

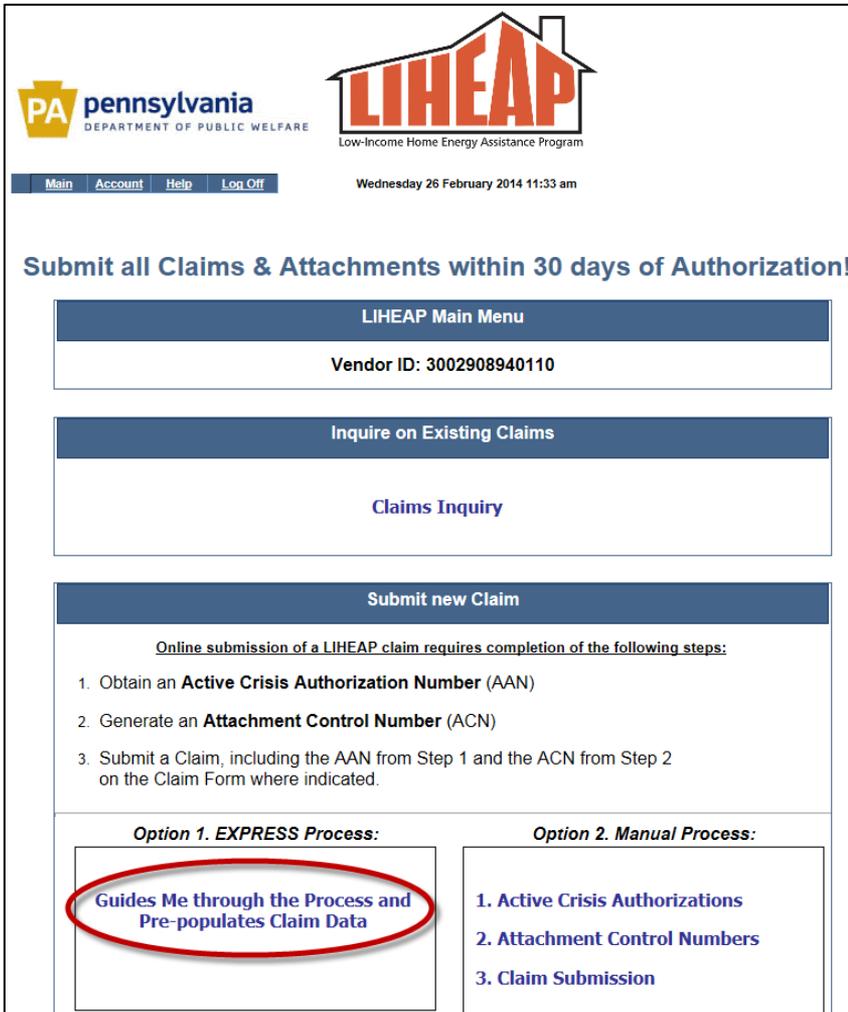
LIHEAP

Vendor Crisis Attachment Upload Process

LIHEAP vendors are required to submit crisis delivery claims via the PROMIS^e™ Internet. Once submitted, the vendor is required to provide supporting documents via fax or mail.

A new feature allows vendors to electronically upload the supporting documents (trip tickets, shutoff notices, etc.) along with a system generated LIHEAP cover letter.

This presentation will walk you through the process of uploading these documents electronically.



The screenshot shows the LIHEAP website interface. At the top left is the Pennsylvania Department of Public Welfare logo. To its right is the LIHEAP logo, which features a house outline with the word 'LIHEAP' inside, and the text 'Low-Income Home Energy Assistance Program' below it. A navigation bar contains links for 'Main', 'Account', 'Help', and 'Log Off'. The date and time 'Wednesday 26 February 2014 11:33 am' are displayed. A prominent message reads 'Submit all Claims & Attachments within 30 days of Authorization!'. Below this are three main sections: 'LIHEAP Main Menu' with a 'Vendor ID: 3002908940110', 'Inquire on Existing Claims' with a 'Claims Inquiry' link, and 'Submit new Claim'. The 'Submit new Claim' section includes a list of steps for online submission: 1. Obtain an Active Crisis Authorization Number (AAN), 2. Generate an Attachment Control Number (ACN), and 3. Submit a Claim, including the AAN and ACN. Below the steps are two options: 'Option 1. EXPRESS Process:' and 'Option 2. Manual Process:'. Under Option 1, a button labeled 'Guides Me through the Process and Pre-populates Claim Data' is circled in red. Under Option 2, the steps are: 1. Active Crisis Authorizations, 2. Attachment Control Numbers, and 3. Claim Submission.

Select **Option 1** –
EXPRESS Process to
begin submission of
the claim.





[Main](#) | [Account](#) | [Help](#) | [Log Off](#)

Wednesday 26 February 2014 11:49 am

Vendor Active Crisis Authorization Numbers

Submit all Claims & Attachments within 30 days of Authorization!

Account: 3002908940110

Step 1: Search for existing Active Crisis Authorization Numbers.

Last Name:

First Name:

Date Type:
 Issue Date
 From Date: Thru Date:

Crisis Authorization #:

Status:

Sort Type:
 Authorization
 Status

Sort Order:
 Descending
 Ascending

1 →

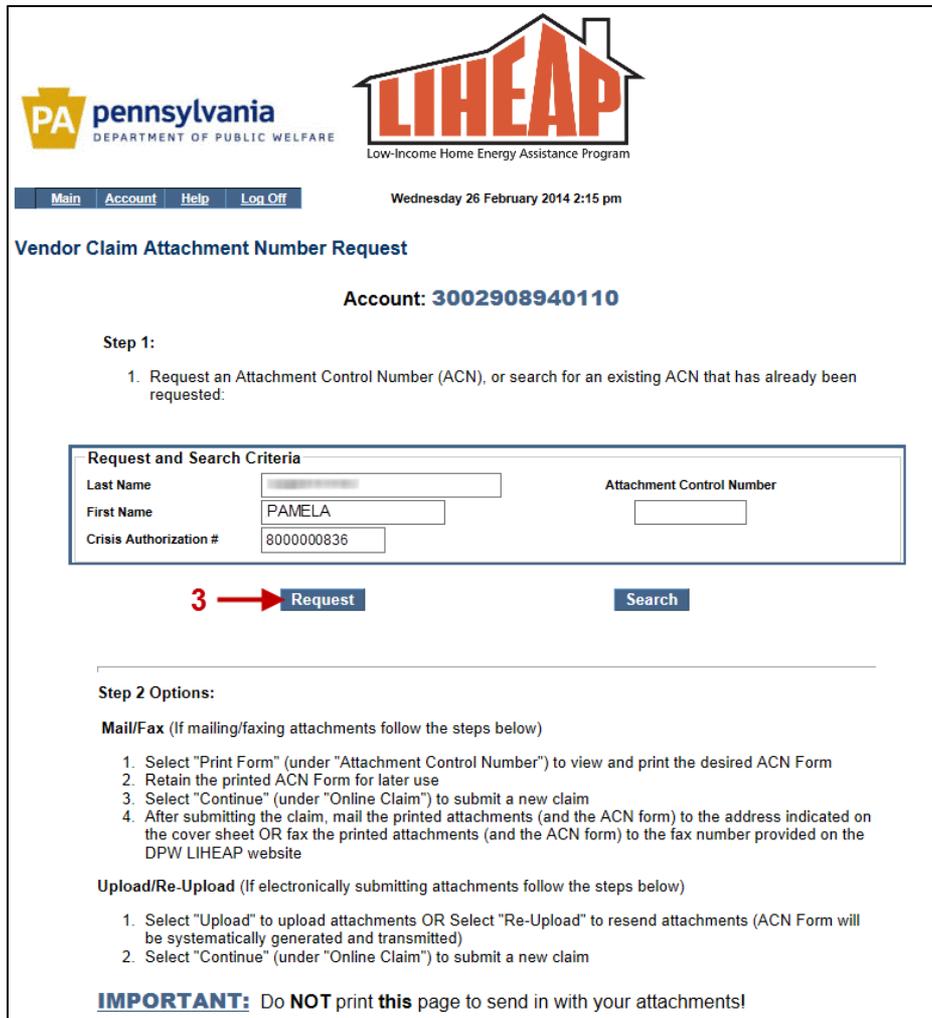
Step 2: Select the link for the Crisis Authorization Number in order to initiate a Claim Submission request:

Crisis Authorization #	Auth. Status	Crisis Auth Amount	Acct #	Last Name	First Name	Street	City	Date Issued
8000000838	Active	500.00	L2014-820107851	[REDACTED]	ALLEN	321 NEW STREET	[REDACTED]	20140203
8000000836	Active	500.00	L2014-550108481	[REDACTED]	PAMELA	321 NEW STREET	[REDACTED]	20140203

Step 1: Search for an existing Active Crisis Authorization Number using one of the following search criteria:

- Crisis Authorization Number
- First Name, Last Name, and Date Range
- Date Range and Status

Step 2: When the results display, click the link for the appropriate Crisis Authorization number.



 pennsylvania
DEPARTMENT OF PUBLIC WELFARE


Low-Income Home Energy Assistance Program

Main Account Help Log Off

Wednesday 26 February 2014 2:15 pm

Vendor Claim Attachment Number Request

Account: **3002908940110**

Step 1:

1. Request an Attachment Control Number (ACN), or search for an existing ACN that has already been requested:

Request and Search Criteria			
Last Name	<input type="text"/>	Attachment Control Number	<input type="text"/>
First Name	<input type="text" value="PAMELA"/>		
Crisis Authorization #	<input type="text" value="8000000836"/>		

3 → Request Search

Step 2 Options:

Mail/Fax (If mailing/faxing attachments follow the steps below)

1. Select "Print Form" (under "Attachment Control Number") to view and print the desired ACN Form
2. Retain the printed ACN Form for later use
3. Select "Continue" (under "Online Claim") to submit a new claim
4. After submitting the claim, mail the printed attachments (and the ACN form) to the address indicated on the cover sheet OR fax the printed attachments (and the ACN form) to the fax number provided on the DPW LIHEAP website

Upload/Re-Upload (If electronically submitting attachments follow the steps below)

1. Select "Upload" to upload attachments OR Select "Re-Upload" to resend attachments (ACN Form will be systematically generated and transmitted)
2. Select "Continue" (under "Online Claim") to submit a new claim

IMPORTANT: Do **NOT** print **this** page to send in with your attachments!

Step 3: Request an Attachment Control Number (ACN), or search for an existing ACN.




Main Account Help Log Off Wednesday 26 February 2014 2:15 pm

Vendor Claim Attachment Number Request

Account: 3002908940110

Step 1:

- Request an Attachment Control Number (ACN), or search for an existing ACN that has already been requested:

Request and Search Criteria

Last Name	<input type="text"/>	Attachment Control Number	<input type="text"/>
First Name	<input type="text" value="PAMELA"/>		<input type="text"/>
Crisis Authorization #	<input type="text" value="8000000836"/>		

[Request](#)
[Search](#)

Step 2 Options:

Mail/Fax (If mailing/faxing attachments follow the steps below)

- Select "Print Form" (under "Attachment Control Number") to view and print the desired ACN Form
- Retain the printed ACN Form for later use
- Select "Continue" (under "Online Claim") to submit a new claim
- After submitting the claim, mail the printed attachments (and the ACN form) to the address indicated on the cover sheet OR fax the printed attachments (and the ACN form) to the fax number provided on the DPW LIHEAP website

Upload/Re-Upload (If electronically submitting attachments follow the steps below)

- Select "Upload" to upload attachments OR Select "Re-Upload" to resend attachments (ACN Form will be systematically generated and transmitted)
- Select "Continue" (under "Online Claim") to submit a new claim

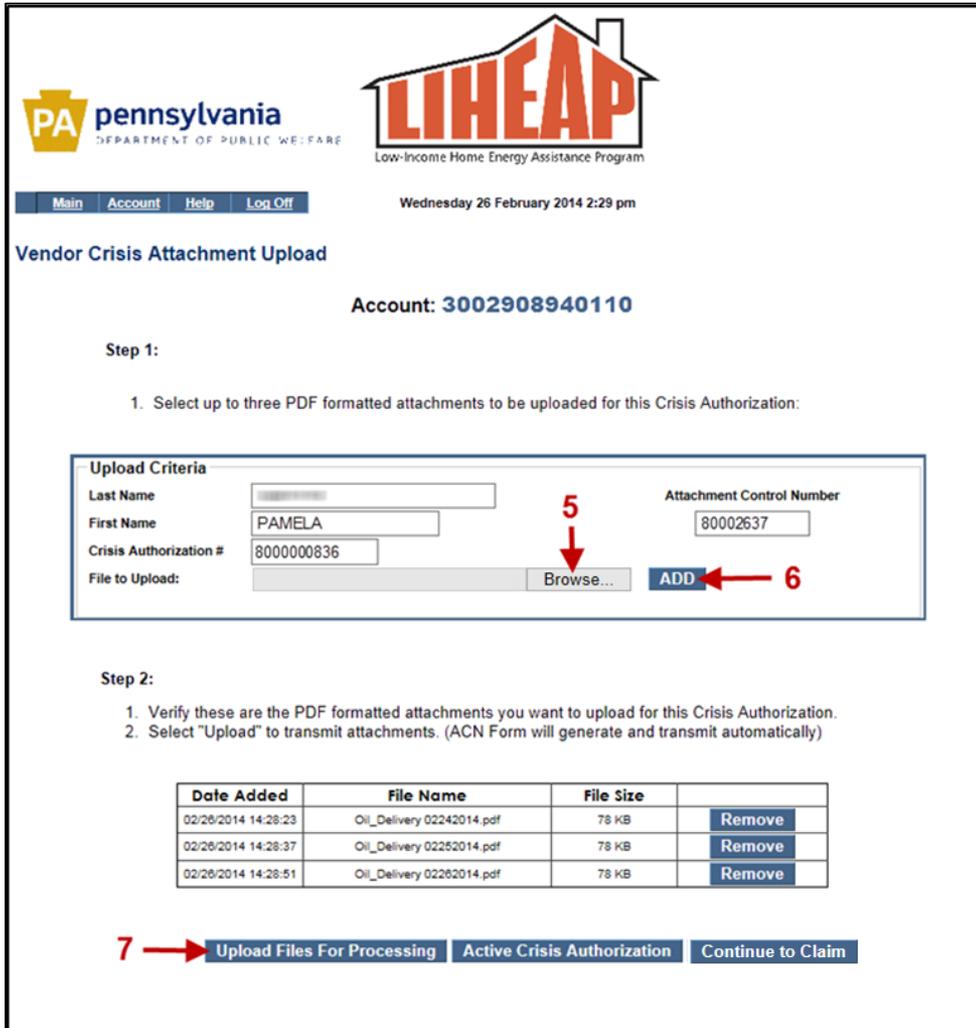
IMPORTANT: Do NOT print this page to send in with your attachments!

Attachment Control Number	Status	Crisis Authorization # ID	Last Name	First Name	Date Issued	Date Received	Online Claim
800002637	ISSUED	8000000836		PAMELA	20140226	0	Continue
<div style="display: flex; justify-content: space-between; align-items: center;"> Print Form 4 Upload </div>							

To view and print the ACN form, you will need to install the Acrobat Reader software:



Step 4: Click the Upload button to open the new Vendor Crisis Attachment Upload page.



Vendor Crisis Attachment Upload

Account: **3002908940110**

Step 1:

- Select up to three PDF formatted attachments to be uploaded for this Crisis Authorization:

Upload Criteria

Last Name:

First Name:

Crisis Authorization #:

Attachment Control Number:

File to Upload:

Step 2:

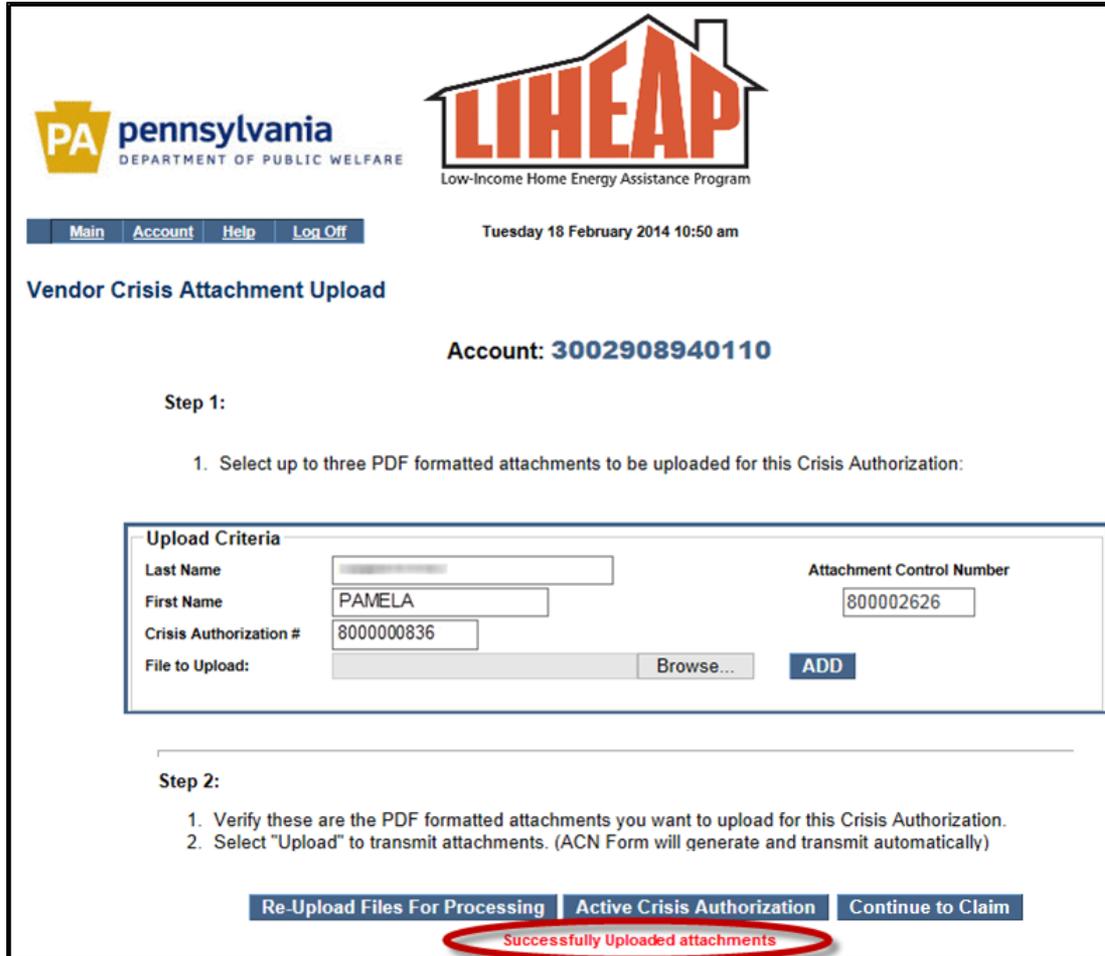
- Verify these are the PDF formatted attachments you want to upload for this Crisis Authorization.
- Select "Upload" to transmit attachments. (ACN Form will generate and transmit automatically)

Date Added	File Name	File Size	
02/26/2014 14:28:23	Oil_Delivery 02242014.pdf	78 KB	<input type="button" value="Remove"/>
02/26/2014 14:28:37	Oil_Delivery 02252014.pdf	78 KB	<input type="button" value="Remove"/>
02/26/2014 14:28:51	Oil_Delivery 02262014.pdf	78 KB	<input type="button" value="Remove"/>

Step 5: Click the **Browse** button to open your directory.

Step 6: Locate the appropriate file and click the **Add** button. Repeat as needed (up to 3 times).

Step 7: After verifying the correct files are selected, click the **Upload Files for Processing** button.



 pennsylvania
DEPARTMENT OF PUBLIC WELFARE


Low-Income Home Energy Assistance Program

[Main](#) [Account](#) [Help](#) [Log Off](#) Tuesday 18 February 2014 10:50 am

Vendor Crisis Attachment Upload

Account: **3002908940110**

Step 1:

1. Select up to three PDF formatted attachments to be uploaded for this Crisis Authorization:

Upload Criteria

Last Name	<input type="text"/>	Attachment Control Number	<input type="text"/>
First Name	<input type="text" value="PAMELA"/>		<input type="text" value="800002626"/>
Crisis Authorization #	<input type="text" value="8000000836"/>		
File to Upload:	<input type="text"/>	Browse...	ADD

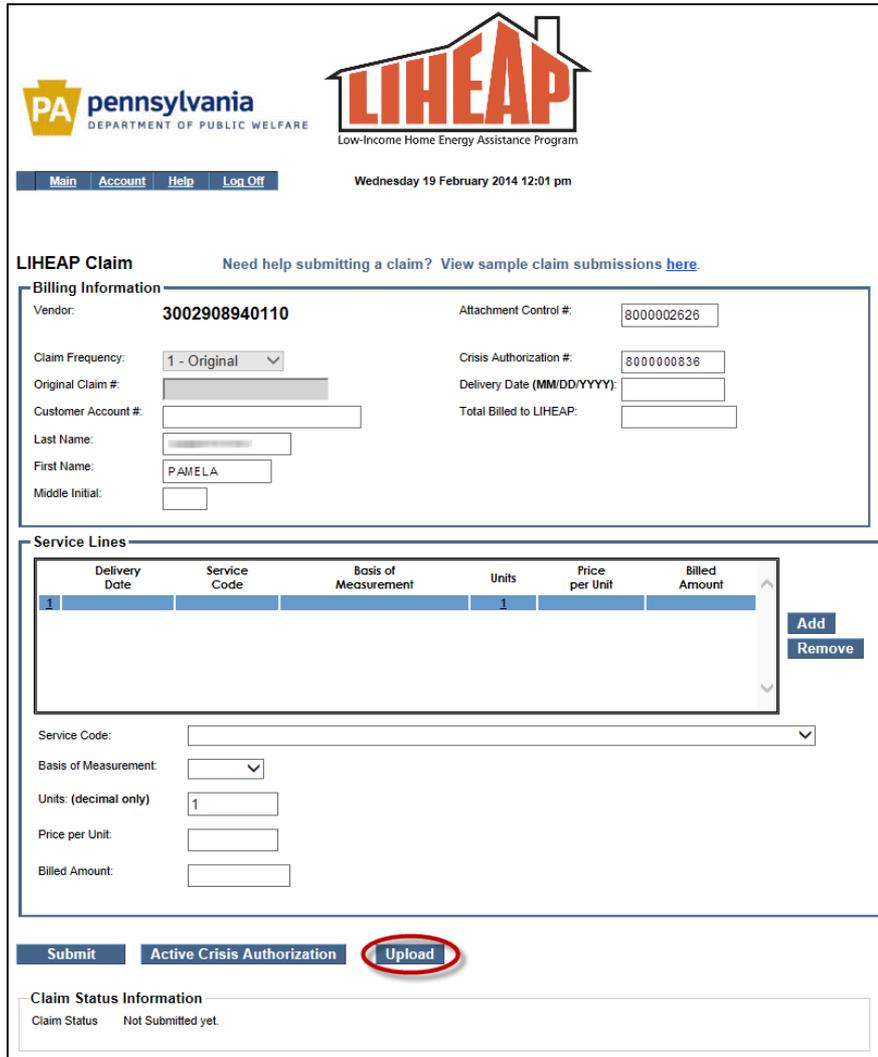
Step 2:

1. Verify these are the PDF formatted attachments you want to upload for this Crisis Authorization.
2. Select "Upload" to transmit attachments. (ACN Form will generate and transmit automatically)

[Re-Upload Files For Processing](#) [Active Crisis Authorization](#) [Continue to Claim](#)

Successfully Uploaded attachments

The message “Successfully Uploaded attachments” indicates the attachments were successfully transmitted.



LIHEAP
Low-Income Home Energy Assistance Program

PA pennsylvania
DEPARTMENT OF PUBLIC WELFARE

Main Account Help Log Off

Wednesday 19 February 2014 12:01 pm

LIHEAP Claim Need help submitting a claim? [View sample claim submissions here.](#)

Billing Information

Vendor: 3002908940110 Attachment Control #: 8000002626

Claim Frequency: 1 - Original Crisis Authorization #: 8000000836

Original Claim #: [Redacted] Delivery Date (MM/DD/YYYY): [Redacted]

Customer Account #: [Redacted] Total Billed to LIHEAP: [Redacted]

Last Name: [Redacted]

First Name: PAMELA

Middle Initial: [Redacted]

Service Lines

Delivery Date	Service Code	Basis of Measurement	Units	Price per Unit	Billed Amount
1			1		

Add
Remove

Service Code: [Redacted]

Basis of Measurement: [Redacted]

Units: (decimal only) 1

Price per Unit: [Redacted]

Billed Amount: [Redacted]

Submit Active Crisis Authorization **Upload**

Claim Status Information

Claim Status Not Submitted yet.

Helpful Hints:

If the button is labeled **Upload**, the upload process has not been completed yet.

If the button is labeled **Re-Upload**, the upload process has already been completed.

Notes for Uploading Attachments:

- The LIHEAP Cover Sheet will be automatically generated and transmitted with the uploaded files.
- Supporting documentation must be in a PDF format.
- Only 3 supporting documents may be uploaded per claim.
- Each uploaded document must have a different PDF file name.
 - Example (Doc 1.pdf, Doc 2.pdf, Doc 3.pdf)
 - Any duplication in the file names per UPLOAD will not be accepted.
- Uploads can occur **ONLY** for Suspended Claims or Active Authorizations.
- Uploads will not be accepted on Paid or Denied claims.
- Upon submission, the message ESC 6104 REQ'D ATTACHMENT NOT REC'D/FINALIZED is applied to the claim, indicating the attachment has not yet finished processing.

Notes for Uploading Attachments:

- In addition to using the express process, there are three access points to Upload attachments:
 - 1.Claim Inquiry page
 2. Vendor Claim Attachment Control Number Request page
 - 3.Claim Submission page