

LIHEAP VENDOR Frequently Asked Questions (FAQ)

May LIHEAP Cash or Crisis grants be used to pay an unpaid balance from old fuel bills?

- LIHEAP Cash grants issued for the 2016-17 LIHEAP season may be used to pay for deliveries made on or after the start of the Federal Fiscal year, October 1, 2016.
- A LIHEAP Crisis grant cannot be used to pay for any existing bill. LIHEAP Crisis funds can only be used toward a fuel pickup or delivery that is made after a DHS representative contacts the vendor to authorize the fuel.

The LIHEAP Vendor Agreement lists a fuel type called “Blended Fuel.” How does DHS define Blended Fuel?

The LIHEAP definition of blended fuel is a 50/50 mix of fuel oil and kerosene.

The vendor is contacted for an urgent delivery but is asked to deliver the client’s Cash grant. Is this correct?

Yes. Condition 7 e) of the current Vendor Agreement requires the vendor to deliver the Cash grant first to resolve the Crisis. DHS will advise the vendor of the amount of LIHEAP Cash and Supplemental Cash grants and ask if the amount is sufficient to make a delivery before fuel has been depleted. If the Cash and Supplemental Cash grants are enough to make a delivery, no Crisis will be authorized. If they are not enough, Crisis may be authorized to supplement the Cash and Supplemental Cash grants and at that point fill the tank.

What should vendors do when a customer calls to request a Crisis delivery of fuel?

Vendors should refer the customer to the County Assistance Office (CAO). A CAO representative must authorize each Crisis delivery or pickup. Vendors will not be reimbursed if the heating emergency is resolved before a CAO representative contacts the vendor to authorize a Crisis payment. Crisis grants may be requested starting Nov. 1, 2016.

My customer is on automatic delivery – can they qualify for a Crisis grant? (NEW)

Customers who are enrolled in an automatic-delivery schedule may qualify for a LIHEAP Crisis grant if they are in danger of running out of fuel before the next automatic delivery date. The customer must contact the CAO to request help with Crisis funds and the CAO must contact the vendor with a Crisis Authorization # CAO before the automatic delivery is made.

How many Crisis authorizations can a household get each heating season?

A household may receive multiple Crisis authorizations throughout the season. Each Crisis authorization is good for a one-time-only delivery or pickup of fuel. If a customer needs another Crisis delivery or pickup and the household has not reached the season limit, the customer must contact the CAO to request another Crisis delivery. **You should never make arrangements with a customer for a Crisis delivery without getting authorization from a CAO representative.**

How soon after the Crisis delivery must a vendor take action and what \$ amount should be submitted in PROMISE?

If Crisis funds have been authorized, vendors must file a Crisis claim and submit documentation **within 30 days**, indicating the amount of fuel delivered or picked up at the lowest/same day price. Submit Crisis claims in PROMISE™ for the **exact amount of the delivery that was authorized with Crisis funds** (don't round up or down). Cash and Supplemental grant funds should be indicated on the delivery ticket and subtracted from the total amount delivered. Do not submit a Crisis claim for \$500 with the intent of keeping the excess as a credit for a future delivery.

How does a vendor submit the delivery receipt for a Crisis claim?

Vendors may submit documentation such as a metered trip ticket or utility termination notice in one of these ways:

1. Upload the documentation to PROMISE™. Crisis 101 PowerPoint instruction was created to explain this process: <http://www.dhs.pa.gov/provider/informationforliheapvendors/index.htm>
2. Print the *LIHEAP Claim Cover Sheet* from PROMISE™ and then either:
 - Fax cover sheets and delivery tickets to PROMISE™ at 717-207-7997 or 717-207-7994
 - Mail cover sheets and trip tickets to DHS – LIHEAP, P.O. Box 69028, Harrisburg, PA 17106.

IMPORTANT: Regardless of method, write the **Crisis Authorization Number** or the **Attachment Control Number** on the trip ticket or shutoff notice. When faxing or mailing, put the cover sheet in front of corresponding documentation. This will help to expedite payment. Multiple Crisis claims can be submitted on one fax transmission up to 30 pages.

What should vendors do if PROMISE™ says a claim has exceeded a customer's seasonal limit?

First, make sure your data entry in PROMISE did not exceed \$500. A claim submitted in PROMISE™ for more than the season limit of \$500 creates an error that delays payment. If the claim did not exceed \$500 but you still get an error message saying the seasonal limit has been exceeded, the household likely received Crisis earlier in the season. The combined total of all Crisis authorizations may not exceed the established season maximum. Contact the Vendor Helpline at 1-877-537-9517 or send an email to RA-LIHEAPVendors@pa.gov to discuss this error message.

What should vendors do if they can't get a LIHEAP Claim Cover Sheet to print from PROMISE™?

Vendors should NOT hand-write the numbers in the cover sheet's blocks. This will cause an error. Instead, download the latest version of Adobe Acrobat. If that still doesn't work, call the LIHEAP Vendor Helpline at 1-877-537-9517.

What should vendors do if PROMISE™ seems to stall in the middle of the process of filing a Crisis claim?

The LIHEAP PROMISE™ system was designed to use an MS Windows operating system with Internet Explorer. You will not be able to use PROMISE™ with an Apple product or by using Mozilla Firefox or Google Chrome.

What's the deadline to use LIHEAP funding?

LIHEAP Cash grants and Supplemental Cash grants must be used by June 30 of the year after the season the grant was issued. Example: A LIHEAP grant issued during the 2015-16 season (Oct. 1, 2015 - Sept. 30, 2016) must be delivered or picked up by June 30, 2017. Vendors must refund credit from the 2015-16 Season if not used by 6/30/17.

What options do we have to receive our LIHEAP Remittance Advice (RAs or vouchers)?

1) If you have a static IP address you can opt to receive electronic notification that vouchers are available for download through the Commonwealth's secure data transfer system – SeGOV (MOVEit). 2) sent through US mail.
3) **NEW** - Beginning this season you will be able to access Vouchers via regular log on to PROMISE. Vouchers will be posted to PROMISE as a PDF file one week prior to the Treasury Pay Date. You can search for vouchers then print or save Vouchers to your computer or a flash drive. The Treasury Pay Date is indicated at the top of each voucher.

What if vendors have trouble accessing Remittance Advice (Vouchers) electronically through SeGov (MOVEit)?

The problem may stem from an Internet Provider (IP) address issue. IP addresses must be routable, external and static for SeGov to operate effectively. If the vendor changed its Internet provider or has had work done on the computer used to access the vouchers, the IP address may have changed. The SeGov URL address is <https://missl.dhs.state.pa.us>

Why sign up for Electronic Funds Transfer (EFT) rather than receive LIHEAP payments via mail?

Vendors who sign an *Electronic Funds Transfer Form* will receive LIHEAP payments deposited directly into their bank account on the Treasury Pay Date (Wednesdays) without worry about mail delays, loss/ theft of paper checks or having to make a trip to the bank.

LIHEAP Vendor Unit Contact Information:

Toll-free LIHEAP Vendor Helpline: (877) 537-9517

Address: LIHEAP Vendor Unit (WOB-224), PO Box 2675, Harrisburg, PA 17105-2675

E-mail address: RA-LIHEAPVendors@pa.gov Fax: 717-231-5516

LIHEAP Vendor Website: <http://www.dhs.pa.gov/provider/informationforliheapvendors/index.htm> .

PROMISE™ contact information:

PROMISE™ website to process Crisis Claims: <http://LIHEAP.dpw.state.pa.us>

Fax Crisis cover sheets with documentation (delivery tickets/termination notices) to 717-207-7997 or 717-207-7994 or Mail to: DHS – LIHEAP Crisis Documentation, PO Box 69028, Harrisburg, PA 17106

LIHEAP refund information:

- Check made payable to: **Commonwealth of Pennsylvania. Never refund LIHEAP funds to a customer!**
- Refund address: Commonwealth of PA, DHS–LIHEAP Refunds (WOB 224), PO Box 2675, Harrisburg PA 17105-2675
- A *LIHEAP Vendor Refund Form* must accompany the refund and is available on the vendor website at: <http://www.dhs.pa.gov/provider/informationforliheapvendors/index.htm>
- **NEW** – Vendors can opt to repay all LIHEAP funds immediately through Expedited Recoupment, which will eliminate the need to write a check to the Commonwealth. Contact the Vendor Unit to explore this option.