



Injured Patients & Families Compensation Fund

Tony Evers, Governor of Wisconsin
Nathan Houdek, Commissioner of Insurance

April 22, 2024

Dear Fund Participants,

The Injured Patients & Families Compensation Fund (IPFCF or the “Fund”) apologizes for all concerns and inconveniences regarding our system transition and the end of the 3-year premium holiday. We understand that waiting for responses and resolution on issues raised is frustrating.

We recognize the seriousness of the situation and are actively working with our computer system programmers to resolve all system deficiencies. These issues will be corrected with minimal or possibly no action from the Fund participant. All Fund participants that have encountered erroneous noncompliance situations will be returned to their correct compliance status as soon as possible. The Department of Safety and Professional Services (DSPS) will be notified of clearance for each impacted provider prior to the October 2025 license renewal period. The clearance with DSPS will remove any license renewal holds for the erroneous IPFCF noncompliance notices.

However, not all noncompliance notices were reported in error. Fund participants with valid noncompliance statuses will also be able to resolve their concerns prior to the next license renewal period. The IPFCF staff will assist each Fund participant that requests guidance with these matters, but it may take longer than preferred to get a reply from the IPFCF staff due to the high volume of system complications, incoming calls, and emails. We ask for your patience as we undertake this large workload.

In the meantime, there are a few tasks each Fund participant can do to mitigate future complications. Tip sheets are available on the IPFCF website for each of these tasks:

- Verify that the IPFCF has a valid personal nonwork email address on record for each individually licensed provider.
- Verify who is responsible for your IPFCF assessment fees and familiarize yourself with how they will be receiving your IPFCF invoices.
- Verify whether you are affiliated with your current employer or the group that is responsible for your IPFCF payments in the IPFCF system, if applicable.

Again, we are very sorry for the current situation. Please do not be discouraged from contacting us. Our responses may be delayed but know that we will help you resolve any current concerns and answer any questions you may have. We will also continue to work with your employers and administrative groups to educate them on the new system functions and improve existing system defects.

Sincerely,

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