



Low-Income Home Energy Assistance Program

CRISIS 101

A LIHEAP Vendor's Guide to Submitting
Crisis Claims through PROMISe™
LIHEAP 2023-24 Season

The Crisis component of LIHEAP is available for households who are in a home heating emergency during the LIHEAP Season from: **Tuesday, November 1, 2023 – Friday, April 5, 2024**

- A LIHEAP customer who has a heating emergency from 11/1/23 – 4/5/24 must contact a County Assistance Office (CAO) to request help with LIHEAP Crisis.
- The CAO determines whether the customer is eligible for LIHEAP Crisis.
- When LIHEAP Crisis is approved, the CAO enters information in the DHS eligibility system that creates a Crisis Authorization # that conveys to the vendor's Worklist in PROMISE™ the next day.
- The CAO will also provide the vendor with a Crisis 'pledge'.
- **The \$ amount of the pledge is based on the amount needed to resolve the crisis with consideration of any LIHEAP Cash grant credits that have already been received by the vendor:**
 - ❖ For deliverable fuels, the amount needed to resolve the crisis is defined as the amount of fuel needed to fill the tank ('up to' the amount pledged by the CAO).
 - ❖ For utilities, it is the minimum amount needed to prevent termination.

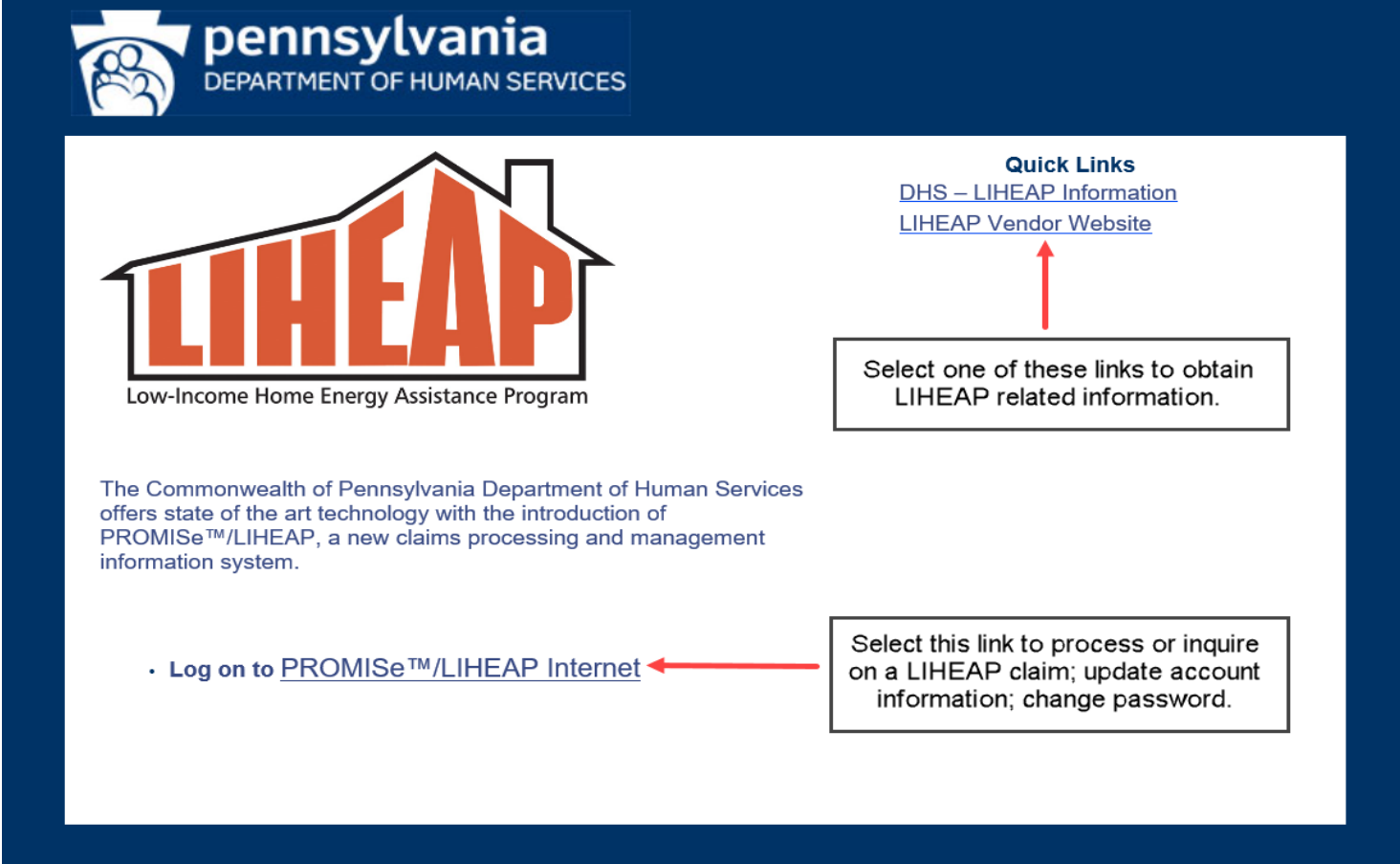
- The 2023/24 season maximum for Crisis is \$1000 per household.
 - ❖ A household may receive several Crisis authorizations during the season, but the total amount of all Crisis grants issued for the season may not exceed \$1000.
- Each Crisis Authorization # is to resolve a specific heating emergency, so it is good for a one-time delivery, pickup or utility shut-off situation.
- When Crisis funds are needed to fully resolve a heating emergency, vendors must data enter information about the delivery into a claim management system called **PROMISe™**.
- LIHEAP Crisis claims must be processed within 30 days.

Deliverable Fuel Types (non-utilities)

- Every time LIHEAP Crisis is authorized to a non-utility, the CAO will pledge an 'up to' amount, with consideration of how much Crisis \$ the household has already received. **This amount should be confirmed on your Worklist in PROMISe.™**
- Fuel deliveries or fuel pickup made **prior to or without CAO approval** will not be paid
- **Don't prepare separate delivery tickets for** Cash and Crisis grants as we want to ensure the customer receives the lowest price based on total quantity delivered.
- If your company offers discounted pricing for paying quickly, this pricing must be applied to a LIHEAP customer.
- **Automatic Delivery:** Vendors can help LIHEAP customers on automatic delivery by letting them know the date of an upcoming delivery, so the customer has time to contact the CAO to make a request for LIHEAP Crisis. The CAO must contact the vendor to provide a Crisis Auth # before the delivery is made.
- If you discover that existing LIHEAP Credits are enough to 'fill the tank', contact the Vendor Unit and ask for the Crisis AUTH # to be retracted.

Accessing PROMISe™

PROMISe™ is the web-based system a vendor uses to process a LIHEAP Crisis claim.
Access PROMISe™ via Website <http://LIHEAP.dpw.state.pa.us>



The screenshot shows the Pennsylvania Department of Human Services website. At the top left is the state logo and the text "pennsylvania DEPARTMENT OF HUMAN SERVICES". Below this is the LIHEAP logo, which is a house shape with the word "LIHEAP" inside in orange letters, and the text "Low-Income Home Energy Assistance Program" underneath. To the right of the LIHEAP logo is a "Quick Links" section with two blue underlined links: "DHS – LIHEAP Information" and "LIHEAP Vendor Website". A red arrow points from a box below these links up to the "LIHEAP Vendor Website" link. Below the "Quick Links" section is a box with the text "Select one of these links to obtain LIHEAP related information." Below the "LIHEAP Vendor Website" link is another box with the text "Select this link to process or inquire on a LIHEAP claim; update account information; change password." A red arrow points from this box to the "LIHEAP Vendor Website" link. Below the "LIHEAP Vendor Website" link is a bullet point: "• Log on to [PROMISe™/LIHEAP Internet](#)".

LIHEAP
Low-Income Home Energy Assistance Program

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](#)

Quick Links
[DHS – LIHEAP Information](#)
[LIHEAP Vendor Website](#)

Select one of these links to obtain LIHEAP related information.

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

- **Microsoft Edge** is the web browser that must be used to process claims in PROMISe™. **(PROMISe™ does not support data entry using Mozilla Firefox, Safari, or Chrome)**
- Every vendor designates a primary PROMISe™ user. This user is considered the Primary Point Of Contact (POC).
 - ❖ New POCs must register in PROMISe™ using the 13-digit Vendor ID, then establish a password. *Access the “Guide to set up a primary PROMISe User” link located on the ‘Log On’ page.*
 - ❖ Replacing the primary POC requires assistance from the PROMISe Helpdesk. The new POC must call the PROMISe Helpline at 1-800-248-2152.
- Users with access to more than one Vendor ID or Service Location must set up a log on and password for each location.
- The primary PROMISe™ (POC) user may add alternate users to access LIHEAP Vouchers and help with Crisis claim processing. *Access the “Adding/removing PROMISe Users” link located on ‘Log On’ page.*

Do not share PROMISe™ logon / passwords! Take time to set up an alternate user.

- PROMISe™ requires passwords to be reset every 90 days.
- For help with Password Resets call 1-800-248-2152.

Log On Screen



Need Help? [Use the Internet Help Manuals](#)
[Guide to set up a primary PROMISe User](#)
[Adding/removing PROMISe users](#)
[Vendor Crisis 101: Instructions for Submitting a Claim](#)

Notice:
The 2023/24 LIHEAP Season will begin on November 1, 2023.

Notice:
Be sure to reset PROMISe passwords and update PROMISe users at the start of the season!

IMPORTANT INFO:

- Review the updated Crisis 101 PowerPoint.
- 2023/24 Season Crisis season limit is \$1,000.
- Enter LIHEAP credits on a customer account in PROMISe when submitting a claim.
- Process all Crisis claims within 30 days.
- When a Crisis Auth # isn't needed (because LIHEAP credits resolved the heating emergency), contact the Vendor Unit (877-537-9517 or email RA-LIHEAPVendors@pa.gov) and ask for the Crisis Auth # to be retracted.

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 1-800-248-2152 or click the Forgot Password? Link.

This Power Point can be found here.

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

In this box, type your Log on ID (13 digit Vendor ID or 9 digit Alternate ID) and password; then click the "Log On" button.

UPDATED JUNE 2022

This site requires [Microsoft EDGE](#) for Claim Processing. System may not function correctly using Firefox, Google Chrome, or other Internet browsers.

PROMISe™ Main Menu Screen Features:



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.

NOTE:

- The OLD method of filing a claim by AUTH # search is still available; however, using the Worklist is much more efficient.

The screenshot shows the top navigation bar with the following items: Main, Account, Vouchers (RA), Worklist, Help, and Log Off. Below the navigation bar, there is a date and time stamp: Friday 15 September 2023 08:23 am. A red arrow points from the 'Vouchers (RA)' menu item to the text 'Accessing Vouchers in PROMISe' in the help list. Another red arrow points from the 'Worklist' menu item to the text 'Adding an Alternate PROMISe User' in the help list. A third red arrow points from the 'Log Off' menu item to the text 'Vendor Crisis 101: Instructions for Submitting a Claim' in the help list. The help list also includes 'Need Help?' and 'Worklist Desk Guide'.

Submit all Claims & Attachments within 30 days of Authorization!

The screenshot shows the main content area of the LIHEAP Main Menu. It is divided into four sections, each with a dark blue header and a white body. The first section is titled 'LIHEAP Main Menu' and displays 'Vendor ID: 3003444940001'. The second section is titled 'Worklist' and contains the text: 'List of all Active and In Progress Crisis Authorizations. Sort, locate a customer, process a claim and return to the Worklist for immediate update.' The third section is titled 'Claims Inquiry' and contains the text: 'Inquire on the status of Claims you already processed'. The fourth section is titled 'Process a New Crisis claim' and contains the text: 'Locate a customer and process a new LIHEAP Crisis Claim, Searching by a specific Crisis Authorization # or a date range'. Red arrows from the text in the first three sections of the left column point to the corresponding sections in this screenshot.

Process claims using the Worklist

- The 'Worklist' page provides vendors with a list of unpaid Crisis Authorizations.
- You can sort the Worklist by clicking a column heading within the blue bar below your Provider ID.
- Return to the 'Worklist' page to locate and process another LIHEAP Crisis claim.
- When data entry and documentation meet in PROMISE™, that claim goes to PAID status and drops off your Worklist.
- More details are on the *Worklist Desk Guide* link on this page.



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

Tuesday 3 October 2023 11:29 am
[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.

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.

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.

- 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.

Hyperlinks

Provider ID: 3003444940001
[Click here to download results as CSV text file](#)

Hyperlinks

Auth Eff. Date	Auth #	First Name	Last Name	Address	Address 2	City	State	Zip	Acct #	Available Crisis Funds	ACN	Claim Status	ICN	Submitting Documentation	
20230715	8000002184	VALENCIA	FORLIZZI	321 NEW STREET		MILFORD	PA	19050	L2223-340115941	1,000.00	800006927	Suspended	2823200000002	Print Cover Sheet	Submit Attachment(s)
20230715	8000002185	KIMBERLY	FORLIZZI	321 NEW STREET		MILFORD	PA	19050	L2223-001175282	1,000.00	800006908	Suspended	2823200000004	Print Cover Sheet	Submit Attachment(s)
20230715	8000002186	MYRON	FORLIZZI	321 NEW STREET		MILFORD	PA	19050	L2223-760003939	1,000.00	800006909	Suspended	2823200000005	Print Cover Sheet	Submit Attachment(s)
20230913	8000002187	ROBERT	FORLIZZI	321 NEW STREET		MILFORD	PA	97010	L2223-960003291	1,000.00	800007007	Suspended	2823264000001	Print Cover Sheet	Submit Attachment(s)
20230913	8000002289	KELVIN	FORLIZZI	321 NEW STREET		MILFORD	PA	19050	L2324-001175295	1,000.00	800006987	Denied	2823257000002	Print Cover Sheet	Submit Attachment(s)
20230913	8000002291	DEVON	FORLIZZI	321 NEW STREET		MILFORD	PA	97010	L2324-450115809	1,000.00	800006947	Suspended	2823257000001	Print Cover Sheet	Submit Attachment(s)
20230913	800002282	TAKIA	FORLIZZI	321 NEW STREET		MILFORD	PA	97010	L2324-340110259	1,000.00			2823259000700	Print Cover Sheet	Submit Attachment(s)
20230913	8000002294	HOPE	FORLIZZI	321 NEW STREET		MILFORD	PA	97010	L2324-600002859	1,000.00	800006970	Suspended		Print Cover Sheet	Submit Attachment(s)
20230913	800002295	CYNTHIA	FORLIZZI	321 NEW STREET		MILFORD	PA	19050	L2223-002835792	1,000.00				Print Cover Sheet	Submit Attachment(s)

Attachment Control Number



Requesting an Attachment Control Number (ACN) is required for every Crisis claim. Don't request an ACN until you are sure you will process a claim.

You can also **SEARCH** for an existing ACN on this screen.

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 done with the **SEARCH** button.



Vendor Claim Attachment Number Request

Account: **3003444940001**

Step 1:

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

Request and Search Criteria		
Last Name	<input type="text" value="FORLIZZI"/>	Attachment Control Number
First Name	<input type="text" value="HOPE"/>	<input type="text"/>
Crisis Authorization #	<input type="text" value="8000002294"/>	

Request
Search

Step 2 Options:

Mail/Fax (If mailing/faxing attachments follow the steps below)

1. Select "Print Cover Sheet" (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!


Attachment Control Number	Status	Crisis Authorization # ID	Last Name	First Name	Date Issued	Date Received	Online Claim
8000002294	ISSUED	8000002294	FORLIZZI	HOPE	20230915	0	Continue

To view and print the ACN form, you will need to install the Acrobat Reader software:



Continue to Claim Submission

The **Continue** button will navigate you to the 'LIHEAP Claim' page.



[Main](#)
[Account](#)
[Vouchers \(RA\)](#)
[Worklist](#)
[Help](#)
[Log Off](#)

Saturday 16 September 2023 01:27 am

Vendor Claim Attachment Number Request

Account: **3003444940001**

Step 1:

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

Request and Search Criteria

Last Name	<input type="text" value="FORLIZZI"/>	Attachment Control Number	<input type="text"/>
First Name	<input type="text" value="HOPE"/>		<input type="text"/>
Crisis Authorization #	<input type="text" value="8000002294"/>		

Step 2 Options:

Mail/Fax (If mailing/faxing attachments follow the steps below)

- Select "Print Cover Sheet" (under "Attachment Control Number") to view and print the desired ACN Form
- Retain the printed ACN Form for later use
- Select "Continue" (under "Online Claim") to submit a new claim
- 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)

- Select "Submit Attachment(s)" to upload attachments OR Select "Re-Submit Attachment(s)" to resend attachments (ACN Form will be systematically generated and transmitted)
- Select "Continue" (under "Online Claim") to submit a new claim

IMPORTANT: Do **NOT** print this page to send in with your attachments!

Attachment Control Number	Status	Crisis Authorization # ID	Last Name	First Name	Date Issued	Date Received	Online Claim
800006970							
Print Cover Sheet	ISSUED	8000002294	FORLIZZI	HOPE	20230915	0	Continue
Submit Attachment(s)							

To view and print the ACN form, you will need to install the Acrobat Reader software:



Data Entry:

- After making a delivery or crediting/putting a 30 day hold on a customer's utility account, the vendor must file a Crisis claim via data entry in PROMISe™ and then provide documentation in order to receive payment with Crisis funds.
- Service Codes may only be used one time per claim so items like multiple delivery tickets must be added together first then data entered.
- Crisis claims must be entered in PROMISe™ with the exact dollar amount, not rounded. (i.e., if fuel was delivered for \$998.97, the claim should be submitted for exactly that amount, not \$1000).
- If LIHEAP Credits are available on the customer's account at the time the Crisis Auth # was pledged, enter them with service code Y9012 on the data entry screen, where they will be subtracted from the total delivery or termination.

In 2023/24, Vendors can enter other payments applied to a delivery using code Y9012. Any LIHEAP credits and other payments made by the customer or others towards the delivery must be combined and entered once with code Y9012.

Data Entry in PROMISe™



[Main](#)
[Account](#)
[Vouchers \(RA\)](#)
[Worklist](#)
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[Entering LIHEAP Credits Desk Guide](#)

LIHEAP Claim [Need help submitting a claim? View sample claim submissions here.](#)

Billing Information

Vendor: **3003444940001** Attachment Control #:

Claim Frequency: Crisis Authorization #:

Original Claim #: Delivery Date (MM/DD/YYYY):

Customer Account #: Crisis Claim Total after entering Y9012 LIHEAP credits/payments:

Last Name:

First Name:

Middle Initial:

Service Lines for this Authorization #

	Delivery Date	Service Code	Basis of Measurement	Units	Price per Unit	Amount
1	09/16/2023	Y9002	GL	200	4.00	800.00
2	09/16/2023	Y9008	OT	1	25.00	25.00
3	09/16/2023	Y9010	OT	1	50.00	50.00
4	09/16/2023	Y9011	GL	100	3.00	300.00
5	09/16/2023	Y9012	OT	0	0	-200.00

Enter delivery or termination details here

Service Code:

Basis of Measurement:

Units:

Price per Unit:

Total for this Service Code:

Claim Status Information:

The 'LIHEAP Claim' page must be completed for deliveries/shut off situations that will require payment with Crisis funds.

Add specific service codes to explain the details associated with a delivery or shut off notice.

NOTE: A Service Code may only be used once per claim.

See next 2 slides for data entry details -

Billing Information			
Vendor:	3003444940001	Attachment Control #:	800006970
Claim Frequency:	1 - Original	Crisis Authorization #:	8000002294
Original Claim #:		Delivery Date (MM/DD/YYYY):	09/16/2023
Customer Account #:	L2324-600002859	Crisis Claim Total after entering Y9012 LIHEAP credits/payments:	975.00
Last Name:	FORLIZZI		
First Name:	HOPE		
Middle Initial:			

Billing Information (top of screen):

- Confirm the customer's last name matches for the AUTH # listed. If not, write the Crisis AUTH # on the documentation.
- **If a "Customer Account #" is incorrect, please correct it so it displays correctly on your payment voucher.**
- The last data field on the right side will display the amount you'll receive in Crisis funds, after the bottom section is completed.

Service Lines are entered in the lower box on the 'LIHEAP Claim' page:



Service Lines for this Authorization #

	Delivery Date	Service Code	Basis of Measurement	Units	Price per Unit	Amount
1	09/16/2023	Y9002	GL	200	4.00	800.00
2	09/16/2023	Y9008	OT	1	25.00	25.00
3	09/16/2023	Y9010	OT	1	50.00	50.00
4	09/16/2023	Y9011	GL	100	3.00	300.00
5	09/16/2023	Y9012	OT	0	0	-200.00

Enter delivery or termination details here

Service Code:

Basis of Measurement:

Units:

Price per Unit:

Total for this Service Code:

- First, select the “Service Code” for the heating type from the dropdown list.
- Select the “Basis of Measurement” from the dropdown list.
- Data enter the “Units”, “Price per Unit”, and “Total for this Service Code”.
- Click in the white space to the right of the “Total for this Service Code” field after entering the amount.
- Additional Service Lines can be inserted by clicking the **ADD** button to enter another Service Code.
 - ❖ Each Service Code can only be used ONE time on an authorization.

Multiple delivery tickets:

Example: The delivery truck ran out of fuel before filling the tank. You return the next day to fill the customer’s tank. In this situation, wait to process the claim until both deliveries are made. Add/enter a combined total of the deliveries. Upload both delivery tickets within the same “Submit Attachment(s)” transmission.

Use Code Y9012 for LIHEAP Credits:



When entering Service Code Y9012: LIHEAP Credits or other payments made towards the delivery/termination, subtraction occurs, and the difference will be paid to you in Crisis funds.

NOTE: *If the LIHEAP cash grant wasn't received at the time of the pledge (regardless of whether it was received before submitting the claim), don't enter the grant as a credit.*

LIHEAP Claim

Need help submitting a claim? View sample claim submissions [here](#)

Billing Information

Vendor: 3003444940001 Attachment Control #: 800006970

Claim Frequency: 1 - Original Crisis Authorization #: 8000002294

Original Claim #: [Redacted] Delivery Date (MMDD/YYYY): 09/16/2023

Customer Account #: L2324-600002859 Crisis Claim Total after entering Y9012 LIHEAP credits/payments: 975.00

List Name: FORLIZZI

First Name: HOPE

Middle Initial: [Redacted]

Service Lines for this Authorization #

Delivery	Service Code	Basis of Measurement	Units	Price per Unit	Amount
1	09/16/2023	Y9002	GL	200	4.00 800.00
2	09/16/2023	Y9008	OT	1	25.00 25.00
3	09/16/2023	Y9010	OT	1	50.00 50.00
4	09/16/2023	Y9011	GL	100	3.00 300.00
5	09/16/2023	Y9012	OT	0	0 0.00

Enter delivery or termination details here

Service Code: Y9012 (-) LIHEAP Credits and other payments made to meet vendor's minimum delivery

Basis of Measurement: Other

Units: 0

Price per Unit: 0

Total for this Service Code: -200.00

Claim Status Information

Claim Status: Suspended NOTE: "Suspended" indicates data entry is complete

Claim ICN: 2823259000001

Paid Amount

Paid Date

Allowed Amount

Hdr/Dtl	ESC	Description	Disposition
Header - 1	6104	REQ'D ATTACHMENT NOT REC'D/FINALIZED	Suspended

This field compiles 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 \$975.00.

The 'Add' and 'Remove' buttons are disabled until after the first Service Line is entered. Always start data entry with the product type. The system will not allow LIHEAP credits to be entered first.

The Service Line containing Service Code Y9012 is used to identify LIHEAP credits and other payments towards the cost of a delivery. This code will display in red font and \$ entered will be subtracted from the delivery.

These fields do not apply to Service Code Y9012, so will not allow data entry.

Data Entry message

Click the **Submit** button after completing all fields on the 'LIHEAP 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



Completed Data Entry/Suspended



[Main](#) [Account](#) [Vouchers \(RA\)](#) [Worklist](#) [Help](#) [Log Off](#)

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This 'LIHEAP Claim' page will be redisplayed.

- Upon successful data entry, the Claim status should state **"Suspended."**
- **If the Claim Status does not say "Suspended"**, review for data entry errors and resolve all errors located within the "Claim Status Information" area with a disposition of DENY. If you need help, contact the [LIHEAP Vendor Helpline at 877-537-9517](#).
- Crisis Claims submitted with successfully uploaded documents will typically be paid by Treasury within 3 to 4 weeks.

[Entering LIHEAP Credits Desk Guide](#)

LIHEAP Claim

Need help submitting a claim? View sample claim submissions [here](#).

Billing Information

Vendor: **3003444940001** Attachment Control #:

Claim Frequency: Crisis Authorization #:

Original Claim #: Delivery Date (MM/DD/YYYY):

Customer Account #: Crisis Claim Total after entering Y9012 LIHEAP credits/payments:

Last Name:

First Name:

Middle Initial:

Service Lines for this Authorization #

	Delivery Date	Service Code	Basis of Measurement	Units	Price per Unit	Amount
1	09/16/2023	Y9002	GL	200.00	4.00	800.00
2	09/16/2023	Y9008	OT	1.00	25.00	25.00
3	09/16/2023	Y9010	OT	1.00	50.00	50.00
4	09/16/2023	Y9011	GL	100.00	3.00	300.00
5	09/16/2023	Y9012	OT	0.00	0.00	-200.00

Enter delivery or termination details here

Service Code:

Basis of Measurement:

Units:

Price per Unit:

Total for this Service Code:

This message will only appear when the claim status is "Suspended"

[Submit](#) [Active Crisis Authorization](#) [Submit Attachment\(s\)](#)

Claim Status Information

Claim Status: **Suspended**

Claim ICN: 2823259000001

Paid Amount: 0.00

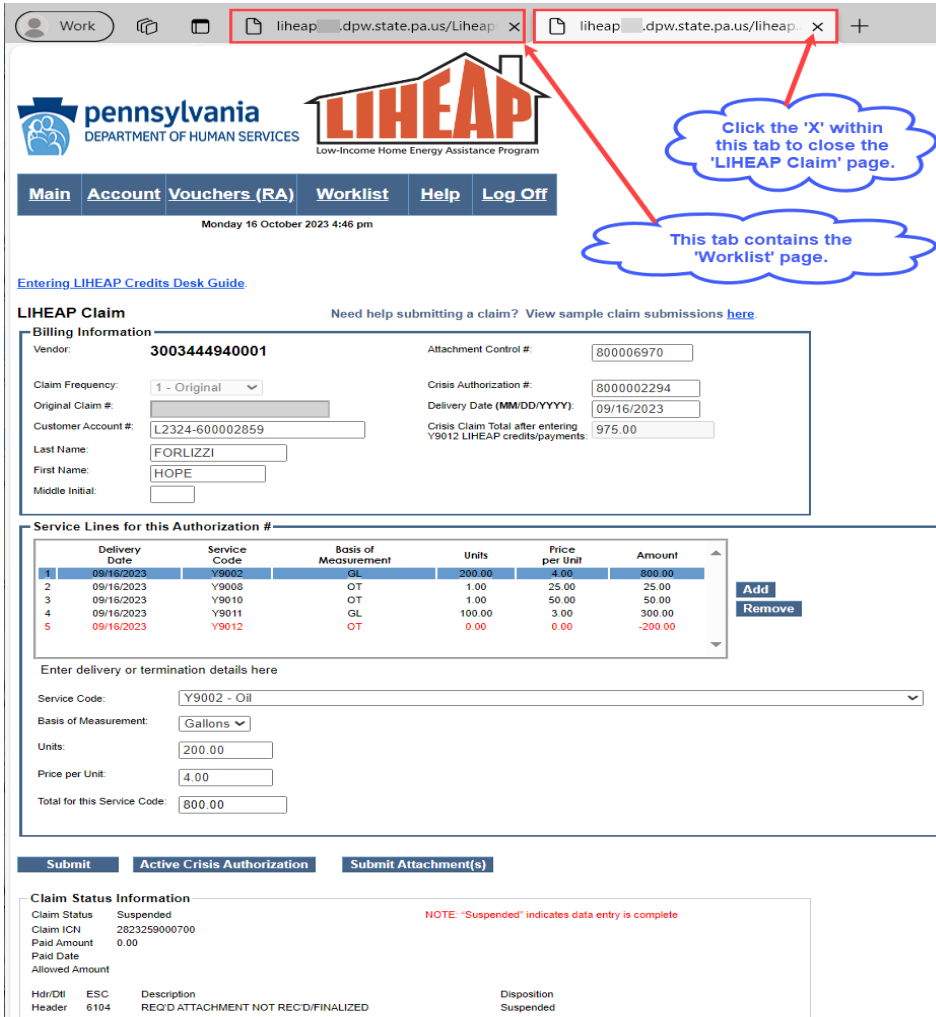
Paid Date:

Allowed Amount:

NOTE: "Suspended" indicates data entry is complete

Hdr/Dtl	ESC	Description	Disposition
Header	6104	REQ'D ATTACHMENT NOT REC'D/FINALIZED	Suspended

Go back to the Worklist -



Work

liheap...dpw.state.pa.us/Liheap x liheap...dpw.state.pa.us/liheap x +

pennsylvania
DEPARTMENT OF HUMAN SERVICES

LIHEAP
Low-Income Home Energy Assistance Program

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

Monday 16 October 2023 4:46 pm

[Entering LIHEAP Credits Desk Guide.](#)

LIHEAP Claim Need help submitting a claim? View sample claim submissions [here](#).

Billing Information

Vendor: 3003444940001 Attachment Control #: 800006970

Claim Frequency: 1 - Original Crisis Authorization #: 8000002294

Original Claim #: [REDACTED] Delivery Date (MM/DD/YYYY): 09/16/2023

Customer Account #: L2324-600002859 Crisis Claim Total after entering Y9012 LIHEAP credits/payments: 975.00

Last Name: FORLIZZI

First Name: HOPE

Middle Initial: [REDACTED]

Service Lines for this Authorization #

	Delivery Date	Service Code	Basis of Measurement	Units	Price per Unit	Amount
1	09/16/2023	Y9002	GL	200.00	4.00	800.00
2	09/16/2023	Y9008	OT	1.00	25.00	25.00
3	09/16/2023	Y9010	OT	1.00	50.00	50.00
4	09/16/2023	Y9011	GL	100.00	3.00	300.00
5	09/16/2023	Y9012	OT	0.00	0.00	-200.00

Enter delivery or termination details here

Service Code: Y9002 - Oil

Basis of Measurement: Gallons

Units: 200.00

Price per Unit: 4.00

Total for this Service Code: 800.00

Submit Active Crisis Authorization Submit Attachment(s)

Claim Status Information

Claim Status: Suspended NOTE: "Suspended" indicates data entry is complete

Claim ICN: 2823259000700

Paid Amount: 0.00

Paid Date:

Allowed Amount:

Hdr/Dtl	ESC	Description	Disposition
Header	6104	REQ'D ATTACHMENT NOT REC'D/FINALIZED	Suspend

Each 'LIHEAP Claim' page opens within a new **tab**.

PLEASE NOTE:

- A timer is associated with each page.
- If you do not close the 'LIHEAP Claim' page by clicking on the "X", the tabs will stack as they accumulate, which could result in a session timeout warning message.
- If you receive this message: please log out; close EDGE; open a fresh EDGE session; then log on again.

Click on the "X" within the 'LIHEAP Claim' page tab to close it allowing the 'Worklist' page within the first tab to display.

Click the Worklist link in the blue task bar to refresh the page. Your recent activity is displayed along with additional options.

Now you can either submit another claim for a different AUTH or submit your documentation for the claim you just submitted.

Providing documentation (Worklist)

The Worklist also provides vendors with the opportunity to submit their documentation AFTER submitting the claim.

- The **Print Cover Sheet** button opens the PDF image of the **LIHEAP Cover Sheet**. This document must be printed and submitted as the first document for each recipient when using the MAIL or FAX options.
- The **Submit Attachment(s)** button will navigate you to the 'Crisis Attachment Upload' page where you can transmit your scanned supporting document(s). The system will generate the **LIHEAP Cover Sheet** for you using this option.
- Return to the Worklist to locate and submit supporting document(s) for another LIHEAP AUTH.



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.

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.

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

Provider ID: 3003444940001
Click here to download results as CSV text file

Opens LIHEAP Cover Sheet PDF

Navigates to 'Upload' page

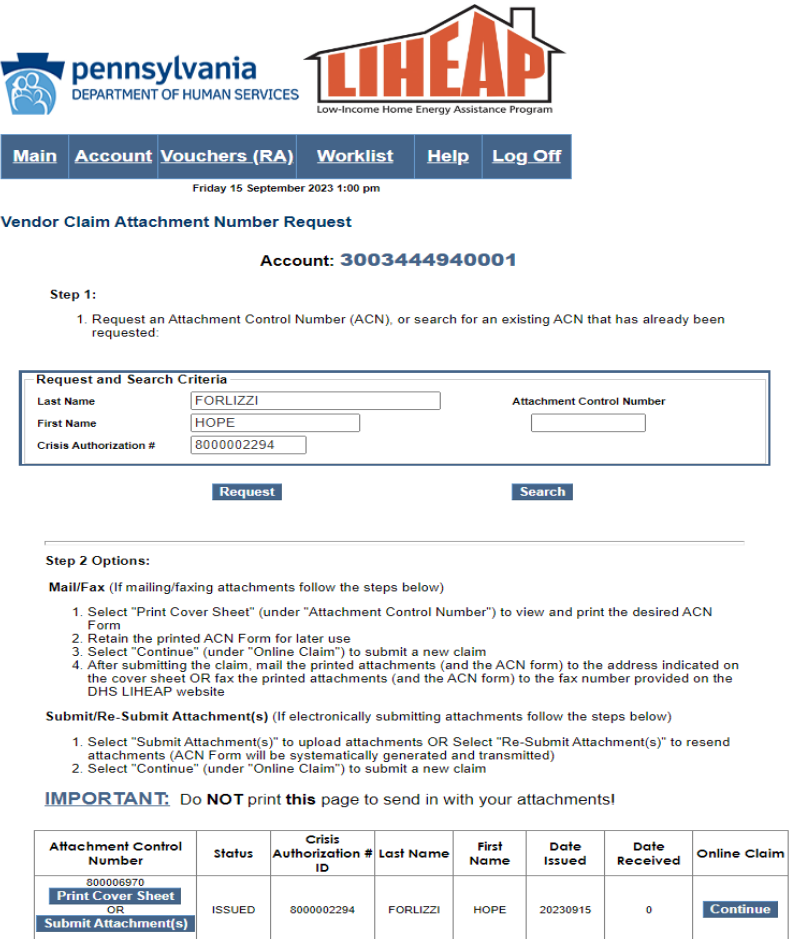
Auth. Eff. Date	Auth #	First Name	Last Name	Address	Address 2	City	State	Zip	Acct #	Available Crisis Funds	ACN	Claim Status	ICN	Submitting Documentation
20230718	8000002184	VALENCIA	FORLIZZI	321 NEW STREET		MILFORD	PA	19050	L2233-340115941	1,000.00	800006827	Suspended	2832320000000	Print Cover Sheet OR Submit Attachment(s)
20230718	8000002185	KIMBERLY	FORLIZZI	321 NEW STREET		MILFORD	PA	19050	L2233-001176282	1,000.00	800006908	Suspended	2832320000000	Print Cover Sheet OR Submit Attachment(s)
20230718	8000002186	MYRON	FORLIZZI	321 NEW STREET		MILFORD	PA	19050	L2233-790003939	1,000.00	800006909	Suspended	2832320000000	Print Cover Sheet OR Submit Attachment(s)
20230913	8000002187	ROBERT	FORLIZZI	321 NEW STREET		MILFORD	PA	97010	L2233-960003291	1,000.00	800007007	Suspended	2832326400000	Print Cover Sheet OR Submit Attachment(s)
20230913	8000002289	KELVIN	FORLIZZI	321 NEW STREET		MILFORD	PA	19050	L2324-001176265	1,000.00	800006967	Denied	2832325700000	Print Cover Sheet OR Submit Attachment(s)
20230913	8000002291	DEVON	FORLIZZI	321 NEW STREET		MILFORD	PA	97010	L2324-450115909	1,000.00	800006947	Suspended	2832325700000	Print Cover Sheet OR Submit Attachment(s)
20230913	8000002292	TAKIA	FORLIZZI	321 NEW STREET		MILFORD	PA	97010	L2324-340110299	1,000.00				Print Cover Sheet OR Submit Attachment(s)
20230913	8000002294	HOPE	FORLIZZI	321 NEW STREET		MILFORD	PA	97010	L2324-600002859	1,000.00	800006970	Suspended	2832325900070	Print Cover Sheet OR Submit Attachment(s)
20230913	8000002295	CYNTHIA	FORLIZZI	321 NEW STREET		MILFORD	PA	19050	L2324-002835792	1,000.00				Print Cover Sheet OR Submit Attachment(s)

Providing documentation (ACN)

The customer's last name on your trip ticket/term notice must **EXACTLY** match the spelling of the last name displayed in PROMISE or the claim won't be paid. If the last names do not match exactly (including spelling), write either the *recipient's last name* OR the *ACN* OR 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 LIHEAP Cover Sheet if you plan to mail or fax documentation associated with this customer's Crisis Authorization Number.
- The Upload functionality does not require you to print/include the LIHEAP Cover Sheet because the system generates and transmits it for you.



LIHEAP
Low-Income Home Energy Assistance Program

Account: **3003444940001**

Step 1:

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

Request and Search Criteria

Last Name	<input type="text" value="FORLIZZI"/>	Attachment Control Number	<input type="text"/>
First Name	<input type="text" value="HOPE"/>		
Crisis Authorization #	<input type="text" value="8000002294"/>		

Step 2 Options:

Mail/Fax (If mailing/faxing attachments follow the steps below)

- Select "Print Cover Sheet" (under "Attachment Control Number") to view and print the desired ACN Form
- Retain the printed ACN Form for later use
- Select "Continue" (under "Online Claim") to submit a new claim
- 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)

- Select "Submit Attachment(s)" to upload attachments OR Select "Re-Submit Attachment(s)" to resend attachments (ACN Form will be systematically generated and transmitted)
- Select "Continue" (under "Online Claim") to submit a new claim

IMPORTANT: Do **NOT** print this page to send in with your attachments!

Attachment Control Number	Status	Crisis Authorization # ID	Last Name	First Name	Date Issued	Date Received	Online Claim
8000008970 <input type="button" value="Print Cover Sheet"/> OR <input type="button" value="Submit Attachment(s)"/>	ISSUED	8000002294	FORLIZZI	HOPE	20230915	0	<input type="button" value="Continue"/>

To view and print the ACN form, you will need to install the Acrobat Reader software:



Uploading documentation into PROMISe



pennsylvania
DEPARTMENT OF HUMAN SERVICES

Uploading allows you to process a LIHEAP Crisis claim without having to send documentation by fax or mail.

Follow these steps to Upload documents:

- Scan in **BLACK & WHITE**; then store delivery tickets/utility bills into a current season file folder on your computer or flash drive.
- Name the PDF file by the AUTH number, DHS recipient full name, Customer Acct #, sequence number. Example of multiple trip tickets:
8000002294 Hope Forlizzi L2324-600002859 1.pdf
8000002294 Hope Forlizzi L2324-600002859 2.pdf
8000002294 Hope Forlizzi L2324-600002859 3.pdf
- Click **'Choose Files'**. Search for the file on your computer / flash drive. Highlight the file.
- Click **'Open'** to pull the PDF file you located on your computer or flash drive into the LIHEAP 'Crisis Attachment Upload' page.
- Click **'ADD'** to add the PDF file to the "Added file" staging area.
- **NOTE:** If you have more than one document to upload for the same claim, they can be added one at a time (up to 3 PDF files). Each file name must be unique.
- Review files that appear under the Upload Criteria box to confirm that the files you added are correct. **You aren't finished uploading yet!**
- Click **'Submit Attachment(s)'** button to UPLOAD the document(s).
- The message **"Successfully Uploaded attachments"** will display to let you know they were submitted.
- The verbiage on the button will change to 'Resubmit Attachment(s)'.



Saturday 16 September 2023 01:13 am

Crisis Attachment Upload

Account: **3003444940001**

Upload Instructions:

1. Click the Browse button. Search and select a PDF file for this Crisis Authorization # and click Add.
2. Attach additional PDF files for this Crisis Authorization # by repeating Step 1 (up to a maximum of 3 PDF files).
3. Confirm that the PDF files you added relate to this specific customer and Authorization #.
4. Click the Submit Attachment(s) button to complete the upload process.

Upload Criteria

Last Name	<input type="text" value="FORLIZZI"/>	Attachment Control Number	<input type="text" value="800006970"/>
First Name	<input type="text" value="HOPE"/>		
Crisis Authorization #	<input type="text" value="8000002294"/>		
File to Upload:	<input type="button" value="Choose Files"/> No file chosen	<input type="button" value="ADD"/>	
<input type="button" value="Submit Attachment(s)"/>			

Date Added	File Name	File Size	
09/16/2023 01:12:05	8000002294 HOPE FORLIZZI L2324-600002859 1.pdf	84 KB	<input type="button" value="Remove"/>
09/16/2023 01:12:23	8000002294 HOPE FORLIZZI L2324-600002859 2.pdf	84 KB	<input type="button" value="Remove"/>
09/16/2023 01:12:38	8000002294 HOPE FORLIZZI L2324-600002859 3.pdf	84 KB	<input type="button" value="Remove"/>

Sending documentation by mail or fax



You must click “Print Cover Sheet” if you plan to fax or mail the documentation for a Crisis Authorization.

Please ensure that your fax header settings include your Vendor name and have been accurately set with the correct date & time stamp.

PROMISE fax lines are dedicated to the Crisis claims attachment processing only. ONLY fax LIHEAP Cover Sheets and trip tickets/termination notices. The LIHEAP Cover Sheet must always be the first page, immediately followed by the corresponding trip ticket. Multiple claims can be sent in one fax transmission up to 30 pages.

NEVER include your company’s fax cover sheet.

➤ **PROMISE™ Fax:**

- 717-207-7994 or
- 717-207-7997

➤ **PROMISE™ Mail:**

DHS – LIHEAP Crisis Claims
PO Box 69028
Harrisburg, PA 17106



Saturday 16 September 2023 01:20 am

Vendor Claim Attachment Number Request

Account: 3003444940001

Step 1:

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

Request and Search Criteria	
Last Name	<input type="text" value="FORLIZZI"/>
Attachment Control Number	<input type="text"/>
First Name	<input type="text" value="HOPE"/>
Crisis Authorization #	<input type="text" value="8000002294"/>

[Request](#)

[Search](#)

Step 2 Options:

Mail/Fax (If mailing/faxing attachments follow the steps below)

1. Select "Print Cover Sheet" (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

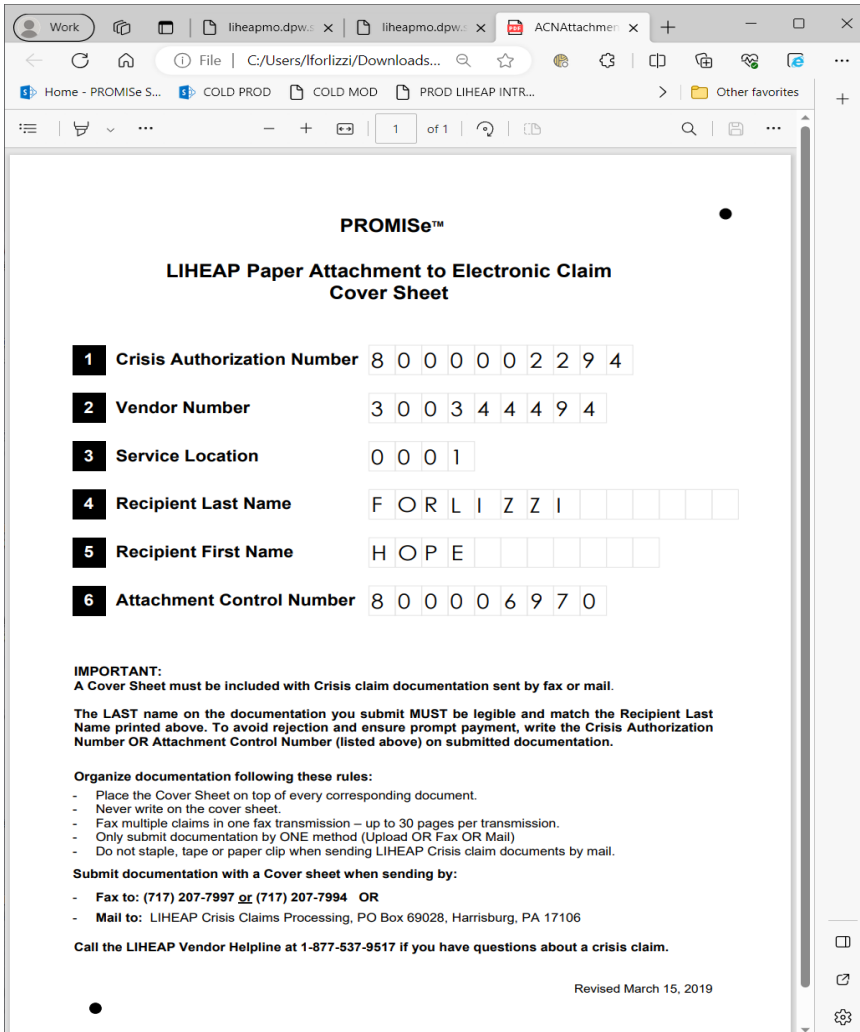
IMPORTANT: Do NOT print this page to send in with your attachments!

Attachment Control Number	Status	Crisis Authorization # ID	Last Name	First Name	Date Issued	Date Received	Online Claim
800006970							
Print Cover Sheet							
OR							
Submit Attachment(s)	ISSUED	8000002294	FORLIZZI	HOPE	20230915	0	Continue

To view and print the ACN form, you will need to install the Acrobat Reader software:



Manually Submitting Verification



The screenshot shows a web browser window with the following content:

PROMiSe™

LIHEAP Paper Attachment to Electronic Claim Cover Sheet

1 Crisis Authorization Number 8 0 0 0 0 0 2 2 9 4

2 Vendor Number 3 0 0 3 4 4 4 9 4

3 Service Location 0 0 0 1

4 Recipient Last Name F O R L I Z Z I

5 Recipient First Name H O P E

6 Attachment Control Number 8 0 0 0 0 6 9 7 0

IMPORTANT:
A Cover Sheet must be included with Crisis claim documentation sent by fax or mail.

The **LAST** name on the documentation you submit **MUST** be legible and match the Recipient Last Name printed above. To avoid rejection and ensure prompt payment, write the Crisis Authorization Number OR Attachment Control Number (listed above) on submitted documentation.

Organize documentation following these rules:

- Place the Cover Sheet on top of every corresponding document.
- Never write on the cover sheet.
- Fax multiple claims in one fax transmission – up to 30 pages per transmission.
- Only submit documentation by ONE method (Upload OR Fax OR Mail)
- Do not staple, tape or paper clip when sending LIHEAP Crisis claim documents by mail.

Submit documentation with a Cover sheet when sending by:

- Fax to: (717) 207-7997 or (717) 207-7994 OR
- Mail to: LIHEAP Crisis Claims Processing, PO Box 69028, Harrisburg, PA 17106

Call the LIHEAP Vendor Helpline at 1-877-537-9517 if you have questions about a crisis claim.

Revised March 15, 2019

➤ Click 'Print Cover Sheet' will display the LIHEAP Cover Sheet specific to the customer's Crisis AUTH #. This form must accompany documentation that is 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 LIHEAP 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.

Need Additional Information?

- Help with PROMISe password Resets: 1-800-248-2152
- This PowerPoint and Desk Guides that explain how to access payment vouchers, how to use the Worklist, and how to add an alternate PROMISe user are all located on the PROMISe main menu
- The LIHEAP Vendor Website contains valuable information:
<http://www.dhs.pa.gov/provider/informationforliheapvendors>
- The Vendor Helpline is available Monday–Friday from 8:00– 4:00

Phone: 1-877-537-9517

Email: RA-LIHEAPVendors@pa.gov