CRISIS 101
A LIHEAP Vendor’s Guide to Submitting
Crisis Claims through PROMISe™
LIHEAP 2018/19 Season
The Crisis component of LIHEAP is available for households who are in a home heating emergency during the LIHEAP Season from:

**Thursday, November 1, 2018 – Friday, April 12, 2019**

Fuel deliveries or utility termination resolutions that are paid in whole or in part with LIHEAP Crisis funds must be data-entered by vendors into a claim management system called PROMISë™ to initiate payment.

**NOTE:** When an emergency is resolved with a combination of LIHEAP Cash and Crisis grants, vendors will identify any credits (including the LIHEAP Cash grant) by writing them on the documentation and subtracting the credits from the total delivery or termination. Submit the difference in PROMISë™ to be paid with Crisis funds. Separate delivery tickets associated with the Cash and Crisis grants are not recommended as we want to see that the customer received the lowest price based on the total quantity delivered.
The amount of a Crisis pledge is based on the minimum amount needed to resolve the crisis. For deliverable fuels, the amount needed to resolve the crisis is defined as the amount of fuel needed to fill the tank as long as the cost does not exceed the season max. For utilities, it is the minimum amount needed to prevent termination. The 2018/19 season maximum for Crisis is $600 per household.

A household may receive multiple Crisis authorizations during the season, but the total Crisis benefit may not exceed $600.

Each time a Crisis is authorized for a solid/liquid fuel, the CAO will pledge an ‘up to’ amount.

A Crisis Authorization # is good for a one time delivery, pickup or utility-shutoff situation.

Crisis claims must be submitted in the exact dollar amount, not rounded. (i.e., if fuel was delivered for $598.97, the claim should be submitted for exactly that amount, not $600).

NOTE: Do NOT initiate a claim in PROMISe before making the delivery!
To process Crisis claims in PROMISe™, a vendor must select a primary PROMISe user who must register in PROMISe™ using the Vendor ID.

The primary PROMISe user sets up a password and sets up alternate users.

Each service location and user must set up their own log on and password.

For help with Password Resets call 1-800-248-2152.

Crisis Claims must be entered in PROMISe™ on a computer using Internet Explorer at the web address: http://LIHEAP.dpw.state.pa.us.

NOTE: The PROMISe website does not support data entry using Mozilla Firefox or Google Chrome.
Crisis Authorizations

• The County Assistance Office (CAO) must contact the vendor to authorize a Crisis grant before fuel is delivered or picked up.

• Fuel deliveries or fuel pickup made prior to CAO approval will not be paid.

• Vendors can help their LIHEAP customers who are on automatic delivery by advising the customer about the date of an upcoming delivery so the customer can make a request for LIHEAP Crisis to the CAO and the CAO can contact the vendor to provide them with a Crisis Authorization Number (#) before the delivery is made.

• **NOTE:** If the number provided is not 10-digits, add zeroes to the front of the number.

• Every approval will be given an ‘up to’ amount and a Crisis Authorization #.

• The Authorization number can be seen in PROMISe™ the day after the CAO processes it. The CAO may also be able to provide the vendor with the Crisis Auth #.

**NOTE:** Contact the LIHEAP Vendor Unit at 1-877-537-9517 if you cannot locate the Auth #.

• After making a delivery or crediting a customer’s utility account, the vendor must file a Crisis claim via data entry in PROMISe™ and then provide documentation in order to be paid. Documentation can be uploaded on the PROMISe website or faxed or mailed with a system-generated LIHEAP cover sheet.
Accessing PROMISe™

Log on to PROMISe Via Website [http://LIHEAP.dpw.state.pa.us](http://LIHEAP.dpw.state.pa.us)

The Commonwealth of Pennsylvania Department of Human Services offers state of the art technology with the introduction of PROMISe™/LIHEAP, a new claims processing and management information system.

- Log on to PROMISe™/LIHEAP Internet

Select this link to process or inquire on a LIHEAP claim; update account information; change password.
Log On Screen

This site requires Internet Explorer for Claim Processing. System may not function correctly using Firefox, Chrome, Google, or other Internet browsers.

Need Help? Use the Internet Help Manuals
Guide to set up a primary PROMiSe User

PLEASE READ IMPORTANT VENDOR INFORMATION!
The 2017/18 LIHEAP Season ends on April 13, 2018. To ensure payment for your outstanding crisis claims, you must adhere to these deadlines:

- Your ability to data enter LIHEAP crisis claims in PROMiSe ends at midnight on June 01, 2018.
- All attachments (LIHEAP cover sheets, trip tickets and other documents) must be received by DHS by 5 p.m. on June 21, 2018.

Contact the LIHEAP Vendor Helpline at 1-(877)537-9517 if you have questions or need assistance.

If you have already set up your account or a vendor has set one up for you, log on here.

Logon ID: (13 digit Vendor ID or 9 digit Alternate ID)
Password: 
Forgot Password?
Not yet registered? Create your user account now.

Note: A Password must begin with an alpha character, have at least 2 numbers and be at least 6 but no more than 8 characters long. Passwords must be reset every 90 days. If you need help with a password, call 1-800-246-2162 or click the Forgot Password? Link.

Log On

This message box is updated throughout the season and contains important information for vendors.

In this box, type your 13 digit Vendor ID and password -OR- your 9 digit Alternate ID and password, then click the "Log On" button.
After successful log on, this screen will appear with your Vendor ID.

From this screen you can:
- Access your LIHEAP Vouchers
- View and process pending Crisis Claims
- Inquire about an existing claim
- Process a single claim if you know the AUTH #
Using the Worklist is the best way to process Crisis claims. It lists all pending and unpaid Crisis claims. This helpful tool allows you to navigate to a claim and process it and then return to the worklist to locate another pending claim.
Before the WORKLIST was developed, this was the only way to process a claim. This method is now only used if you are aware of a specific authorization number, otherwise the search options are more complicated; requiring you to:

Locate a customer’s Crisis Authorization # by using one of these search criteria:

- Crisis Authorization Number and “Active” status.
- First name, last name, 30-day date range and “Active” status.
- 30-day date range and “Active” status.

When a result is displayed, you then click the link on the Crisis Authorization # for the customer whose claim you want to process.
Request an Attachment Control Number (ACN) or search for an existing ACN.

IMPORTANT:

• An ACN may only be requested one (1) time per authorization.

• After an ACN has been requested, subsequent activity on this page must be with the search button.

ACCOUNT: 0006644680004

Step 1:
1. Request an Attachment Control Number (ACN), or search for an existing ACN that has already been requested.

Step 2 Options:

Mail/Fax (if mailing/faxing attachments follow the steps below)
1. Select "Print Form" (under "Attachment Control Number") to view and print the desired ACN Form
2. Retain the printed ACN Form for later use
3. Select "Continue" (under "Online Claim") to submit a new claim
4. After submitting the claim, mail the printed attachments (and the ACN form) to the address indicated on the cover sheet OR fax the printed attachments (and the ACN form) to the fax number provided on the DHS LIHEAP website

Submit/Re-Submit Attachment(s) (if electronically submitting attachments follow the steps below)
1. Select "Submit Attachment(s)" to upload attachments OR Select "Re-Submit Attachment(s)" to resend attachments (ACN Form will be systematically generated and transmitted)
2. Select "Continue" (under "Online Claim") to submit a new claim

IMPORTANT: Do NOT print this page to send in with your attachments!
The customer’s last name on vendor documentation must be the SAME as the recipient last name displayed in PROMISe (including spelling). If the last names do not match exactly (including spelling), be sure to write either the recipient’s last name OR the ACN OR all 10 digits of the Crisis Auth # on the documentation.

Requesting an ACN gives you the option to print the LIHEAP Cover Sheet or Upload documentation.

- **Only** print the cover sheet if you plan to mail or fax documentation associated with this customer’s Crisis Authorization Number.

- Attaching documentation via Upload does not require a cover sheet.

**NOTE:** If you receive LIHEAP Vouchers via SeGOV (MOVEiT), you have the option to upload Crisis claims through this process.
Follow these steps to Upload documents:

• Scan and store delivery tickets/utility bills into a current season file folder on your computer or flash drive, naming the file by the Authorization number and name of the person who was authorized for the Crisis benefit. Example: 123123123MaryJones.pdf

• Locate files(s) on your computer or flash drive and add PDF files one at a time (up to 3 PDF files) by clicking the ADD button. Each file name must be unique.

• Review files that appear under the Upload Criteria box to verify that the files you added are correct.

• Click the Submit Attachment(s) For Processing button to complete the upload process.

• The message “Successfully Uploaded attachments” will appear in red to let you know they were submitted.

• Click the “Continue to Claim: button to navigate to the Claim Submission page. Skip to Slide 16
If you plan to fax or mail the documentation for a Crisis Authorization, click “Print Cover Sheet”.

PROMISe fax lines are dedicated to claims attachment process only. ONLY fax cover sheets and trip tickets/termination notices. A cover sheet must always be the first page, immediately followed by the corresponding trip ticket:

- **PROMISe™ Fax:**
  - 717-207-7994 or
  - 717-207-7997

- **PROMISe™ Mail:**
  - DHS – LIHEAP Crisis Claims
  - PO Box 69028
  - Harrisburg, PA 17106
• Click ‘Print Cover Sheet’ will display the LIHEAP Cover Sheet specific to the customer’s Crisis Auth #. This form must accompany documentation submitted by mail or fax.

• The LIHEAP Cover Sheet is system-completed with the recipient’s name and numbers appearing in blocks.

• If the blocks are not pre-populated, ensure that your Adobe Reader is updated. If the problem continues, contact the LIHEAP Vendor Unit.

**IMPORTANT:** Never write on the cover sheet.

**REMEMBER:** the last name on your documentation must be **exactly the same** as the last name on the LIHEAP Cover sheet. If it is not, write the last name or ACN or 10-digit Auth # on the documentation.
7. After printing the LIHEAP Cover Sheet you return to this page. Click Continue.
Complete this screen by adding service codes to explain cost of the delivery/termination.

At this time, customer credits are not recorded in PROMISe. **Customer credits must be evaluated, however, and subtracted from the total amount of the delivery or termination.** The subtraction must be shown on the documentation that is sent in for that Auth #. The amount entered on PROMISe is **ONLY** the amount you wish to be paid in Crisis funds.

**PLEASE NOTE:**
- Select Service line for heating type
- Verify that the name matches the account number listed.
- Correct the “Customer Account #” if it is incorrect as it will convey to your payment voucher.
- The total amount billed to LIHEAP Crisis may not exceed $600 for the season.
Submitting a Crisis claim

Click the submit button after completing all fields on the claim submission page.

This message should appear.

Please wait while we process your request...
Do not hit the browser’s back or refresh button, or press the F5 key.
This screen will be displayed.

- Upon successful data entry, the Claim status should state “**Suspended**.”
- Payments for Crisis Claims submitted with uploaded documents will typically be paid by Treasury within 3-4 weeks.
- If the Claim Status does not say “Suspended”, review your data entry for errors. Contact the LIHEAP Vendor Helpline at 877-537-9517.
- If you want to submit a claim for another Crisis Authorization, return to the **Worklist** by clicking the link in the blue task bar at the top of the screen.
Need Additional Information?

➢ Help with PROMISe password Resets: 1-800-248-2152

➢ Desk Guides that explain how to access payment vouchers and process claims using the Worklist are on the PROMISe home page

➢ The LIHEAP Vendor Website contains valuable information: http://www.dhs.pa.gov/provider/informationforliheapvendors

➢ Contact the LIHEAP Vendor Helpline by phone or email Monday – Friday from 8:00 – 4:00

Phone: 1-877-537-9517  Email: RA-LIHEAPVendors@pa.gov