Lions organization in order to determine the applicant's eligibility status. I give my permission to the WLF Hearing Project to release this application to the appropriate members for their review. In addition, I give my permission to have the information provided on this application verified. I certify that all of the information provided is current and accurate to the best of my knowledge. If any information is falsely stated, or if I am working with another assistance program I understand it will disqualify me from the WLF Hearing Project.

- or -

Signature of Applicant

Signature of Parent, Guardian, or POA

Date Signed

****Note: All applicants must obtain prior authorization from the WLF Hearing Project before ordering hearing aids**

Please return this form to: WLF Hearing Project 3834 County Road A, Rosholt, WI 54473
 Phone: (877) 463-6953 (toll-free) Fax: (715) 677-4527 Email: hearing@wlfinc.org