



Dear LIHEAP Vendor:

**This letter provides you with important information about the 2016/17 LIHEAP season.**

- LIHEAP Cash and Crisis components open November 1, 2016, and are expected to close March 31, 2017.
- Cash and Crisis components will operate simultaneously again this season.
- **NEW:** For your convenience, this season's PDF Remittance Advice (vouchers) can be accessed on PROMISe™ after your secure long-on. The documents are accessible a week before the Treasury Pay Date.
- **LIHEAP Cash grant:** The minimum Cash benefit is \$200 and the maximum is \$1,000.
  - A household is eligible for one regular LIHEAP Cash grant per heating season.
  - Households with a member who is disabled, age 60 or older, or age 5 and younger will also receive a Supplemental Cash grant. The amount of the supplement the household receives will vary from \$50 - \$175 depending on whether the household meets one, two or all three of these criteria.
  - The LIHEAP Cash and Supplemental grants must be used first to resolve a Crisis if they were authorized before the household's request for Crisis assistance.
  - The Cash grant and Cash supplement can be used toward deliveries or pickups beginning 10/1/16.
- **LIHEAP Crisis grant:** Season maximum of \$500
  - A household can receive multiple Crisis Authorizations during the season but the total cannot exceed \$500. **Important:** Every request for Crisis must be made by the customer to their CAO.
  - Every Crisis Authorization is good for a **one-time-only** delivery or pickup of fuel.
  - Crisis Authorizations must be processed in PROMISe™ **within 30 days of authorization.**
  - Data entry in PROMISe™ should be for the exact amount being requested in Crisis funds after first subtracting the Cash and Supplemental grants or any other credits.
  - Process Crisis claims in PROMISe™ at <http://liheap.dpw.state.pa.us>
  - Submit documentation via upload in PROMISe™ or by fax to 717-207-7997 or 717-207-7994 or mail documentation to LIHEAP Crisis Documentation, PO Box 69028, Harrisburg, PA 17106.
- **The LIHEAP Vendor Website:** [www.dhs.pa.gov/provider/informationforliheapvendors](http://www.dhs.pa.gov/provider/informationforliheapvendors) contains Vendor Guidelines, the LIHEAP State Plan, and step-by-step instructions on Crisis data entry in PROMISe.
- **LIHEAP Refunds:** Remember, the address changed earlier this year. Send LIHEAP refunds payable to: *Commonwealth of PA* to DHS – LIHEAP Refunds (WOB 224), PO BOX 2675, Harrisburg, PA 17105

Thank you for participating in LIHEAP. Please feel free to contact us by phone or at the email address listed below. We look forward to working with you again this heating season!

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