

LIHEAP Vendor Frequently Asked Questions (FAQ)

GENERAL POLICY INFORMATION:

The vendor is contacted for an urgent delivery but is asked to deliver the client's Cash grant. Is this correct?

Yes. The vendor agreement requires vendors to apply the Cash grant first to resolve the Crisis (even if it hasn't been received by the vendor yet). DHS will advise the vendor of the amount of the LIHEAP Cash grant and ask if the amount is enough to fill the tank. If the Cash grant is enough to fill the tank, no Crisis will be authorized. If not enough, a Crisis authorization number will be generated to supplement the Cash grant in case it is needed to fill the tank.

May LIHEAP Cash or Crisis grants be used to pay an unpaid balance from an outstanding fuel bill?

- **LIHEAP Cash grants** issued for the 2021-2022 LIHEAP season may be used to pay for deliveries made on or after the start of the federal fiscal year, October 1, 2021, but \$250 and \$200 supplements received in September/October may be used for an outstanding bill. LIHEAP grants can't pay for furnace repairs or service calls.
- **A LIHEAP Crisis grant** is initiated by a local county assistance office (CAO) with a Crisis authorization number. Crisis funds can only be used toward a fuel pickup or delivery that is made after a DHS representative contacts the vendor to authorize the fuel. **Any customer credits must be entered in PROMISE™ where they will be subtracted from the cost of the delivery before billing Crisis.**

What should vendors do when a customer calls to request a Crisis delivery of fuel?

Vendors should refer the customer to the CAO. A CAO representative must authorize each Crisis delivery or pickup. Vendors will not be reimbursed if the heating emergency is resolved before a CAO representative contacts the vendor to authorize a Crisis payment. Crisis grants may be requested starting October 18, 2021.

How many Crisis authorizations can a household receive each heating season?

A household may receive multiple Crisis authorizations throughout the season. Each Crisis authorization is good for a one-time-only delivery or pickup of fuel. If a customer needs another Crisis delivery or pickup and the household has not reached the \$1,200 season limit, the customer must contact the CAO to request another Crisis authorization. **Never make arrangements with a customer for a Crisis delivery without getting authorization from a CAO representative.**

Can a customer on automatic delivery qualify for a Crisis grant?

Customers enrolled in an automatic delivery schedule may qualify for a LIHEAP Crisis grant if they are in danger of running out of fuel before the next automatic delivery date. The customer must contact the CAO to request Crisis help and the CAO must contact the vendor with a Crisis authorization number before the automatic delivery is made.

We offer a 10¢ per gallon discount (or similar) if the delivery is paid within 10 days. How does this apply to LIHEAP?

Per Condition 3 of the LIHEAP Vendor Agreement, vendors with a variable-pricing structure must charge the lowest/same-day price for energy products paid with LIHEAP funds. The LIHEAP customer usually cannot meet variable price-point discounting requirements because of the time the vendor needs to file a claim in PROMISE™ and be paid through the Treasury system. When a delivery is requested/pledge is made, vendors can be sure that LIHEAP funds will be paid.

LIHEAP VOUCHERS AND PAYMENTS:

What options do we have to receive our LIHEAP remittance advice (RAs or payment vouchers)?

- 1) Vendors with a static IP address can receive PDF and TXT file vouchers electronically through the commonwealth's secure data transfer file system – SeGov/MOVEit.
- 2) All PDF vouchers are posted to PROMISE™ 9 days prior to the Treasury Pay Date.
- 3) Special arrangements may be made to have the payment information mailed.

What if vendors have trouble accessing remittance advice (vouchers) electronically through SeGov/MOVEit?

The problem may be an internet provider (IP) address issue. IP addresses must be routable, external, and static for SeGov to work. If the vendor changed its internet provider or has had work done on the computer used to access LIHEAP vouchers, the IP address may have changed. The SeGov URL address is <https://missl.dhs.state.pa.us>.

Is Direct Deposit an option instead of getting a Treasury check in the mail?

Yes. Vendors can sign an Electronic Funds Transfer (EFT) form to receive LIHEAP payments deposited into their bank account on Treasury Pay Dates (Wednesdays), with no worry about mail delays, loss/theft of paper checks or going to the bank.

SUBMITTING CRISIS CLAIMS TO PROMISE™:

To receive payment for deliveries or utility service terminations with Crisis funds, a claim must be entered in PROMISE™: <http://LIHEAP.dpw.state.pa.us>. Documentation must then either be uploaded, faxed to (717) 207-7997 or (717) 207-7994, or mailed to: DHS-LIHEAP Crisis Documentation, P.O. Box 69028, Harrisburg, PA 17106.

Can I add an additional PROMISE™ user to our account to pull payment vouchers and apply to customer accounts?

Yes. The primary PROMISE™ user may add alternate users for this purpose and to process Crisis claims.

What if PROMISE™ seems to stall in the middle of processing a Crisis claim?

Your web browser may be incompatible. Contact the Vendor Unit.

How soon must a vendor act on a Crisis pledge and what \$ amount should be submitted in PROMISE™?

A customer can express a need for a Crisis delivery when they are within 15 days of being without heat. A vendor must make a delivery before the household is without heat. If the delivery was made using Crisis funds, vendors must submit a Crisis claim with documentation **within 30 days**.

What should a vendor do when the delivery truck runs out of fuel before filling the customer's tank?

If this happens, return to the customer's home the next day or as soon as practical and fill the tank. Submit both tickets in PROMISE™ using the same Crisis authorization number.

What should vendors do if PROMISE™ says a claim has exceeded a customer's seasonal limit?

Check data entry to make sure it isn't more than \$1,200. Data entry of more than \$1,200 creates an error and delays payment. If data entry isn't more than \$1,200, the customer likely received a Crisis grant before, either to you or another vendor. The combined total of ALL Crisis authorizations may not exceed the established season maximum.

Should vendors deliver the LIHEAP Cash grant and LIHEAP Crisis grant on separate tickets/receipts?

No. The same ticket should be used for deliveries that are being paid with a combination of Cash and Crisis grants. This will ensure that the lowest price is charged with consideration of the total quantity delivered. Subtract the Cash grant/credits on the delivery ticket and enter the balance in PROMISE™ (dollar amount to be paid with Crisis funds).

LIHEAP funds must be returned to the Commonwealth of PA when:

- a customer moves, dies, or chooses another vendor (and there is a credit on their account);
- the CAO entered your Vendor ID in error instead of the vendor indicated by the household;
- an overpayment occurs, such as charging too much per unit or not offering the lowest price;
- the second heating season has passed. LIHEAP funds are available for use for two heating seasons. All LIHEAP funds that have not been expended on or before June 30 of the second season must be returned to the commonwealth.

Example: A LIHEAP grant issued during the 2020-2021 season (from October 1, 2020 through the \$200 supplement issued on October 13, 2021) must be delivered or picked up by June 30, 2022. Credits from this time frame must be refunded if not used by June 30, 2022.

- Check must be made payable to: **Commonwealth of Pennsylvania. Never refund LIHEAP funds to a customer!**
- Refund address: Commonwealth of PA, DHS-LIHEAP Refunds (WOB 224), PO Box 2675, Harrisburg PA 17105-2675.
- A LIHEAP Vendor Refund Form must accompany the refund and is available on the vendor website.

NOTE – Vendors can opt to repay all LIHEAP funds immediately through Expedited Recoupment, which will eliminate the need to write a check to the commonwealth. Contact the LIHEAP Vendor Unit to explore this option.

LIHEAP Vendor Unit Contact Information

- Toll-free LIHEAP Vendor Helpline: **(877) 537-9517**
- E-mail address: RA-LIHEAPVendors@pa.gov; fax: **717-231-5516**
- Address: **LIHEAP Vendor Unit (WOB 224), P.O. Box 2675, Harrisburg, PA 17105-2675**
- LIHEAP Vendor Website: <http://www.dhs.pa.gov/providers/Providers/Pages/LIHEAP-Vendors.aspx>