

September 2020

Dear LIHEAP Vendor:

This season-open mailing provides you with important information about the 2020-21 LIHEAP season.

- The 2020-21 LIHEAP season will operate from Monday, **November 2, 2020** to Friday, **April 9, 2021**.
- In early October, LIHEAP applications will be mailed to everyone who received LIHEAP last season. You may then start to receive calls from County Assistance Offices (CAO) to confirm heating accounts.
- Remittance Advice (payment vouchers) can be seen on PROMISe™ on Monday mornings, 9 days before the Treasury Pay Date. This early notification helps you credit customer accounts and schedule deliveries.
- **LIHEAP Cash grants** vary from \$200 to \$1,000 based on household size, region, income and fuel type.
 - A household is eligible for only one regular LIHEAP Cash grant per heating season.
 - The Cash grant can only be used toward deliveries or pickups made **on or after 10/1/20**.
 - Confirm the address with the customer before attempting to make a delivery.
- **LIHEAP Crisis grants are authorized by a CAO to prevent a household from being without heat.**
 - **The Crisis season maximum** this season is \$800. A customer may require multiple deliveries throughout the season. Every time the customer must contact the CAO to make a request for help with Crisis funds. The total of all Crisis deliveries cannot exceed \$800.
 - **The LIHEAP Cash grant must be used first** to resolve a crisis, even if you haven't received it yet.
 - LIHEAP Crisis pledges by a CAO are good for a one-time delivery or pickup of fuel.
 - **Every Vendor selects a primary PROMISe™** user who may add 'alternate' users to view LIHEAP Vouchers and submit Crisis claims.
 - All Crisis claims must be entered in PROMISe™ <http://liheap.dpw.state.pa.us> **within 30 days**.
 - **All employees responsible for PROMISe™ data entry** should review the 'Crisis 101' PowerPoint presentation with screen shots located on both the PROMISe™ and LIHEAP vendor websites.
 - **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 Vendor Website** <https://www.dhs.pa.gov/providers/Providers/Pages/LIHEAP-Vendors.aspx> contains the documents in this mailing, Vendor Guidelines, and forms for easy reference.
- **LIHEAP refunds:**
 - **Record the customer's individual number from the voucher in your record-keeping system.** **You must** include it on the refund form when you return LIHEAP funds to the Commonwealth of PA.
 - **You are required to return LIHEAP funds** when you are aware that a customer moved or died, or when the Vendor Unit asks you to refund LIHEAP grants that were sent to you in error.

Thank you for participating in LIHEAP. We look forward to working with you this heating season!

LIHEAP Vendor Unit
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