

PROMISE™ Worklist Desk Guide

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.**



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- Need Help?** [Accessing Vouchers in PROMISE](#)
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[Vendor Crisis 101: Instructions for Submitting a Claim](#)

Submit all Claims & Attachments within 30 days of Authorization!

LIHEAP Main Menu

Vendor ID: 3003444940001

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 1-877-537-9517



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This Worklist contains ACTIVE Crisis Authorizations (Auth #). 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.

Provider ID: 3003444940001

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

Auth. Eff. Date	Auth.#	FIRST Name	Last Name	Address	Address 2	City	State	Zip	Acct.#	Available Crisis Entries	ACN	Claim Status	ICN	Submitting Documentation	
20230718	8000002184	VALENCIA	FORLIZZI	321 NEW STREET		MILFORD	PA	19050	L2223-340115841	25	800006927	Suspended	2026910000000	Print Cover Sheet	Submit Attachment(s)
20230718	8000002185	KIMBERLY	FORLIZZI	321 NEW STREET		MILFORD	PA	19050	L2223-001172622	25	800006908	Suspended	2025700000000	Print Cover Sheet	Submit Attachment(s)
20230718	8000002186	MYRON	FORLIZZI	321 NEW STREET		MILFORD	PA	19050	L2223-760003639	25	800006909	Suspended	2024300000000	Print Cover Sheet	Submit Attachment(s)
20230913	8000002187	ROBERT	FORLIZZI	321 NEW STREET		MILFORD	PA	97010	L2223-860003291	25					
20230913	8000002289	KELVIN	FORLIZZI	321 NEW STREET		MILFORD	PA	19050	L2324-001172625	1000	800006987	Denied	2023257000000	Print Cover Sheet	Submit Attachment(s)
20230913	8000002291	DEVON	FORLIZZI	321 NEW STREET		MILFORD	PA	97010	L2324-450115809	1000	800006947	Suspended	2023257000001	Print Cover Sheet	Submit Attachment(s)
20230913	8000002292	TAKIA	FORLIZZI	321 NEW STREET		MILFORD	PA	97010	L2324-940102099	1000					
20230913	8000002293	NANCY	FORLIZZI	1821 KENDRICK STREET		PHILADELPHIA	PA	17801-0049	L2324-970125591	1000	800006968				
20230913	8000002294	HOPE	FORLIZZI	321 NEW STREET		MILFORD	PA	97010	L2324-600002859	1000	800006970	Suspended	2023258000001	Print Cover Sheet	Submit Attachment(s)
20230913	8000002295	CYNTHIA	FORLIZZI	321 NEW STREET		MILFORD	PA	19050	L2324-000335792	1000					