CRISIS 101
A LIHEAP Vendor’s Guide to Submitting Crisis Claims through PROMISe™
LIHEAP 2020/21 Season
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 PROMIS™, a vendor designates a primary PROMIS™ user. This user must register in PROMIS™ using the 13-digit Vendor ID and establish a password. See Desk Guide in PROMIS™.

Users with access to more than one Vendor ID or service location must set up log on/passwords at each location.

The primary PROMIS™ user may set up alternate users to access LIHEAP Vouchers and process Crisis claims. See Desk Guide in PROMIS™.

For help with Password Resets call 1-800-248-2152

Crisis Claims must be entered in PROMIS™ on a computer using Internet Explorer at the web address: http://LIHEAP.dpw.state.pa.us

NOTE: The PROMIS™ website does not support data entry using Mozilla Firefox, Google Chrome or Microsoft Edge
• 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.
Accessing PROMISE™

Access PROMISE Via Website [http://LIHEAP.dpw.state.pa.us](http://LIHEAP.dpw.state.pa.us)

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

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

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 (“Upload instructions”) on the “Claim Attachment Upload” page.

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

Hyperlinks

Provider ID: 3002908940110
Click here to download results as CSV text file

Submitting Documentation

<table>
<thead>
<tr>
<th>Provider ID</th>
<th>Auth#</th>
<th>First Name</th>
<th>Last Name</th>
<th>Address</th>
<th>Address 2</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
<th>Acct.#</th>
<th>Acct Status</th>
<th>Claim Status</th>
<th>ICN</th>
<th>Print Cover Sheet</th>
<th>Submit Attachment(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>3002908940110</td>
<td>98765</td>
<td>John</td>
<td>Smith</td>
<td>123 Main St</td>
<td></td>
<td>Philadelphia</td>
<td>PA</td>
<td></td>
<td></td>
<td>PAID</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The Express Claim Processing box is still available if you want to process just one claim.

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.

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

**Step 1:**

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

**Request and Search Criteria**

<table>
<thead>
<tr>
<th>Last Name</th>
<th>FORLIZZI</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>SHANNAN</td>
</tr>
<tr>
<td>Crisis Authorization #</td>
<td>8000001886</td>
</tr>
</tbody>
</table>

**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.
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 files(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
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
• 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.
After printing the LIHEAP Cover Sheet you return to this page. Click Continue.

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.

<table>
<thead>
<tr>
<th>Request and Search Criteria</th>
<th>Attachment Control Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Name</td>
<td></td>
</tr>
<tr>
<td>First Name</td>
<td></td>
</tr>
<tr>
<td>Gross Authorization#</td>
<td></td>
</tr>
<tr>
<td>6106001166</td>
<td></td>
</tr>
</tbody>
</table>

Step 2 Options:

Modify (If making changes to the ACN form, follow the steps below)
1. Select “Print Cover Sheet” (under “Attachment Control Number”) to view and print the desired ACN form.
2. Make the printed ACN Form for future 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 DSHS LIHEAP website

Submit/Remit Attachments (If electronically submitting attachments follow the steps below)
1. Select “Submit Attachments” to upload attachments OR select “Re-Submit Attachments” to re-send 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!

<table>
<thead>
<tr>
<th>Attachment Control Number</th>
<th>Status</th>
<th>Gross Authorization #</th>
<th>Last Name</th>
<th>First Name</th>
<th>Date Issued</th>
<th>Date Received</th>
<th>Online Claim</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print Cover Sheet</td>
<td>ISSUED</td>
<td>6106001166</td>
<td>EWDJ</td>
<td>SJINN</td>
<td>2018-08-10</td>
<td>2018-09-05</td>
<td></td>
</tr>
</tbody>
</table>

To view and print the ACN form, you will need to install the Acrobat Reader software.
Complete this screen by adding service codes to explain cost associated with 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:

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 Crips for the final amount. In this example, the amount that will be billed to LIHEAP PROMISe for this claim is $450.00.

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.

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.
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
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