

PROMISE™ Worklist Desk Guide

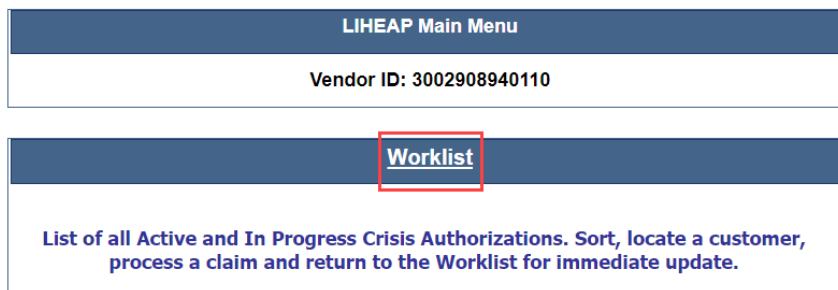
Updated April 2023

The **Worklist** provides a point-in-time list of 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', customer information on the list is refreshed.



- 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!



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



[Worklist Desk Guide](#)
[Vendor Crisis 101: Instructions for Submitting a Claim](#)

This Worklist contains ACTIVE Crisis Authorizations (Auth #s). A LIHEAP Crisis Auth # appears on your Worklist the day after the local county office data enters a Crisis Authorization in the LIHEAP eligibility system.

Locate a customer by name or Auth # by clicking on the blue column title above the column you wish to sort.

- IMPORTANT NOTES:**
- If you notice an incorrect acct #, you can correct it when you enter the claim.
 - LIHEAP Crisis Auth #s won't drop off your Worklist until the claim moves to PAID status in preparation for payment or until the Vendor Unit retracts it.
 - LIHEAP Crisis claims are received by and processed through a third-party contractor.
 - The Vendor Unit provides assistance as needed.

- 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 Number Request' page to request a Cover Sheet and begin data entry on a specific claim
- ICN link takes you to the 'LIHEAP Claims' page to adjust data entry on a claim that was already submitted
- Click on one of the blue buttons to the right of the ICN to print cover sheet or upload documentation
- An attachment may need to be resubmitted by clicking the "Resubmit Attachment(s)" button; then follow the four (4) "Upload Instructions" on the 'Crisis Attachment Upload' page.

- Note:**
- **Yellow Highlighted Rows:** Crisis Authorizations that are more than 30 days old. Process these claims ASAP.
 - **Rows will remain yellow even after data entry but will drop off when the claim moves to PAID status (or when retracted by the Vendor Unit).**
 - **Red text = Denied Status. These claims won't be paid until vendor corrects errors made in data entry.**

Note: Click on the WORKLIST link at the top of any page to refresh and return to the Worklist.

Provider ID: 3002908940110

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

Auth. Eff. Date	Auth #	First Name	Last Name	Address	Address 2	City	State	Zip	Acct #	Amount	ACN	Claim Status	ICN	Submitting Documentation
20230309	8000009146	ANTYIAN	FORLIZI	321 NEW STREET		MILFORD	PA	19050	L2223-080180545	2000				
20230314	8000002148	MORGAN	FORLIZI	321 NEW STREET		MILFORD	PA	19050	L2223-460139826	2000	800006626	Suspended	2823118000002	Print Cover Sheet OR Submit Attachment(s)
20230320	8000002147	JOEY	FORLIZI	321 NEW STREET		MILFORD	PA	97010	L2223-620314098	2000	800006827	Suspended	2823118000004	Print Cover Sheet OR Re-Submit Attachment(s)
20230328	8000002149	TRENT	FORLIZI	321 NEW STREET		MILFORD	PA	19050	L2223-860131553	2000	800006629	Denied	2823118000003	Print Cover Sheet OR Submit Attachment(s)
20230412	8000002150	PATRICIA	FORLIZI-DASH	321 NEW STREET		MILFORD	PA	97010	L2223-090007894	2000				
20230418	8000002151	DOROTHY	FORLIZI	806 S 10TH ST		PHILADELPHIA	PA	17007-0943	L2223-840143797	2000	800006847	Suspended	2823118000004	Print Cover Sheet OR Submit Attachment(s)
20230426	8000002152	GARTH	FORLIZI	321 NEW STREET		MILFORD	PA	19050	L2223-230315066	2000	800006848	Suspended	2823118000005	Print Cover Sheet OR Re-Submit Attachment(s)
20230427	8000002153	JUSTIN	FORLIZI	321 NEW STREET		MILFORD	PA	97010	L2223-960114284	2000	800006849	Denied	2823118000006	Print Cover Sheet OR Submit Attachment(s)