

Entering Credits on the LIHEAP Claim Screen in PROMISe™

The Worklist page in PROMISe™ includes a column advising non-utility vendors the amount of LIHEAP Crisis funds available to each customer. Utility vendors can see the Crisis \$ amount approved to resolve the customer's heating emergency. A Crisis claim submitted for more than the \$ amount available will be denied and must be corrected by the vendor.

- **The *Crisis Claim Total* at the top of the data entry screen** is the amount the vendor requests to be paid in LIHEAP CRISIS funds. This field can't exceed the Crisis \$ amount available to the customer or the claim will be denied. The Crisis \$ amount available to the customer is displayed on the Worklist. **If the claim is denied, the vendor will need to modify data entry so the claim can be paid.**
- **A vendor may need to tally credits on the customer's account and use Service Code (Y9012): *LIHEAP Credits, Customer/Agency payments & credit extended to customer.***

If the LIHEAP Cash grant wasn't received on/before the date of the LIHEAP Crisis pledge, don't enter the Cash grant as a credit, (even if received before the claim is submitted).

NEW: A customer's budget payments that are for the purpose of purchasing fuel are considered credits and must be applied/expended before LIHEAP Crisis is paid. An exception is if the funds can be used for repairs/service by the vendor.

EXAMPLE: In the screen shot below, a \$200 LIHEAP credit was subtracted from the other service codes that were entered by the vendor. The tally of all entries is recorded in the *Crisis Claim Total* field at the top of the screen. This amount will be submitted for payment with LIHEAP Crisis dollars.

NOTE: If the \$200 LIHEAP credit hadn't been added (in this example), the claim would be in "Denied" status instead of "Suspended" because it exceeded \$1,000, the season maximum.

Billing Information

Vendor: 300344940001 Attachment Control #: 800008128
 Crisis Authorization #: 8000002499
 Delivery Date (MMDDYYYY): 10/23/2024
 Crisis Claim Total: \$975.00

NOTE: Please correct Customer Acct # if incorrect.
 Customer Account #: L2425-430138490
 Last Name: FORLIZZI
 First Name: ERIN
 Middle Initial:

Service Lines for this Authorization #

Delivery Date	Service Code	Basis of Measurement	Units	Price per Unit	Amount
10/23/2024	Y9002	GL	200.00	4.000	800.00
10/23/2024	Y9008	OT	1.00	25.000	25.00
10/23/2024	Y9010	OT	1.00	50.000	50.00
10/23/2024	Y9011	OT	100.00	3.000	300.00

Service Code: Y9012 - LIHEAP credits, Customer/Agency payments & credit extended to customer
 Basis of Measurement: Other
 Units: 0.00
 Price per Unit: 10.000
 Total for this Service Code: 200.00

Claim Status Information

Claim Status: Suspended
 Claim ICD: 2824297000002
 Paid Amount: 0.00
 Paid Date:
 Allowed Amount:
 Hdr/DE Header: 6104 Description: RECD ATTACHMENT NOT RECD/FINALIZED Disposition: 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.