



CRISIS 101

A LIHEAP Vendor's Guide to Submitting
Crisis Claims through PROMISe™
LIHEAP 2020/21 Season

Crisis dates and data entry



The Crisis component of LIHEAP is available for households who are in a home heating emergency during the LIHEAP Season from:

Sunday, November 1, 2020 – Friday, April 9, 2021

Fuel deliveries or utility termination resolutions that are paid in whole or in part with LIHEAP Crisis funds must be data-entered by vendors into a claim management system called **PROMISE™** to initiate payment.

NOTE: When an emergency is resolved with a combination of LIHEAP Cash and Crisis grants, vendors will identify LIHEAP Credits by writing them on the documentation and indicating credits on the data entry screen where they will be subtracted from the total delivery or termination.

Do not prepare separate delivery tickets for Cash and Crisis grants as we want to ensure the customer receives the lowest price based on the total quantity delivered.

The amount of a Crisis pledge is based on the minimum amount needed to resolve the crisis. For deliverable fuels, the amount needed to resolve the crisis is defined as the amount of fuel needed to fill the tank as long as the cost does not exceed the season maximum. For utilities, it is the minimum amount needed to prevent termination. The 2020/21 season maximum for Crisis is \$800 per household.

A household may receive multiple Crisis authorizations during the season, but the total amount of all Crisis grants issued for the season may not exceed \$800.

Each time a Crisis is authorized for a solid/liquid fuel, the CAO will pledge an 'up to' amount.

A Crisis Authorization # is good for a one time delivery, pickup or utility-shutoff situation.

Crisis claims must be submitted in the exact dollar amount, not rounded. (i.e., if fuel was delivered for \$798.97, the claim should be submitted for exactly that amount, not \$800).

NOTE: Do NOT initiate a claim in PROMISE before making the delivery!

- To process LIHEAP Crisis claims in PROMISe™, a vendor designates a primary PROMISe user. This user must register in PROMISe™ using the 13-digit Vendor ID and establish a password. See Desk Guide in PROMISe.
- Users with access to more than one Vendor ID or service location must set up log on/passwords at each location.
- The primary PROMISe user may set up alternate users to access LIHEAP Vouchers and process Crisis claims. See Desk Guide in PROMISe.
- For help with Password Resets call 1-800-248-2152
- Crisis Claims must be entered in PROMISe™ on a computer using Internet Explorer at the web address: <http://LIHEAP.dpw.state.pa.us>

NOTE: The PROMISe website does not support data entry using Mozilla Firefox, Google Chrome or Microsoft Edge

Crisis Authorizations



- The County Assistance Office (CAO) must contact the vendor to authorize a Crisis grant before fuel is delivered or picked up.
- Fuel deliveries or fuel pickup made **prior to or without CAO approval** will not be paid.
- Vendors can help their LIHEAP customers who are on automatic delivery. Let the customer know the date of an upcoming delivery so the customer can contact the CAO to make a request for LIHEAP Crisis. The CAO must contact the vendor to provide a Crisis Authorization Number (#) before the delivery is made.

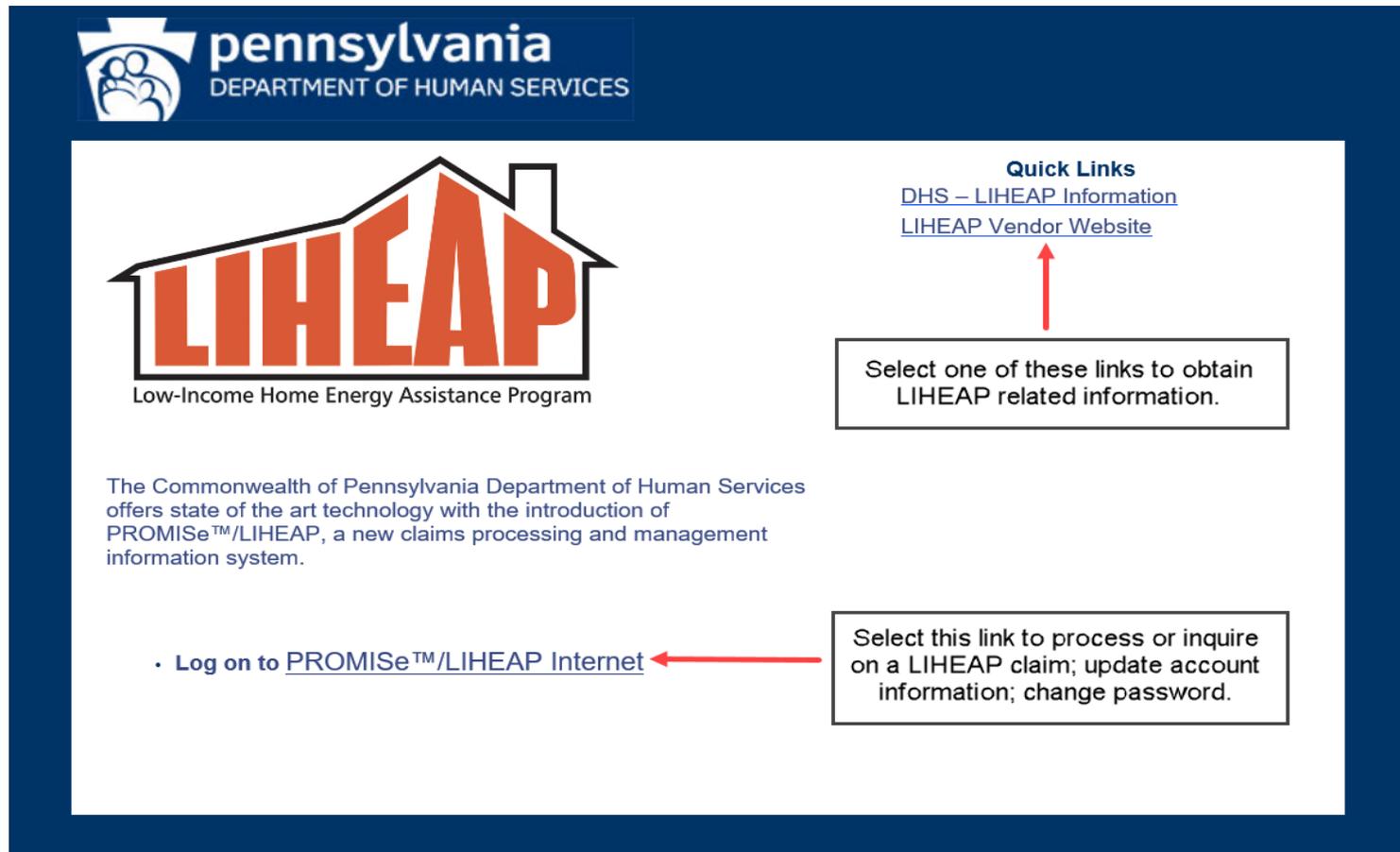
NOTE: The Authorization number must be 10-digits long.

- Every approval will be given an 'up to' amount and a Crisis Authorization #.
- The Authorization number can be seen in PROMISe™ the day after the CAO processes it. The CAO may also be able to provide the vendor with the Crisis Auth #.

NOTE: Contact the LIHEAP Vendor Unit at 1-877-537-9517 if you cannot locate the Auth # in PROMISe

- After making a delivery or crediting a customer's utility account, the vendor must file a Crisis claim via data entry in PROMISe™ and then provide documentation in order to be paid. Documentation can be uploaded on the PROMISe website or faxed or mailed with a system-generated LIHEAP cover sheet.

Access PROMISe Via Website <http://LIHEAP.dpw.state.pa.us>



The screenshot shows the LIHEAP website interface. At the top left is the Pennsylvania Department of Human Services logo. The main content area features the LIHEAP logo (a house outline with 'LIHEAP' inside) and the text 'Low-Income Home Energy Assistance Program'. Below this is a paragraph: 'The Commonwealth of Pennsylvania Department of Human Services offers state of the art technology with the introduction of PROMISe™/LIHEAP, a new claims processing and management information system.' To the right, under 'Quick Links', are two links: 'DHS – LIHEAP Information' and 'LIHEAP Vendor Website'. A red arrow points from a box below these links up to the 'LIHEAP Vendor Website' link. Below the paragraph is a bullet point: '• Log on to [PROMISe™/LIHEAP Internet](#)'. A red arrow points from a box below this link to the 'PROMISe™/LIHEAP Internet' link.

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DEPARTMENT OF HUMAN SERVICES

LIHEAP
Low-Income Home Energy Assistance Program

The Commonwealth of Pennsylvania Department of Human Services offers state of the art technology with the introduction of PROMISe™/LIHEAP, a new claims processing and management information system.

• Log on to [PROMISe™/LIHEAP Internet](#)

Quick Links
[DHS – LIHEAP Information](#)
[LIHEAP Vendor Website](#)

Select one of these links to obtain LIHEAP related information.

Select this link to process or inquire on a LIHEAP claim; update account information; change password.

Log On Screen



Need Help? Use the [Internet Help Manuals](#)
[Guide to set up a primary PROMISe User](#)

Important Information:

- Access to the PROMISe system requires a vendor to set up a primary user (see Need Help? above). The primary user can set up alternate users. An "Add a PROMISe User" desk guide providing step-by-step instructions for adding alternate users is located on the Main Menu page which displays immediately following successful log on.
- Manage and process LIHEAP Crisis Authorizations by clicking on the Worklist Link after logging on to PROMISe.
- For information on how to process Crisis claims in PROMISe, review the Crisis 101 PowerPoint link on the 'Main Menu' page.

If you have already set up your account or a vendor has set one up for you, log on here.

Logon ID: (13 digit Vendor ID or 9 digit Alternate ID)

Password: [Forgot Password?](#)

Not yet registered? [Create your user account now.](#)

Note: A Password must begin with an alpha character, have at least 2 numbers and be at least 6 but no more than 8 characters long. Passwords must be reset every 90 days. If you need help with a password, call 1-800-248-2152 or click the Forgot Password? Link.

Log On

This message box is updated throughout the season and contains important information for vendors.

In this box, type your Log on ID
(13 digit Vendor ID or 9 digit Alternate ID)
and password; then click the "Log On" button.

This site requires Internet Explorer for Claim Processing. System may not function correctly using Firefox, Chrome, Google, or other Internet browsers.

PROMISe™ Main Menu Screen Features:



Wednesday 26 July 2019 2:39 pm
Need Help? [Accessing Vouchers in PROMISe](#)
[Adding an Alternate PROMISe User](#)
[Worklist Desk Guide](#)
[Vendor Crisis 101: Instructions for Submitting a Claim](#)

After successful log on, this screen will appear with your Vendor ID.

From this screen you can:

- Access your LIHEAP Vouchers
- View and process pending Crisis Claims
- Inquire about an existing claim
- Process a single claim if you know the AUTH #

Submit all Claims & Attachments within 30 days of Authorization!

LIHEAP Main Menu
Vendor ID:
Worklist
List of all Active and In Progress Crisis Authorizations. Sort, locate a customer, process a claim and return to the Worklist for immediate update.
Claims Inquiry
Inquire on the status of Claims you already processed
Process a New Crisis claim
Locate a customer and process a new LIHEAP Crisis Claim, Searching by a specific Crisis Authorization # or a date range

Using the Worklist

The Worklist is a user-friendly tool to process LIHEAP Crisis claims. Sort the Worklist by clicking a column heading above the blue task bar. Navigate the Worklist via hyperlink to process a claim and then return to a refreshed Worklist to locate and process another LIHEAP Crisis claim. When data entry and documentation meet in the claim system, the claim goes to PAID status and drops off your Worklist. See *Worklist Desk Guide* on the Main Menu.

[Main](#) [Account Vouchers \(RA\)](#) [Worklist](#) [Help](#) [Log Off](#)

Friday 16 August 2019 5:41 pm

This Worklist contains all Active and In Progress Crisis Authorizations

Locate a customer by name or Auth # by clicking on the blue column title above the column you wish to sort.

Key for Claim Status:

Suspended = data entry completed

Denied = data entry completed and an error exists

Blank =

- Data entry is required to submit a claim.
- If the LIHEAP cash grant/customer credits were sufficient and a Crisis Authorization # isn't needed, contact the Vendor Unit (1-877-537-9517) and ask for it to be retracted from your Worklist.

Note:

- **Yellow Highlighted Rows** = Crisis Authorizations that are more than 30 days old.
- **Red text** = Denied Status. These claims won't be paid until vendor corrects errors made in data entry.

Instructions for Auth# and ICN fields:

- Auth # link takes you to the 'Vendor Claim Attachment Number Request' page to request a Cover Sheet and begin data entry on a specific claim
- ICN link takes you to the 'LIHEAP Claims' page to adjust data entry on a claim that was already submitted
- Click on one of the blue buttons to the right of the ICN to print cover sheet or upload documentation
- An attachment may need to be resubmitted by clicking the "Resubmit Attachment(s)" button; then follow the four (4) "Upload Instructions" on the 'Crisis Attachment Upload' page.

Note: Click on the WORKLIST link at the top of any page to refresh and return to the Worklist.

Provider ID: 3002908940110

[Click here to download results as CSV text file](#)

Auth Ent. Date	Auth.#	First Name	Last Name	Address	Address 2	City	State	Zip	Acct.#	Amount	ACN	Claim Status	ICN	Submitting Documentation
2019051	8000001867	DAVID	FORLIZZI	321 NEW STREET		MILFORD	PA	97010-11819-860123098		600				
20190531	8000001868	JOSHUA	FORLIZZI	650 MUSIC HOUSE ROAD		MUSICTOWN	PA	17035-0015 11819-030236991		600	800004847	Suspended	28192260000001	Print Cover Sheet OR Submit Attachment(s)
2019053	8000001869	VALERIE	FORLIZZI	321 NEW STREET		MILFORD	PA	97010-11819-001180855		600	800004848	Suspended	28192260000002	Print Cover Sheet OR Re-Submit Attachment(s)
20190531	8000001870	PATRICIA	FORLIZZI	321 NEW STREET		MILFORD	PA	97010-11819-002601598		600	800004849	Denied	28192260000003	Print Cover Sheet OR Submit Attachment(s)
20190607	8000001882	ANTWAN	FORLIZZI	321 NEW STREET		MILFORD	PA	19050-11819-080160545		600				
20190802	8000001883	LORRIE	FORLIZZI	12895 CASTOR AVE.		PHILA	PA	17025-0025 11920-300111498		600	800004850	Suspended	28192260000005	Print Cover Sheet OR Re-Submit Attachment(s)
20190802	8000001884	OMAR	FORLIZZI	321 NEW STREET		MILFORD	PA	19050-11920-080160546		600	800004851	Suspended	28192260000006	Print Cover Sheet OR Submit Attachment(s)
20190802	8000001885	JAMIE	FORLIZZI	321 NEW STREET		MILFORD	PA	19050-11920-002635097		600	800004852	Denied	28192260000007	Print Cover Sheet OR Submit Attachment(s)
20190802	8000001888	SHANNAN	FORLIZZI	321 NEW STREET		MILFORD	PA	97010-11920-030007092		600				

The Express Claim Processing Box



The Express Claim Processing box is still available if you want to process just one claim.

Submit all Claims & Attachments within 30 days of Authorization!

Account: 3002908940110

Use one of these search criteria:

- Crisis Authorization Number and "Active" status.
- First name, last name, 30-day date range and "Active" status.
- 30-day date range and "Active" status.

Step 1: Search for existing Active Crisis Authorization Numbers.

The search form includes fields for Last Name, First Name, Crisis Authorization #, and Status (Active). It also features a Date Type section with radio buttons for Issue Date, From Date (07/02/2019), and Thru Date (08/02/2019). There are Sort Type and Sort Order options (Authorization, Status, Newest, Oldest) and Search/Reset buttons.

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

When a result is displayed, click the link on the Crisis Authorization # for the customer whose claim you want to process.

Crisis Authorization # ↑	Auth. Status	Crisis Auth Amount	Acct #	Last Name	First Name	Street	City	Date Issued
8000001886	Active	600.00	L1920-030007092	FORLIZZI	SHANNAN	321 NEW STREET	MILFORD	20190802
8000001885	Active	600.00	L1920-002635097	FORLIZZI	JAMIE	321 NEW STREET	MILFORD	20190802



Request an Attachment Control Number (ACN) or search for an existing ACN.

IMPORTANT:

- An ACN may only be requested one (1) time per authorization.
- After an ACN has been requested, subsequent activity on this page must be with the search button.

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" value="FORLIZZI"/>	Attachment Control Number
First Name	<input type="text" value="SHANNAN"/>	<input type="text"/>
Crisis Authorization #	<input type="text" value="8000001886"/>	

Request

Search

Step 2 Options:

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

1. Select "Print Cover Sheet" (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 DHS LIHEAP website

Submit/Re-Submit Attachment(s) (If electronically submitting attachments follow the steps below)

1. Select "Submit Attachment(s)" to upload attachments OR Select "Re-Submit Attachment(s)" 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!

Providing documentation



The customer's last name on documentation must be the **SAME** as the recipient last name displayed in PROMiSe (including spelling) or the claim won't be paid. If the last names do not match exactly (including spelling), be sure to write either the recipient's last name OR the ACN OR all 10 digits of the Crisis Auth # on the documentation.

Requesting an ACN gives you the option to print the LIHEAP Cover Sheet or Upload documentation.

- Only print the cover sheet if you plan to mail or fax documentation associated with this customer's Crisis Authorization Number.
- Attaching documentation via Upload does not require a cover sheet.

NOTE: If you receive LIHEAP Vouchers via SeGOV (MOVEiT), you have the option to upload Crisis claims through this process.



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: Attachment Control Number:

First Name:

Crisis Authorization #

- Step 2 Options:
- Mail/Fax** (if mailing/faxing attachments follow the steps below)
- Select "Print Cover Sheet" (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 DHS LIHEAP website
- Submit/Electronic-Submit Attachments(s)** (if electronically submitting attachments follow the steps below)
- Select "Submit Attachments(s)" to upload attachments OR Select "Re-Submit Attachments(s)" 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
0000001008	ISSUED	0000001008	FORLIZZI	SHANNAN	2018/08/19	0	<input type="button" value="Continue"/>

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



Uploading documentation into PROMISE



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Uploading allows you to completely process a claim with one effort without having to send documentation by fax or mail.

Follow these steps to Upload documents:

- Scan and store delivery tickets/utility bills into a current season file folder on your computer or flash drive. Name the PDF file by the Authorization number and name of the customer receiving the Crisis benefit. Example: 123123123MaryJones.pdf
- Locate file(s) on your computer or flash drive and **add PDF files one at a time (up to 3 PDF files) by clicking the ADD button**. Each file name must be unique.
- Review files that appear under the Upload Criteria box to confirm that the files you added are correct. **You aren't finished uploading yet!**
- Click the *Submit Attachment(s)* button to complete the upload process.
- The message **"Successfully Uploaded attachments"** will appear in red to let you know they were submitted. **You still aren't finished processing the claim!**
- Click the **"Continue to Claim: button to navigate to the Claim Submission page. Skip to Slide 17**



Crisis Attachment Upload

Account: **3002908940110**

Upload Instructions:

1. Click the Browse button. Search and select a PDF file for this Crisis Authorization # and click Add.
2. Attach additional PDF files for this Crisis Authorization # by repeating Step 1 (up to a maximum of 3 PDF files).
3. Confirm that the PDF files you added relate to this specific customer and Authorization #.
4. Click the Submit Attachment(s) button to complete the upload process.

Upload Criteria

Last Name	<input type="text" value="FORLIZZI"/>	Attachment Control Number	<input type="text" value="800004887"/>
First Name	<input type="text" value="SHANNAN"/>		
Crisis Authorization #	<input type="text" value="8000001886"/>		
File to Upload:	<input type="text" value="Browse..."/>	<input type="button" value="ADD"/>	
<input type="button" value="Submit Attachment(s)"/>			

Date Added	File Name	File Size	
08/20/2019 11:50:31	8000001886 SHANNAN FORLIZZI 800004887.pdf	73 KB	<input type="button" value="Remove"/>

Sending documentation by mail or fax



You must click “Print Cover Sheet” if you plan to fax or mail the documentation for a Crisis Authorization. The Upload function does not require a coversheet.

PROMISE fax lines are dedicated to the Crisis claims attachment processing only. ONLY fax PROMISE cover sheets and trip tickets/termination notices. The PROMISE cover sheet must always be the first page, immediately followed by the corresponding trip ticket. Multiple claims can be sent in one fax transmission up to 30 pages. **NEVER include your company’s fax cover sheet.**

➤ **PROMISE™ Fax:**

- 717-207-7994 or
- 717-207-7997

➤ **PROMISE™ Mail:**

DHS – LIHEAP Crisis Claims
 PO Box 69028
 Harrisburg, PA 17106

The screenshot shows the LIHEAP web application interface. At the top, there are navigation tabs: Main, Account, Vouchers (RA), Worklist, Help, and Log Off. The current page is titled "Vendor Claim Attachment Number Request" for Account: 3002908940110. The date and time are Tuesday 20 August 2019 1:39 pm.

Step 1:

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

Below this is a "Request and Search Criteria" form with the following fields:

Last Name	FORLIZZI	Attachment Control Number	
First Name	SHANNAN		
Crisis Authorization #	8000001886		

Buttons for "Request" and "Search" are located below the form.

Step 2 Options:

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

- Select "Print Cover Sheet" (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 DHS LIHEAP website

Submit/Re-Submit Attachment(s) (If electronically submitting attachments follow the steps below)

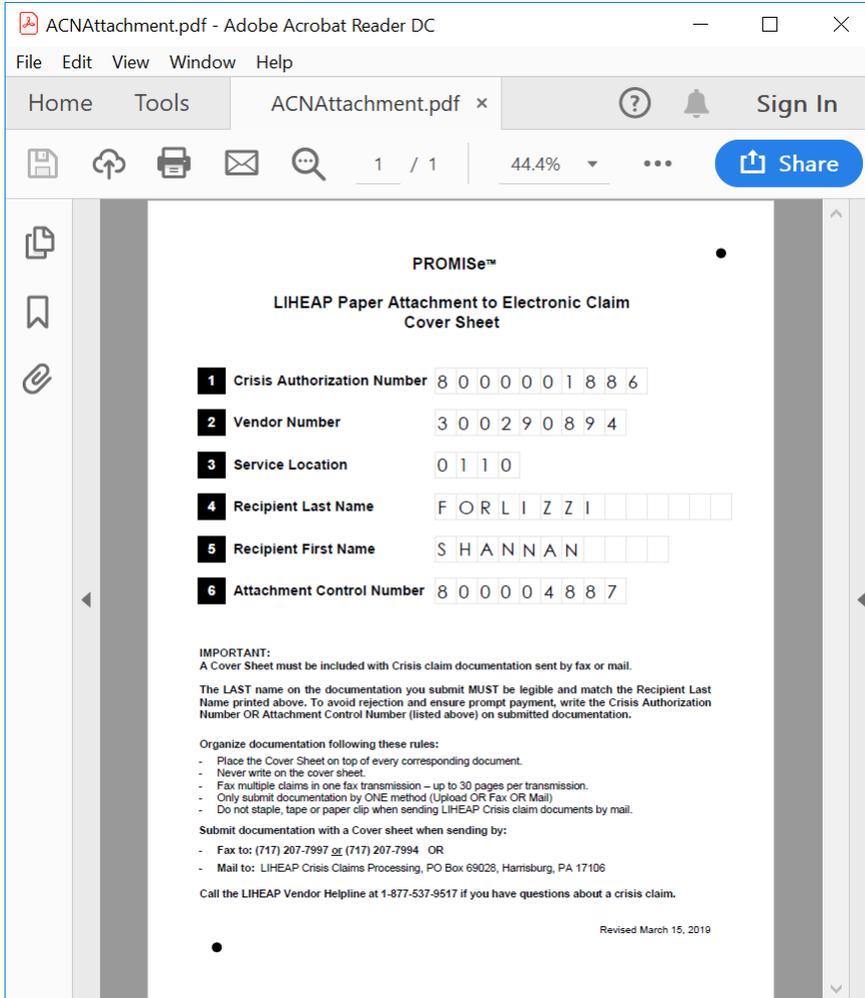
- Select "Submit Attachment(s)" to upload attachments OR Select "Re-Submit Attachment(s)" to resend attachments (ACN Form will be systematically generated and transmitted)
- Select "Continue" (under "Online Claim") to submit a new claim

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
800004887							
Print Cover Sheet OR Submit Attachment(s)	ISSUED	8000001886	FORLIZZI	SHANNAN	20190819	0	Continue

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

Manually Submitting Verification



ACNAttachment.pdf - Adobe Acrobat Reader DC

File Edit View Window Help

Home Tools ACNAttachment.pdf x ? Sign In

1 / 1 44.4% Share

PROMISE™

LIHEAP Paper Attachment to Electronic Claim
Cover Sheet

1 Crisis Authorization Number 8 0 0 0 0 0 1 8 8 6

2 Vendor Number 3 0 0 2 9 0 8 9 4

3 Service Location 0 1 1 0

4 Recipient Last Name F O R L I Z Z I

5 Recipient First Name S H A N N A N

6 Attachment Control Number 8 0 0 0 0 4 8 8 7

IMPORTANT:
A Cover Sheet must be included with Crisis claim documentation sent by fax or mail.
The LAST name on the documentation you submit MUST be legible and match the Recipient Last Name printed above. To avoid rejection and ensure prompt payment, write the Crisis Authorization Number OR Attachment Control Number (listed above) on submitted documentation.

Organize documentation following these rules:

- Place the Cover Sheet on top of every corresponding document.
- Never write on the cover sheet.
- Fax multiple claims in one fax transmission – up to 30 pages per transmission.
- Only submit documentation by ONE method (Upload OR Fax OR Mail)
- Do not staple, tape or paper clip when sending LIHEAP Crisis claim documents by mail.

Submit documentation with a Cover sheet when sending by:

- Fax to: (717) 207-7997 or (717) 207-7994 OR
- Mail to: LIHEAP Crisis Claims Processing, PO Box 69028, Harrisburg, PA 17106

Call the LIHEAP Vendor Helpline at 1-877-537-9517 if you have questions about a crisis claim.

Revised March 15, 2019

- Click 'Print Cover Sheet' will display the LIHEAP Cover Sheet specific to the customer's Crisis Auth #. This form must accompany documentation submitted by mail or fax.
- The LIHEAP Cover Sheet is system-completed with the recipient's name and numbers appearing in blocks.
- If the blocks are not pre-populated, ensure that your Adobe Reader is updated. If the problem continues, contact the LIHEAP Vendor Unit.

IMPORTANT: Never write on the cover sheet.

REMEMBER: the last name on your documentation must be **exactly the same** as the last name on the LIHEAP Cover sheet. If it is not, write the last name or ACN or 10-digit Auth # on the documentation.

Continue to Claim Submission

After printing the LIHEAP Cover Sheet you return to this page.
Click Continue.




Main
Account
Vouchers (RA)
Worklist
Help
Log Off

Tuesday 20 August 2019 1:39 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" value="FORLIZZI"/>	Attachment Control Number	<input type="text"/>
First Name	<input type="text" value="SHANNAN"/>		<input type="text"/>
Crisis Authorization #	<input type="text" value="8000001886"/>		

Step 2 Options:

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

- Select "Print Cover Sheet" (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 DHS LIHEAP website

Submit/Re-submit Attachment(s) (If electronically submitting attachments follow the steps below)

- Select "Submit Attachment(s)" to upload attachments OR Select "Re-Submit Attachment(s)" 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
800004897							
<input type="button" value="Print Cover Sheet"/> OR <input type="button" value="Submit Attachment(s)"/>	ISSUED	8000001886	FORLIZZI	SHANNAN	20190819	0	<input type="button" value="Continue"/>

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



Submitting a Crisis claim



[Main](#) [Account](#) [Vouchers \(RA\)](#) [Worklist](#) [Help](#) [Log Off](#)

Wednesday 2 September 2020 9:30 pm

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

Billing Information

Vendor: 3003273860001 Attachment Control #: 800005767

Claim Frequency: 1 - Original Crisis Authorization #: 8000001985

Original Claim #: [Redacted] Delivery Date (MM/DD/YYYY): 09/01/2020

Customer Account #: L2020-300111498 Total Crisis Billed for this Auth # after subtracting customer credits: 450.00

Last Name: FORLIZZI

First Name: LORRIE

Middle Initial: [Redacted]

Service Lines for this Authorization #

Delivery Date	Description
1 09/01/2020	Y9000 - Electric
2 09/01/2020	Y9001 - Natural Gas
3 09/01/2020	Y9002 - Oil
	Y9003 - Wood, other
	Y9004 - Coal
	Y9005 - Propane, Bottled Gas
	Y9006 - Kerosene
	Y9007 - Blended Fuel
	Y9008 - Delivery Fee, Hazmat Fee or Leak Test: Coal, Oil, Wood/Other, Propane/Bottled Gas, Kerosene & Blended Fuel
	Y9009 - Reconnect Fee: Electric & Natural Gas
	Y9010 - Startup Fee or Tank Setting Fee: Oil, Propane, & Kerosene
	Y9011 - Additive (Oil, Kerosene, Blended Fuel)
	Y9012 - (-) LIHEAP credits

Enter delivery or termination

Service Code: [Selected]

Basis of Measurement: Other

Units: 0.00

Price per Unit: 0.00

Amount billed to LIHEAP Crisis after subtracting customer credits: -200.00

[Submit](#) [Active Crisis Authorization](#) [Submit Attachment\(s\)](#)

Complete this screen by adding service codes to explain cost associated w/the delivery/ termination.

Customer credits must be evaluated and entered in PROMISE where they will be subtracted from the total amount of the delivery or termination. The difference is what will be paid to you in Crisis funds.

PLEASE NOTE:

- Select Service line for heating type first
- Enter credits on the customer's account, including the LIHEAP cash grant referenced as part of the 'pledge' but not received yet.
- Verify that the customer's name matches the account number listed. If not, enter the Crisis Auth # on the documentation.
- **Correct the "Customer Account #" if it is incorrect so the correct number will be displayed on the payment voucher.**
- Do not round up or enter more \$ than was delivered minus customer credits.
- The total amount paid in LIHEAP Crisis funds may not exceed the season limit.

Data Entry example with LIHEAP Credits:



[Main](#) [Account](#) [Vouchers \(RA\)](#) [Worklist](#) [Help](#) [Log Off](#)

Wednesday 2 September 2020 8:57 pm

LIHEAP Claim

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

Billing Information

Vendor: **3003273860001** Attachment Control #: 800005767

Claim Frequency: 1 - Original Crisis Authorization #: 8000001985

Original Claim #: Delivery Date (MM/DD/YYYY): 09/01/2020

Customer Account #: L2020-300111498 Total Crisis Billed for this Auth # after subtracting customer credits: 450.00

Last Name: FORLIZZI

First Name: LORRIE

Middle Initial:

This field will be inaccessible to vendors. The system will compile a running total as Service Codes are entered and will submit the claim to LIHEAP Crisis for the final amount. In this example, the amount that will be billed to LIHEAP PROMISE for this claim is \$450.00.

Service Lines for this Authorization #

Delivery Date	Service Code	Basis of Measurement	Units	Price per Unit	Amount
09/01/2020	Y9002	GL	200.00	2.90	580.00
09/01/2020	Y9010	OT	1.00	50.00	50.00
09/01/2020	Y9011	GL	10.00	2.00	20.00
09/01/2020	Y9012	CR	0.00	0.00	-200.00

Add Remove

The 'Add' and 'Remove' buttons will be disabled until after the first Service Line is entered. The system will not allow LIHEAP credits to be entered first.

Enter delivery or termination details here

Service Code: Y9012 - (-) LIHEAP credits

Basis of Measurement: Other

Units: 0.00

Price per Unit: 0.00

Amount billed to LIHEAP Crisis after subtracting customer credits: -200.00

The Service Line containing Service Code Y9012 will display in red font.

These fields do not apply to Service Code Y9012, so will not allow data entry.

[Submit](#) [Active Crisis Authorization](#) [Submit Attachment\(s\)](#)

Claim Status Information

Claim Status: Suspended NOTE: "Suspended" indicates data entry is complete

Claim ICN: 2820245000001

Paid Amount: 0.00

Paid Date:

Allowed Amount:

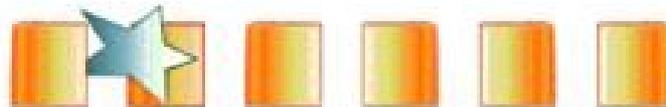
Hdr/DB	ESC	Description	Disposition
Header	6104	REQ'D ATTACHMENT NOT REC'D/FINALIZED	Suspended

Submitting a Crisis claim

Click the submit button after completing all fields on the claim submission page.

This message should appear.

Please wait while we process your request...
Do not hit the browser's back or refresh button, or press the F5 key



Submitting a Crisis claim



[Main](#) [Account Vouchers \(RA\)](#) [Worklist](#) [Help](#) [Log Off](#)

Tuesday 20 August 2019 3:27 pm

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

Billing Information

Vendor:	3002908940110	Attachment Control #:	800004887
Claim Frequency:	1 - Original	Crisis Authorization #:	8000001886
Original Claim #:		Delivery Date (MM/DD/YYYY):	08/20/2019
Customer Account #:	L1920-030007092	Total Crisis Billed for this Auth # after subtracting customer credits:	599.98
Last Name:	FORLIZZI		
First Name:	SHANNAN		
Middle Initial:			

Service Lines for this Authorization #

Delivery Date	Service Code	Basis of Measurement	Units	Price per Unit	Amount
08/20/2019	Y9000	OT	1	599.98	599.98

Enter delivery or termination details here

Service Code: Y9000 - Electric

Basis of Measurement: Other

Units: 1

Price per Unit: 599.98

Amount billed to LIHEAP Crisis after subtracting customer credits: 599.98

Submit **Active Crisis Authorization** **Submit Attachment(s)**

Claim Status Information

Claim Status: Suspended
Claim ICN: 2819232000002
Paid Amount:
Paid Date:
Allowed Amount:

NOTE: "Suspended" indicates data entry is complete

Hdr/ID#	ESC	Description	Disposition
Header - 1	6104	REQ'D ATTACHMENT NOT REC'D/FINALIZED	Suspended

This message will only appear when the claim status is "Suspended"

This screen will be displayed.

- Upon successful data entry, the Claim status should state **"Suspended."**
- Payments for Crisis Claims submitted with uploaded documents will typically be paid by Treasury within 3-4 weeks.
- If the Claim Status does not say **"Suspended"**, review your data entry for errors. Contact the LIHEAP Vendor Helpline at 877-537-9517.
- If you want to submit a claim for another Crisis Authorization, return to the **Worklist** by clicking the link in the blue task bar at the top of the screen.

Need Additional Information?

- Help with PROMISe password Resets: 1-800-248-2152
- Desk Guides that explain how to access payment vouchers, how to use the Worklist, and how to add an alternate PROMISe user are all located on the PROMISe main menu page
- The LIHEAP Vendor Website contains valuable information:
<http://www.dhs.pa.gov/provider/informationforliheapvendors>
- Contact the LIHEAP Vendor Helpline by phone or email Monday – Friday from 8:00 – 4:00

Phone: 1-877-537-9517

Email: RA-LIHEAPVendors@pa.gov