



2023/24 LIHEAP VENDOR Frequently Asked Questions

General Policy Information: 11/1/23

The County Assistance Office (CAO) makes a Crisis pledge to ABC Vendor on 11/3/23. The customer's LIHEAP Cash grant won't be received until 11/15/23. Should the cash grant be considered/applied to that delivery?

No, effective last season, the LIHEAP Cash grant is only considered to be available as a credit on the customer's account on the Treasury Pay Date. So, in this example, Crisis funds should be used to pay for the entire delivery, even if this claim is processed AFTER 11/15/23. The LIHEAP Cash grant will be included with the Crisis pledge if the CAO knows the Cash grant has been received by the vendor. Vendors should be careful to check delivery records to make sure the Cash grant wasn't ALREADY delivered. Exception: The vendor *may include* the Cash grant that hasn't been received yet **in addition to** Crisis funds if the customer's tank or other (wood/coal) can accept the additional product at the same time.

Example: The LIHEAP Crisis pledge on 11/3 is 'up to \$1,000'. The customer is also going to receive a \$300 Cash grant on 11/15. The vendor is able to deliver \$1,300 in one delivery due to a large fuel tank or wood/coal repository. In this case, the vendor can make a delivery of \$1,300 and enter the \$300 LIHEAP Cash grant credit in PROMISE where it will be subtracted from the claim.

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

2023-24 LIHEAP season Cash grants may be used to pay for an unpaid delivery 10/1/23 or after. So, if the cash grant is received 2/1/24 and the customer has an unpaid balance from October 2023, yes – it may be used towards that delivery. Note: LIHEAP grants can't pay for tank leases, 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 CAO where a representative will review their eligibility for Crisis. 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, 2023.

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?

Perhaps. 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) All PDF vouchers are posted to PROMISE™ on Sundays, 10 days prior to the Treasury Pay Date.
- 2) Vendors with a static IP address can receive PDF and TXT file vouchers electronically through the commonwealth's secure data transfer system – SeGOV/MOVEit.
- 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 #.** Combine the total cost of fuel and enter using one service code.

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 it isn't more than \$1000. LIHEAP Cash grant credits must be entered in PROMISE where they will be subtracted from cost of the delivery. Data entry of more than the customer has available in LIHEAP Crisis funds will create 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 \$1,000 season max.

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 2022-23 season must be delivered or picked up by June 30, 2024. LIHEAP credits from this timeframe must be refunded if not used by 6/30/24.

- 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 with the INDIV # provided on the original voucher.

NOTE – Vendors can opt to repay all LIHEAP funds immediately through Expedited Recoupment, which will minimize 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
- Website: <https://www.dhs.pa.gov/providers/Providers/Pages/LIHEAP-Vendors.aspx>