



September 2022

Dear LIHEAP Vendor:

Thank you for continuing to participate as a LIHEAP Vendor for the 2022-2023 season.

- Please contact us immediately if you sell or consolidate your business or if your bank account changes.

2022 - 2023 LIHEAP Season Information:

- **Officially begins Tuesday, November 1, 2022 and continues through Friday, April 28, 2023.**
- LIHEAP supplements (paid with last season's funding), received in August (\$500 deliverable fuel or \$250 utility) have no effect on a customer's eligibility for LIHEAP benefits for the 2022 - 2023 LIHEAP season.
- Applications will be mailed in September/October to customers who received LIHEAP last season. You may then receive calls from county assistance offices (CAOs) to confirm heating accounts.
- Remittance Advice (payment vouchers) can be seen in PROMISE™ on Mondays, nine days before the Treasury Pay Date. This early notification helps you credit customer accounts and schedule deliveries. See the enclosed chart.
- **LIHEAP Cash grants will vary from \$300 - \$1,000** based on household size, region, income, and fuel type.
 - An eligible household receives one regular LIHEAP Cash grant per heating season. It can be applied to a delivery or pickup made **on or after October 1, 2022.**
 - Always 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.**
 - Every customer who receives a Cash grant is eligible to receive LIHEAP Crisis.
 - **This season, the Crisis season maximum is \$1,000.**
 - **Every LIHEAP Crisis pledge made** by a CAO is good for a **one-time** delivery or pickup of fuel.
 - **Every time** a customer needs a delivery they want LIHEAP Crisis to pay for, they must contact the CAO first to request help and the CAO will create a Crisis Auth # that you will submit in PROMISE™.
 - **A primary PROMISE™ user** is chosen by the vendor. Primary users may add or delete "alternate" PROMISE™ users. All PROMISE™ users may view LIHEAP Vouchers and/or process Crisis claims.
 - All Crisis claims must be entered in PROMISE™ <http://liheap.dpw.state.pa.us> **within 30 days.**
 - **Upload documentation** in PROMISE™ or submit by fax to 717-207-7997 or 717-207-7994, or mail to LIHEAP Crisis Documentation, P.O. Box 69028, Harrisburg, PA 17106.
- **The LIHEAP 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.
- **Record the customer's individual number** from the payment voucher in your record-keeping system so you can include it on the refund form when you return LIHEAP funds to the Commonwealth of Pennsylvania.
- **Return LIHEAP funds to LIHEAP Headquarters** 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.

Please call or email if you have any questions. We look forward to working with you this heating season!

LIHEAP Vendor Unit | P. O. Box 2675 | Harrisburg PA 17105-2675
Toll Free: 877-537-9517 | Fax: 717-231-5516 | RA-LIHEAPvendors@pa.gov



Department of Human Services (DHS) Low Income Home Energy Assistance Program (LIHEAP) 2022 - 2023 Season

Important Facts for Customers

The LIHEAP Client Helpline 1-866-857-7095 is for CUSTOMERS to request an application or check its status.

- This season opens **Tuesday, November 1, 2022** and is expected to close on **Friday, April 28, 2023**.
- Customers who received a LIHEAP grant last season will receive a 2022-2023 LIHEAP application or COMPASS postcard in the mail before the start of the new season. These documents have a COMPASS registration number that allows customers to apply online before the start of the season.
- Customers who didn't receive LIHEAP last season may request an application on or after November 1 by:
 - Applying online at www.compass.state.pa.us (on or after November 1, 2022),
 - Contacting their local county assistance office (CAO) by phone or in person, or
 - Calling the **LIHEAP Client Helpline at 1-866-857-7095**.

LIHEAP Cash grants:

- A household receives only **one** regular LIHEAP Cash grant per heating season.
- 2022-2023 Cash grants range from \$300 minimum to \$1,000 maximum based on region, the household's annual income, heating type, and the number of people living in the home.

LIHEAP Crisis grants:

- Eligibility is based on the existence of a heating emergency where the household is without heat or is **within 15 days** of being without heat caused by lack of fuel or utility termination.
- Customers who are on automatic delivery may receive help with LIHEAP Crisis if their request for Crisis is made within 15 days of being without heat and an automated delivery has not already resolved their emergency.
- All requests for a Crisis grant must be made **by the customer to the CAO**.
- 2022-2023 Crisis grants range from \$25 up to a season-maximum of \$1,000.
- Crisis grants are authorized based only on the amount needed to resolve a specific emergency such as preventing termination of a utility service or the quantity of fuel needed to fill the tank one time (the maximum \$ amount will be provided by the CAO).
- A customer who applied for a LIHEAP Cash grant does not need to submit a separate application for a Crisis grant unless the customer moved or a new person moved into the household.
- A customer may be eligible to receive several Crisis authorizations during the season if a heating emergency is encountered multiple times. However, the household may not exceed the 2022-2023 season maximum of \$1,000. For this reason, vendors must submit Crisis claims within 30 days.

IMPORTANT:

LIHEAP customers do not automatically receive a Crisis grant, as eligibility is dependent upon the existence of a heating emergency. A CAO representative must authorize each Crisis delivery or pickup.

LIHEAP Crisis will not pay for a delivery that is not authorized by the CAO or if the heating emergency is resolved before a CAO representative contacts the vendor to authorize a Crisis payment.

Each Crisis authorization is good for a **one-time-only** delivery or pickup of fuel. Households who are in need of an additional Crisis delivery or pickup must contact the CAO again and make another request for Crisis. A CAO representative will evaluate eligibility and contact the vendor if a new Crisis delivery is approved.

NOTE: Help with weatherization is available through a weatherization contractor. This could include help to repair broken heating equipment. Interested customers should contact their local CAO.

The LIHEAP Helpline for Customers is 1-866-857-7095.

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 2022-2023 LIHEAP season may be used to pay for deliveries made on or after the start of the federal fiscal year, October 1, 2022, but \$500 and \$250 supplements received in August 2022 may be used for an outstanding bill from the 2021-2022 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 the 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 November 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 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 \$1,000 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™ on Mondays, nine 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 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. A much slower option is sending by mail to DHS-LIHEAP Crisis Documentation, P.O. 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 number.

What should vendors 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 it isn't more than \$1,000. 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 of 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 funds on a customer account must be refunded to the Commonwealth of Pennsylvania 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 second 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 second season must be returned to the commonwealth.

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

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



Tips for Submitting Successful Crisis Claims in PROMISE™

Search for a customer or authorization number by using the Worklist link:

- The Worklist contains all active and in-progress Crisis authorizations. Vendors can navigate from the Worklist to the data entry screen in PROMISE™ and then return to the Worklist to locate another customer. The Worklist is refreshed with every data entry.

If you receive an error when requesting an Attachment Control Number stating the ACN exists, click on the Search button.

Data Entry Accuracy is essential:

- Customer credits must be data entered in PROMISE™ where they will be subtracted from the total amount of the delivery or termination.
Example: Total delivery is \$462.32. There's a \$125 LIHEAP credit on the customer's account. Enter the \$125 LIHEAP credit in PROMISE™. PROMISE™ will subtract the credit and pay the remaining balance with LIHEAP Crisis funds.
- Don't round the cost of the delivery. If you delivered \$783.42 in fuel oil, indicate \$783.42 in PROMISE™ as the total delivered for that authorization. Not \$783, not \$784, and not \$1,000.
- Check the customer account number. You can change it if it is incorrect!
- Decimals are required when entering units of measure, price per unit, and amount billed to LIHEAP.

Denied Claims: A pop-up warning message will appear if you attempt to leave the Claim Submission Page when the claim is in DENIED status. Look for messages within the pop-up:

- The first line will say "Are you sure you want to leave this page?"
- A second line will say "Claim was not successfully submitted."

Correct the fields in error and resubmit the claim. Contact the LIHEAP Vendor Unit for assistance.

Submitting documentation within 30 days:

- Crisis claims aren't paid until legible documentation is received.
- To ensure prompt payment, remember to submit documentation (metered delivery ticket or utility termination notice) within 30 days of CAO authorization.
- The CAO can't initiate another Crisis Auth # until the previous one is in PAID status.

Preparing documents for submission:

- **VERY IMPORTANT:** The last name of the person listed on the cover sheet must exactly match your delivery ticket. If it doesn't, write the name of the individual listed on the cover sheet OR the 10-digit authorization number on your documentation before you submit it.
- NEVER write on the LIHEAP Cover Sheet.
- Make sure your documents are legible (delivery ticket/utility termination). If too light, grainy, smudged, blurry or too dark, make them legible before you submit them to prevent your supporting documentation from being rejected.
- Use only black or dark blue ink. (Red ink is too light and is illegible when sent by fax.)
- Don't use a highlighter, as it can cover up the text that was intended to be highlighted.
- Submit attachments on a full 8 1/2 x 11 sheet of paper by either photocopying the delivery tickets or by taping them onto the 8 1/2 x 11 sheet.
- Don't use staples or copy the documentation onto the bottom of the cover sheet.

Submitting documentation using the upload feature in PROMISE™:

- Crisis payments are queued based on receipt of documentation. The quickest way to submit documentation is by attaching and then uploading delivery tickets/termination notices that are stored on your computer or flash drive as a PDF file.

NOTE: Establish a file-naming convention that includes the Auth # and customer name. This will help you locate the correct file. Keep a separate file for each LIHEAP season.

The Upload screen displays these upload instructions:

- Click the Browse button. Search and select a PDF file for this Crisis Auth #. Click the Open button, then click the Add button.
- Attach additional PDF files for this Crisis Auth # by repeating Step 1 (max 3 PDF files).
- Confirm the PDF files you added relate to this specific customer and Authorization #.
- Click the Submit Attachment(s) or Re-Submit Attachment(s) button.
- The message "Successfully Uploaded Attachments" will confirm the success of the upload process.

IMPORTANT: A pop-up warning message will appear if you attempt to leave the Upload page after adding one or more files to the staging area without clicking SUBMIT. Without submitting the documentation, the claim will not be paid. Look for these messages within the pop-up:

- The first line of the message will say "Are you sure you want to leave this page?"
- A second line will state, "PDF file(s) was not successfully submitted."

Tips for submitting documentation by other methods:

- Only submit documentation one way! Don't upload and fax documentation for the same claim.
- Make sure documentation is in this sequence when you fax or mail:
 - First, LIHEAP Cover Sheet for recipient #1;
 - Second, documentation: metered delivery ticket/termination notice for recipient #1;
 - Third, any additional supporting document to validate the delivery/termination.
 - Repeat this sequence for every Crisis Authorization # up to 30 total pages.
- The maximum fax per transmission is 30 pages. The fax machine will read and separate claims by each LIHEAP Cover Sheet. So, be sure that a LIHEAP Cover Sheet, specific to the delivery or termination, is placed between each documentation.
- NEVER use your company's fax cover sheet when sending LIHEAP documents.
- Make sure all documents are facing the same way and are placed face up or face down depending on your fax machine to avoid sending blank pages or upside-down documents.
- Taking a photo of a delivery ticket with your phone uses .jpeg format. When uploading in PROMISE™ or when emailing a delivery ticket to the vendor unit, be sure to put the .jpeg onto a Word document and convert it to a PDF.



Accessing LIHEAP Vouchers/Remittance Advice (RAs) in PROMISE™

LIHEAP Vouchers (RAs) are posted in PROMISE™ **on Mondays, 9 days before the Treasury Pay Date**. Vouchers are stored here for the current season, so it is important to move your vouchers to a computer or a USB drive.

STEP 1: After logon, click "Vouchers (RA)" on the blue menu bar at the top of the screen:

Main Account **Vouchers (RA)** Worklist Help Log Off

Monday 16 March 2020 3:23 pm

Need Help? [Accessing Vouchers in PROMISE](#)
[Adding an Alternate PROMISE User](#)
[Worklist Desk Guide](#)
[Vendor Crisis 101: Instructions for Submitting a Claim](#)

Submit all Claims & Attachments within 30 days of Authorization!

LIHEAP Main Menu

Vendor ID: 3003242680001

Worklist

Vendors will immediately see their 3 most recent Vouchers as hyperlinks above the search feature.

Main Account Vouchers (RA) Worklist Help Log Off

Monday 16 March 2020 3:26 pm

Voucher (RA) Search

[LIHEAP Vouchers and Treasury Pay Date Chart](#)

Vendor ID: 3003242680001

Three (3) Most Recent Vouchers

Voucher Number	Treasury Pay Date
98001026	3/11/2020
98001024	2/26/2020
98001021	2/5/2020

Select Search Type to Search for Older Vouchers

Voucher Number Treasury Pay Date

Select a search type above and enter criteria

STEP 2: Search for older Vouchers (RA) using Voucher Number or Treasury Pay Date using Option 1 or 2. See link to **LIHEAP Voucher and Treasury Pay Date Chart** for easy reference.

Main Account Vouchers (RA) Worklist Help Log Off

Monday 16 March 2020 3:28 pm

Voucher (RA) Search

[LIHEAP Vouchers and Treasury Pay Date Chart](#)

Vendor ID: 3003242680001

Select Search Type to Search for Older Vouchers

Voucher Number Treasury Pay Date

Voucher Number: 98001018

Search Reset

OPTION 1: Enter the Voucher Number: Click the button next to "Voucher Number," then type the voucher number in the box that appears. A search by voucher number will provide one specific voucher or display nothing if you are not going to receive a LIHEAP payment for that specific week.

OPTION 2: Enter a Treasury Pay Date: The Treasury Pay Date is also located at the top of the LIHEAP Payment Voucher. Click the button next to "Treasury Pay Date," then type dates in the boxes that appear. Enter a "From Date" and a "Thru Date" to request more than one voucher. The "From Date" field must be completed using the format MM/DD/YYYY. If the "Thru Date" field is left blank, the query will use the same date as the "From Date" you entered and make a one-day search. The search result may display several vouchers depending on the date range entered.

NOTE: A large date range search will impact response time (the larger the range, the longer it will take for results).

The screenshot shows the 'Voucher (RA) Search' page. At the top, there are navigation links: Main, Account, Vouchers (RA), Worklist, Help, and Log Off. Below this is the date and time: Monday 16 March 2020 3:31 pm. The page title is 'Voucher (RA) Search' and there is a link for 'LIHEAP Vouchers and Treasury Pay Date Chart'. The Vendor ID is 3003242680001. Under 'Select Search Type to Search for Older Vouchers', the 'Treasury Pay Date' radio button is selected. Below this are two date input fields: 'From Date: 01/15/2020' and 'Thru Date: 03/16/2020'. At the bottom are 'Search' and 'Reset' buttons.

After completing Option 1 or Option 2, click "Search." If a Treasury Payment is being generated for the time frame indicated, the results will list the voucher number, report generated date, and Treasury Pay Date. Vouchers will display as hyperlinks. Click a voucher link, and a pop-up message will offer "Open" or "Save."

This screenshot shows the search results after clicking 'Search'. The interface is identical to the previous one, but now a table of results is displayed. The table has three columns: Voucher Number, Report Generated Date, and Treasury Pay Date. Below the table is a yellow pop-up message: 'Do you want to open or save 4419.pdf (212 KB) from (theopen.algebra.state.pa.us)?' with 'Open', 'Save', and 'Cancel' buttons.

Voucher Number	Report Generated Date	Treasury Pay Date
98001028	04/2020 12:00:00 AM	01/15/2020 12:00:00 AM
98001029	1/25/2020 12:00:00 AM	2/25/2020 12:00:00 AM
98001024	2/15/2020 12:00:00 AM	2/25/2020 12:00:00 AM
98001026	2/29/2020 12:00:00 AM	3/11/2020 12:00:00 AM

STEP 3: Clicking "Save" will save the PDF voucher file to the computer's hard drive. **Click "Save As"** to select a different location on your computer to store the payment voucher (such as in "My Documents" or a flash drive).

This screenshot is similar to the previous one, but the 'Save As' dialog box is open. The dialog box title is 'Do you want to open or save 4419.pdf (212 KB) from (theopen.algebra.state.pa.us)?'. It shows the file name '4419.pdf' and size '(212 KB)'. At the bottom, there are 'Open', 'Save', and 'Save and open' buttons.

STEP 4: Click "Open" and Acrobat Reader will open the file. You can then view or print the voucher.

LIHEAP VOUCHER #	DATE VOUCHERS ARE AVAILABLE IN PROMISE™	TREASURY PAY DATE
21904001	7/4/2022	7/13/2022
21904002	7/11/2022	7/20/2022
21904003	7/18/2022	7/27/2022
21904004	7/25/2022	8/3/2022
21904005	8/1/2022	8/10/2022
21904006	8/8/2022	8/17/2022
21904007	8/15/2022	8/24/2022
21904008	8/22/2022	8/31/2022
21904009	8/28/2222	9/7/2022
21904010	9/5/2022	9/14/2022
21904011	9/12/2022	9/21/2022
21904012	9/18/2222	9/28/2022
21904013	9/26/2022	10/5/2022
21904014	10/3/2022	10/12/2022
21904015	10/10/2022	10/18/2222
21904016	10/17/2022	10/26/2022
21904017	10/24/2022	11/2/2022
21904018	10/31/2022	11/8/2222
21904019	11/7/2022	11/16/2022
21904020	11/14/2022	11/23/2022
21904021	11/21/2022	11/30/2022
21904022	11/28/2022	12/7/2022
21904023	12/5/2022	12/14/2022
21904024	12/12/2022	12/21/2022
21904025	12/18/2222	12/28/2022
21904026	12/26/2022	1/4/2023

LIHEAP VOUCHER #	DATE VOUCHERS ARE AVAILABLE IN PROMISE™	TREASURY PAY DATE
21904027	1/2/2023	1/11/2023
21904028	1/8/2223	1/18/2023
21904029	1/16/2023	1/25/2023
21904030	1/23/2023	2/1/2023
21904031	1/30/2023	2/8/2023
21904032	2/6/2023	2/15/2023
21904033	2/13/2023	2/22/2023
21904034	2/20/2023	3/1/2023
21904035	2/27/2023	3/8/2023
21904036	3/6/2023	3/15/2023
21904037	3/13/2023	3/22/2023
21904038	3/20/2023	3/28/2223
21904039	3/27/2023	4/5/2023
21904040	4/3/2023	4/12/2023
21904041	4/10/2023	4/18/2223
21904042	4/17/2023	4/26/2023
21904043	4/24/2023	5/3/2023
21904044	5/1/2023	5/10/2023
21904045	5/8/2023	5/17/2023
21904046	5/15/2023	5/24/2023
21904047	5/22/2023	5/31/2023
21904048	5/28/2223	6/7/2023
21904049	6/5/2023	6/14/2023
21904050	6/12/2023	6/21/2023
21904051	6/18/2223	6/28/2023
21904052	6/26/2023	7/5/2023



PROMISe™ Worklist Desk Guide

The Worklist provides a point-in-time list of all active and in process LIHEAP Crisis authorizations. Access the Worklist by clicking the link above the processing box on the Main Menu (or the Worklist link on the blue task bar). Every time the Worklist link is clicked, the customer information on the list is refreshed.



Main Account Vouchers (RA) **Worklist** Help Log Off

Wednesday 14 August 2019 3:59 pm
 Need Help? [Accessing Vouchers in PROMISe](#)
[Adding an Alternate PROMISe User](#)
[Worklist Desk Guide](#)
[Vendor Crisis 101: Instructions for Submitting a Claim](#)

Submit all Claims & Attachments within 30 days of Authorization!

LIHEAP Main Menu

Vendor ID: 3002908940110

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.

Review the important information above your Worklist. Questions? Call the Vendor Helpline at 1-877-537-9517.

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.

Instructions for Auth# and ICN fields:

- Auth # link takes you to the 'Vendor Claim Attachment' page to upload a specific claim
- ICN link takes you to the 'LIHEAP Claims' page to view claim details
- Click on one of the blue buttons to the right of the ICN field
- An attachment may need to be resubmitted by clicking on the 'Crisis Attachment Upload' link in the 'Instructions' on the 'Crisis Attachment Upload' page

Note: Click on the WORKLIST link at the top of the page.

Provider ID: 3002908940110

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

Auth Eff. Date	Auth #	First Name	Last Name	Address	Address #	City	State	Zip	Acct #	Amount	ACN	Claim Status	ICN	Submitting Documentation
20190531	8000001867	DAVID	FORLIZZI	321 NEW STREET		MILFORD	PA	97010-1819-860123098	600					
20190531	8000001686	JOSHUA	FORLIZZI	650 MUSIC HOUSE ROAD		MUSICTOWN	PA	17035-0015-1819-030236991	600	800004847	Suspended	2819226900001	Print Cover Sheet OR Submit Attachment(s)	
20190531	8000001869	VALERIE	FORLIZZI	321 NEW STREET		MILFORD	PA	97010-1819-001180855	600	800004848	Suspended	2819226900002	Print Cover Sheet OR Re-Submit Attachment(s)	
20190531	8000001870	PATRICIA	FORLIZZI	321 NEW STREET		MILFORD	PA	97010-1819-002601598	600	800004849	Denied	2819226900004	Print Cover Sheet OR Submit Attachment(s)	
20190607	8000001882	ANTWAN	FORLIZZI	321 NEW STREET		MILFORD	PA	19050-1819-080160545	600					
20190802	8000001883	LORRIE	FORLIZZI	12895 CASTOR AVE		PHILA	PA	17025-0025-1920-300111498	600	800004850	Suspended	2819226900005	Print Cover Sheet OR Re-Submit Attachment(s)	
20190802	8000001884	OMAR	FORLIZZI	321 NEW STREET		MILFORD	PA	19050-1920-080160546	600	800004851	Suspended	2819226900006	Print Cover Sheet OR Submit Attachment(s)	
20190802	8000001885	JAMIE	FORLIZZI	321 NEW STREET		MILFORD	PA	19050-1920-002635997	600	800004852	Denied	2819226900007	Print Cover Sheet OR Submit Attachment(s)	
20190802	8000001886	SHANNAN	FORLIZZI	321 NEW STREET		MILFORD	PA	97010-1920-030007092	600					



Applying LIHEAP Credits to a Crisis delivery in PROMISE™

Service Code (Y9012) is entered on the data entry screen to identify LIHEAP credits that are available on a customer's account to be applied to a Crisis delivery (or termination).

Crisis data entry screen:

1. **Billing Information:** In the screen shot below, the first arrow points to the last field in the top section where data entry is blocked and instead, a tally (addition/subtraction) will provide the final amount that the vendor will be paid in Crisis funds after the data entry of all service codes associated with the delivery or termination.
2. **Service Lines for the Auth #:** Code Y9012 should be used to identify any LIHEAP credits on the customer's account – including supplements or a LIHEAP Cash grant that was authorized to the vendor and included as part of the Crisis pledge.
 - a. **The first Service Line entered should always be the type of energy product/fuel type.**
 - b. Click "add" to enter other Service Lines that pertain to the Crisis Claim.
 - c. When LIHEAP credits (Y9012) are entered, the \$ entered will be subtracted from the gross cost of the delivery/termination. *An edit prevents LIHEAP credits from being entered first.
 - d. **Y9012** will display with **(-)** and in all red text to emphasize it is a "negative" entry.
 - e. **Click the Submit button** after all Service Lines items are added.

EXAMPLE: In the screen below, a \$200 LIHEAP credit was subtracted from the other service codes that were entered by the vendor. The tally of all entries is recorded in the last field at the top of the screen. This amount will be submitted for payment with LIHEAP Crisis dollars for that Crisis Authorization.

The screenshot shows the 'LIHEAP Claim' data entry screen. At the top, there are logos for Pennsylvania Department of Human Services and LIHEAP. Below the logos are navigation links: Main, Account, Vouchers (RA), Worklist, Help, Log Off. The date and time are 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 #: [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	Service Code	Basis of Measurement	Units	Price per Unit	Amount
09/01/2020	Y9002	GL	200.00	2.50	500.00
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	OT	0.00	0.00	-200.00

Buttons: Add, Remove

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

Buttons: Submit, Active Crisis Authorization, Submit Attachment(s)

Claim Status Information

Claim Status: Suspended
 Claim ICN: 2820245000001
 Paid Amount: 0.00
 Paid Date:
 Allowed Amount:
 Hdr/DB: 6104 Description: REQ'D ATTACHMENT NOT REC'D/FINALIZED Disposition: Suspended

Callouts:

- 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.
- 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.

