



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?

No. Starting with the 2022-2023 LIHEAP season, DHS is removing the Cash first requirement. If a household is experiencing a crisis situation and there are any existing credits already on the household's account, those credits should be used first. Any remaining amount needed to resolve the crisis should be authorized by the CAO as a crisis grant, up to the crisis maximum. The cash grant can also be used towards resolving the crisis if the already existing credits and crisis issuance are not enough. If the crisis issuance was enough to resolve the crisis, then the cash should remain in the household's account as a credit towards a future bill or delivery.

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

- **LIHEAP Cash grants** issued for the 2022-23 LIHEAP season may be used to pay for deliveries made on or after the start of the federal fiscal year (October 1, 2022), however the \$500 and \$250 supplements received in August 2022 may be used for an outstanding bill from the 2021/22 season. LIHEAP grants can't pay for furnace repairs or service calls.

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

Vendors should refer a customer to the County Assistance Office (CAO). A CAO representative must authorize every 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 Nov 1, 2022. **REMEMBER:** A Crisis Authorization is given for a one-time fuel pickup or delivery. A customer must contact the CAO every time they need help with LIHEAP Crisis.

How many Crisis authorizations can a customer 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 \$1000 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 (RA's 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 system – SeGov/MOVEit.
- 2) All PDF vouchers are posted to PROMISE™ on Mondays, 9 days prior to the Treasury Pay Date.
- 3) Special arrangements may be made to have payment vouchers mailed.

What if a vendor has 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 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 in PROMISE™

To receive payment for deliveries or utility service terminations with Crisis funds:

1. a claim must be entered in PROMISE™: <http://LIHEAP.dpw.state.pa.us> (Vendors set up a primary and alternate users)
2. Documentation must be submitted by upload, OR fax to 717-207-7997 or 717-207-7994

Much slower option is sending by mail to DHS – LIHEAP Crisis Documentation, PO Box 69028, Harrisburg, PA 17106.

NOTE: Crisis Authorizations will drop off your Worklist when the claim goes to PAID status

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 the process of filing a Crisis claim?

Use MicroSoft Edge web browser. Internet Explorer, Safari, Mozilla and Google Chrome may be incompatible.

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 #.**

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

Check data entry to make sure the total to be paid with Crisis funds isn't more than \$1000. If LIHEAP Credits exist, were they data entered? Data entry of more than the customer has available in LIHEAP Crisis funds creates an error and delays payment. The customer may have received a previous Crisis grant, either to you or to 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 Cash and Crisis grants. This will ensure that the lowest price is charged with consideration of the total quantity delivered. Enter any Cash grant credits in PROMISE™ where they will be subtracted from the total and the remaining balance paid with Crisis funds.

LIHEAP credits on a customer account must be refunded to the Commonwealth of PA when:

- a customer moves, dies or chooses another vendor,
- 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 2nd heating season has passed. LIHEAP funds are available for use for two heating seasons. LIHEAP credits that have not been expended by June 30 of the 2nd season must be returned to the commonwealth.

Example: A LIHEAP grant issued during the 2021-22 season (from Oct. 1, 2021, through supplements issued in August 2022) must be delivered or picked up by June 30, 2023. LIHEAP credits from this timeframe must be refunded if not used by 6/30/23.

- Check must be made payable to: **Commonwealth of Pennsylvania. Never refund LIHEAP funds to a customer!**
- Refund address: Commonwealth of PA, DHS–LIHEAP Refunds, 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: RA-LIHEAPVendors@pa.gov
- Fax: 717-231-5516
- Address: LIHEAP Vendor Unit, PO Box 2675, Harrisburg, PA 17105-2675
- Website: <https://www.dhs.pa.gov/providers/Providers/Pages/LIHEAP-Vendors.aspx>