

PA PROMISe™

User Manual



Hewlett Packard
Enterprise

PROMISe™ / LIHEAP

Vendor Internet User Manual

Reference number: [0000350]

Revision Date: [11/01/2016]

Version 1.10

Library Reference Number: [00000350]

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Revision History

| Document Version Number | Revision Date | Reason for Revisions | Revisions Completed By |
|--------------------------------|----------------------|--|-------------------------------|
| Version 1.1 | 01/08/2010 | New document | Documentation Team |
| Version 1.2 | 10/27/2010 | Periodic review | Documentation Team |
| Version 1.3 | 03/13/2012 | Updated screen shots; updated Status drop-down choices | Documentation Team |
| Version 1.4 | 04/03/2013 | Changes to Claims Submission from LIHEAP transitioning to ASP.NET | Documentation Team |
| Version 1.5 | 11/01/2013 | Changes needed for LIHEAP.net conversion | Documentation Team |
| Version 1.6 | 03/28/2014 | Changes needed for electronic submission of attachments | Documentation Team |
| Version 1.7 | 11/01/2014 | Changes to Claim Submission page | Documentation Team |
| Version 1.8 | 11/02/2015 | Changes for Electronic Attachment Submission | Documentation Team |
| Version 1.9 | 12/22/2015 | Updated name/logo from HP to HPE; Updated address. | Documentation Team |
| Version 1.10 | 11/01/2016 | Added Vouchers (RA) Search, Other miscellaneous formatting updates | Documentation Team |

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1 Introduction

The PROMIS^e/LIHEAP Vendor Internet allows you to:

- Electronically submit LIHEAP claims and attachments from any location connected to the Internet.
- View the status of any claim.
- View vouchers via the ‘Vouchers (RA)’ link

1.1 Key Features and Benefits

The interactive features on the PROMIS^e/LIHEAP Vendor Internet Web site provide easy access and exchange of up-to-date information previously unavailable between vendors and LIHEAP. The PROMIS^e/LIHEAP Vendor Internet solution allows you to log on using a standard Internet browser to enter or request information. Any information you pull from this application is specific to your vendor number and will not be shared with others.

1.2 Secured External Web Site

PROMIS^e provides security to the Internet Web-based application through an external Web site. Using a logon ID, password, and site certificate features, this secure Web site is accessible through the public Internet. The options and activities listed below are available to LIHEAP vendors who have received authorization to access this site.

- Maintain account information: password; security question and answer; contact information
- Create and manage user accounts for others (alternates) in your organization.
- Submit LIHEAP claims for payment.
- Submit supporting documentation.
- Review the status of LIHEAP claims.
- Review vouchers

1.3 Windows

The PROMIS^e/LIHEAP Vendor Internet windows give you the ability to electronically submit claims and supporting documentation (attachments), perform claim inquiry, review and print vouchers, manage your online account, create alternates, and grant access to, as well as, revoke permissions to those accounts by alternates. This manual will lead you through the process of completing the tasks associated with the functionalities that support these capabilities.

[Section 7](#) of this manual provides detailed information for each window in the PROMIS^e/LIHEAP Vendor Internet application. Documentation for each window includes:

| Window Narrative | Brief description of the window, its purpose, and use. |
|------------------|--|
|------------------|--|

| | |
|--|---|
| Layout | Sample “screen shot” of the window that illustrates all data fields and controls (buttons, drop-down boxes, etc.). |
| Field Description Table | Detailed description of each data field and object within the window, including field lengths and data types. The Field Descriptions help you understand the information requested in the windows, and explain the information you are asked to provide in the window fields. All field description tables are located in Section 7, LIHEAP Vendor Internet Windows . |
| Field Edits | The Field Edits tables explain what to do if you encounter error messages while using a window. Error Messages, Error Codes, and Corrective Actions to fix incorrect/invalid entries or actions are listed in these tables, which are included following the Field Descriptions in the window documentation in Section 7, LIHEAP Vendor Internet Windows of this document. See Section 1.4 below for more detailed information about Field Edits. |
| Accessibility and Use, Step/Action Tables | Description of how the window is accessed, followed by systematic instructions to navigate within and between windows and perform basic functions and operations within the window. |

1.4 About Field Edits

All relevant Field Edits for the windows in the PROMIS^e/LIHEAP Vendor Internet User Manual are listed after the Field Descriptions for each window in [Section 7](#), if Field Edits are applicable to the window being described. Not all windows are subject to Field Edits. If Field Edits do not apply to a window, the Field Edits table states “No Field Edits found for this window.” Windows that do not require field edit information are usually windows that do not contain fields in which you enter or save information.

Field Edits are a combination of error messages, which the system detects and communicates, and the corrective actions that should be taken to remedy them. The columns of information in the Field Edits tables should be used to understand the error messages you may receive while using the PROMIS^e/LIHEAP Internet application, and what to do about them.

- The **Field** column reflects the name of a field found in one or more of the windows of this application.
- The **Error Code** is a numeric value the system uses to identify the correct error message to display.
- The **Error Message** column shows the message displayed by PROMIS^e to tell you the error has occurred. The content of each error message is specific to the field in which the error occurred.
- The **To Correct** column describes how to correct the detected error.

1.4.1 Sample Error Message Scenario

The following scenario depicts a sample of when an error message occurs and how to correct it:

You are working in a window that contains the field **ICN (Claim ID)**. You enter an incomplete ICN/Claim ID number. When you finish entering information in the window and attempt to go to another window or complete the action on which you are working, the following error message appears:

“ICN must be 13 characters.”

This error message indicates to you that the information you entered is not correct and the system requires this information to correctly process the task you are performing. To correct the error, locate the ICN (Claim ID) field in the Field Edits table for that window, and follow the instruction in the **To Correct** column. For this field and error, the instructions are:

“Enter a numeric, 13-character ICN.”

Go back to that field in the window and enter the correct information. You may then proceed to the next task you want to perform in the system.

1.4.2 Sample Field Edits Table

Field Edits

| Field | Error Code | Error Message | To Correct |
|-------------------|------------|--|--|
| From Date (Input) | 0 | The from date Month is invalid | Enter a valid month. |
| | 1 | When ICN is not specified, the date range may not exceed one year. Please enter a shorter period of time or specify the ICN. | Enter a shorter range of days or populate the ICN field. |
| | 2 | When searching by date range only, the date range may not exceed 31 days. Please enter a shorter period of time or specify additional search criteria. | Enter a shorter range of days or populate the ICN field. |
| ICN (Input) | 0 | ICN must be 13 characters. | Enter a numeric, 13-character ICN. |
| | 1 | ICN must be numeric. | Enter a numeric, 13-character ICN. |
| Search | 0 | Please specify ICN, Recipient Name, Crisis Authorization # or enter a Date Range. | Enter at least one of the specified fields. |
| Thru Date (Input) | 0 | Thru date must be later than From Date. | Enter a Thru date later then the From date. |
| | 1 | [The thru date Day is invalid. | Enter a valid day. |

1.5 The Menu Bar

Common to almost all PROMIS^e/LIHEAP Vendor Internet windows are the tab options found on the Menu Bar, shown below. This Menu Bar is located below the “Pennsylvania Department of Human Services” window banner.



The table below describes the menu and window options that are accessible from the Menu Bar.

| Menu Selection | |
|----------------------|--|
| Main | Displays or returns to the LIHEAP Main Menu Page. |
| Account | Displays the function for maintaining user profiles. |
| Vouchers (RA) | Displays the function for viewing Vouchers |
| Help | Opens the LIHEAP Vendor Internet User Manual. |
| Log Off | Logs off the Web application. |

2 Logging in to the LIHEAP Vendor Internet Site

LIHEAP vendors must follow the security process to be granted access to the PROMISe™/LIHEAP Vendor Internet application. Please follow the steps listed below to attain this access:

- You must be registered with the Commonwealth or Pennsylvania as an enrolled and valid vendor.
- You must have a vendor ID and service location(s). This information becomes very important when you request authorization for a logon ID and password.
- You must have a computer with access to the Internet, and an active Internet account.

2.1 PROMISe™/LIHEAP Vendor Internet Logon Window

Access the PROMISe™/LIHEAP Vendor Internet main window from the LIHEAP Web site, or use the link <http://LIHEAP.dpw.state.pa.us/> to open the LIHEAP home page. Click the **PROMISe™/LIHEAP Internet** link. The Logon window for the PROMISe™/LIHEAP Vendor Internet application below will be displayed.

Important Reminders:

1. Submitting documentation for a Crisis authorization may be done in one of three ways:
 - Attached by uploading the document onto PROMISe when submitting the claim is the quickest way to get paid for a crisis authorization
 - Sent with the LIHEAP Cover Sheet specific to the crisis authorization (write the Authorization # on the documentation) by:
 - Fax to 717-207-7997 or 717-207-7994
 - US Mail to DHS-LIHEAP Crisis Claims, PO Box 69028, Harrisburg, PA 17106

Note: When faxing, the LIHEAP Cover Sheet must be the 1st document, followed by the metered trip ticket or other documentation. Multiple LIHEAP Crisis Claims may be sent on the same fax transaction (up to 30 pages)
2. Your password must begin with an alpha character, be between six and eight characters in length, and contain at least two numeric characters. If you have trouble resetting your password, call 1-800-248-2152.

Already registered?
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.](#)

This site requires, at minimum, Internet Explorer version 6 with 128-bit encryption.

2.1.1 Logon Menu Bar

The Menu Bar in the Logon window offers different options from the Menu Bar on all other windows in the application. These options are specific to the tasks you may want to perform at the time you log on to the application. From the Menu Bar in the Logon window, you can do the following:



- **DHS LIHEAP** – Accesses the DHS LIHEAP Main Page on the DHS website.
- **Logon** – This is a default option for this window.
- **Help** – Opens the PROMIS^e/LIHEAP Vendor Internet User Manual.
- **Forgot Password?** – Select this option if you have forgotten your password and need to reset it to log on to the application.

2.1.2 Logon Notices

System outage messages and other notices will display above the Login box on this page.

2.2 Establishing a New Vendor User Account

If an account has not yet been established for you, click on the link **Create your user account now** located under the logon box. The User Registration window will be displayed.

PLEASE NOTE: This link is only available when vendor registration is open. It will not display when the vendor registration is closed.

2.2.1 User Registration

The User Registration window allows a vendor to request access to the PROMIS^e/LIHEAP Web site by submitting the necessary entity information requested in this online form. You are asked to read the appropriate disclaimers and fill in the Web form with identifying information, email address, and to confirm that you have read and understand the disclaimers presented.

User Registration

Type of Access Required: [Which access is right for me?](#)

Vendor ID: (13 digits required)

E-mail Address: (Example: vendor@fuelcompany.com)

Retype E-mail Address:

Contact Person:

Phone Number: (10 digits)

Enter a password:

Retype password:

Providers and Billing Agents must enter the SSN or IRS EIN that is registered with your DHS Vendor Number. This required to validate your identity:

SSN: (OR) IRS EIN:

Select a security question and provide an answer:

Security Question:

Answer:

Your password must:

- Begin with an alpha character
- Be between 6 and 8 characters in length
- Contain at least 2 numeric characters within the length ranges (do not exceed 8 characters).

After completing the User Registration form, click the **Submit Registration** button to submit the form electronically. If all required information is present, you will be able to proceed to the Statement of Entitlement page to confirm that you have read and understand the disclaimers presented. This page must be signed and submitted before gaining access to the PROMISe™/LIHEAP Web application.

NOTE: PROMISe™ supports user IDs issued from both PROMISe™ and DHS Unified Security. Because a vendor user ID is comprised of the nine-digit PROMISe™ vendor number plus a four-digit service location, vendors with more than one service location may create more than one account.

2.2.2 Statement of Entitlement

The Statement of Entitlement, also called the Web User Agreement, displays when you register for Internet access or upon your initial logon. You are required to sign the user agreement to use the Web site. If you do not sign and submit the agreement, you will be logged off the system and returned to the Logon window.

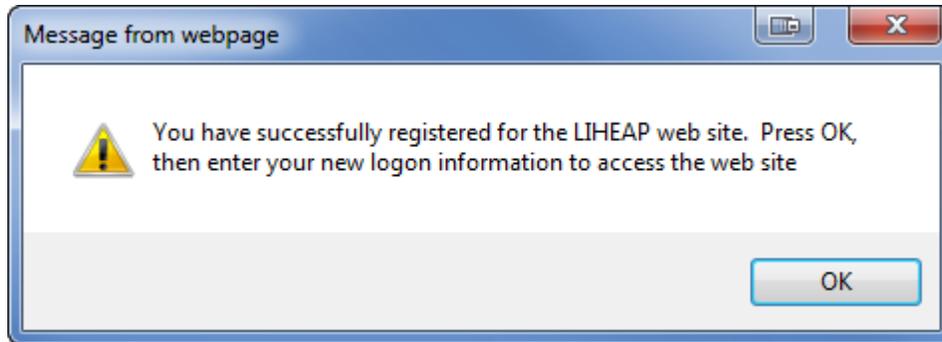
PENNSYLVANIA DEPARTMENT OF HUMAN SERVICES

Statement of Entitlement

By entering my full name in the space provided below and transmitting this form electronically, I state, I am the person whom I represent myself to be herein, and I affirm the information within this web application is complete and accurate and made subject to the penalties of 18 Pa.C.S. §4904 relating to unsworn falsification to authorities. In addition, I acknowledge that misstating my identity or assuming the identity of another person may subject me to misdemeanor or felony criminal penalties for identity theft pursuant to 18 Pa.C.S. §4120 or other sections of the Pennsylvania Crimes Code.

Sign by typing your full name below.

To accept the User Agreement, type your **full name** in the field and click the **Submit** button.



2.3 Changing Your Password

You are periodically required to change your passwords. You cannot reuse your three most recent passwords. To change a password, access the Account Maintenance window by selecting the **Account** option on the Menu Bar on the PROMISe™/LIHEAP Main Menu Page.

See [Section 7.1, the Account Maintenance](#) window for instructions on performing account maintenance tasks.

2.4 Forgotten Passwords

In the event you forget your password, you can reset it in either of two ways:

- Select the **Forgot Password?** option from the Logon window menu bar.
- Click the **Forgot Password?** link located to the right of the **Password** field in the Logon window. The initial Password Reset Logon ID window shown below opens.

Enter your Logon ID (9-digit PROMISe™/LIHEAP vendor number plus 4-digit service location), and click the **Continue** button. The Password Reset – Security Information window shown below opens. Vendors must provide their Federal Employee Identification Number (FEIN), or Social Security Number (SSN), and answer a single security question.

PLEASE NOTE: Alternates should skip to [Section 3.4 Resetting a Password for Alternate Users](#) for complete instructions.

Enter your FEIN or SSN, and correctly answer the security question. Press the **Continue** button to complete self-authentication. The Password Reset window shown below opens.

NOTE: The FEIN or SSN **must** match the tax identification number associated with your PROMISe™ Vendor ID number.

NOTE: The security answer field is case sensitive. Please type it exactly as it was when initially established, paying particular attention to your current ‘Caps Lock’ setting prior to hitting enter.

Enter a new password, re-enter the password to confirm it, and then press the **Reset Password** button.

2.5 Denial of Access

Under certain circumstances, you may be denied access to the system. Your account can become disabled or inaccessible for the following reasons:

- You have made six unsuccessful logon attempts.
- Your user account has been inactive for more than 90 days.
- You have forgotten your password and have a Unified Security logon ID, which cannot be reset in the Password Reset window.

The “Contact Person” on record must call the LIHEAP Vendor Assistance Center to reset your account’s status. Please have your FEIN information available when calling.

3 Alternate Management

Alternate accounts may be created by vendors to provide employees with their own account and password, permitting them to gain access to the LIHEAP Internet site to view voucher information, submit claims and supporting documentation (attachments), and view submitted claims on behalf of the vendor.

- Only one Alternate ID should be created per employee.
- Switching Alternate IDs to another employee is not permitted.
- Alternate IDs are not be shared.

Vendors with multiple service locations, or a group of multiple vendors, can grant access to alternates. To accomplish this, the vendor must sign on to each primary account (Vendor ID and Service Location) they intend to “Grant Access To” the Alternate ID(s). An alternate account that has been granted access to multiple vendors’ accounts may switch to a different vendor ID to inquire on claims or submit new claims on behalf of that vendor.

The vendor can revoke access to an alternate account at any time by signing on to each of the primary accounts (Vendor ID and Service Location) they wish to “Revoke Permissions” from.

3.1 Create a New Alternate

Follow the steps below to assign an alternate to your account.

1. Select **Account** from the menu bar on the LIHEAP Main Menu to open the Account Maintenance window.
2. Click the **Manage Alternates** button to open the Alternate Management window.

| Logon ID | Contact Name |
|---|--------------|
| No current alternates have permissions. | |

Grant Access To Logon ID:

Create New Alternate

Revoke Permissions

Close

3. Click the **Create New Alternate** button to open the Alternate Creation window, shown below.

Alternate Creation

To create an Alternate, complete the fields listed below and click the *Create Alternate* button.

Please be advised that, for security reasons, the *Password* that you assign on this screen will be changed when the alternate initializes their account. It is therefore recommended that the alternate's actual name be used for the *Contact Name* field. The *Contact Name* field will not be updateable once the alternate is created and will serve as the provider's primary means of tracking the alternate's identity.

Once a alternate is created, they are web users in their own right. A single alternate may be granted access to multiple providers. If a alternate has not been granted access by any providers, they will be denied access to the secure website. The alternate's access may be revoked at any time by the granting provider.

Contact Name:

Password:

4. Type the full name of the individual to whom you want to assign alternate status in the **Contact Name** field.
5. Enter a password in the **Password** field. The password you create must begin with an alpha character, contain at least two numbers, and be six to eight characters in length. (Example: autumn01). This is a temporary password that must be changed by the alternate after initial sign on.
6. Click the **Create Alternate** button. The Alternate Creation Complete window below will display.

Alternate Creation Complete

The following Alternate user has been created. They now have access to your account. To access your account they will be required to login into the system using the assigned *User Logon ID* below.

**Please print this for your records.

User Logon ID: ALT123456

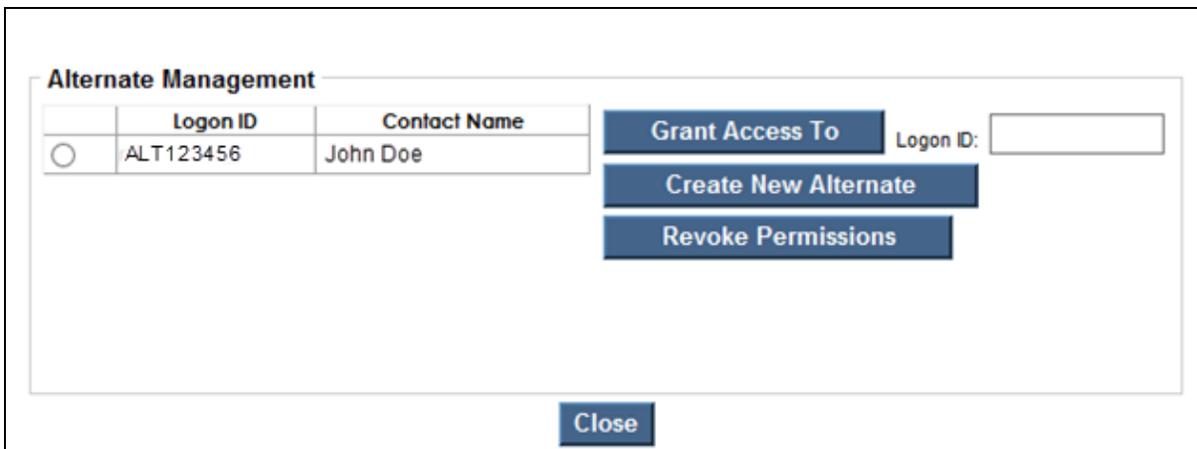
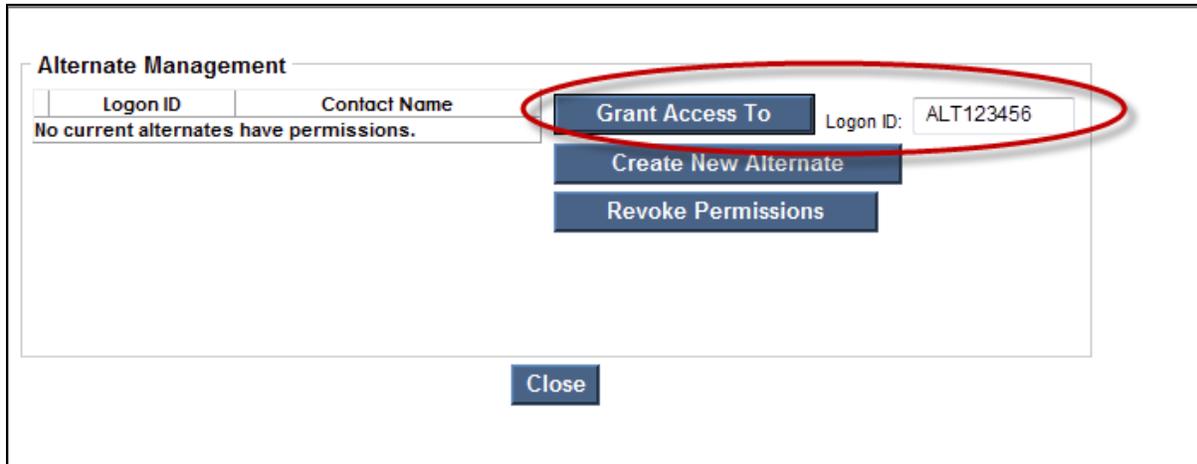
Contact Name: John Doe

Make note of the User Logon ID that appears in red that the system assigned to your new alternate. When the system displays this window, it provides confirmation of the creation of an alternate ID. Print this window as a record of the new alternate User Logon ID.

3.2 Grant Access to an Alternate

Alternate accounts may be given access to multiple vendor accounts. To grant access to an alternate:

1. Log on to the PROMISe™/LIHEAP Vendor Internet application using the 13-digit vendor number.
2. Select **Account** from the menu bar on the LIHEAP Main Menu to open the Account Maintenance window.
3. Click the **Manage Alternates** button to open the Alternate Management window.
4. Enter the ALTxxxxxx of the alternate account in the **Logon ID** field.
5. Click the **Grant Access To** button. The alternate account is granted access to the signed-in vendor account. The Logon ID and Contact Name for this alternate is now visible in the alternate list.



3.2.1 Revoke Alternate Permissions

To revoke permissions from an alternate account:

1. Log on to the PROMISe™/LIHEAP Vendor Internet application using the vendor number.

2. Select **Account** from the menu bar on the LIHEAP Main Menu to open the Account Maintenance window.
3. Click the **Manage Alternates** button to open the Alternate Management window.
4. Click the appropriate radio button to select the Alternate Logon ID.
5. Click the **Revoke Permissions** button. The alternate account will no longer have access to the signed-in vendor account. The Logon ID and Contact Name for this revoked alternate have been deleted and are no longer visible in the alternate list.

3.3 First Time Access for Alternates – Initial Password

Alternates who log on using their “ALTxxxxxx” ID for the first time are required to sign the Statement of Entitlement.

PENNSYLVANIA DEPARTMENT OF HUMAN SERVICES

Statement of Entitlement

By entering my full name in the space provided below and transmitting this form electronically, I state, I am the person whom I represent myself to be herein, and I affirm the information within this web application is complete and accurate and made subject to the penalties of 18 Pa.C.S. §4904 relating to unsworn falsification to authorities. In addition, I acknowledge that misstating my identity or assuming the identity of another person may subject me to misdemeanor or felony criminal penalties for identity theft pursuant to 18 Pa.C.S. §4120 or other sections of the Pennsylvania Crimes Code.

Sign by typing your full name below.

After signing the online entitlement form with the full name, the alternate is navigated to the Account Maintenance page where the alternate is prompted to create a new password and update the security questions. At this point please verify the CAPS LOCK setting (on the keyboard) to ensure your password is set as intended, since the password fields are case sensitive (and will not display). Failure to provide the necessary information will result in receipt of one or more alert message(s) which will need to be addressed in order to save the information entered.

The alternate user must follow the steps below to continue.

Vendor Account Maintenance: ALT980229

New Password: Confirm Password:

Password has expired. Please reset your password

Use a DHS Unified Security user logon: ALT980229

User ID: Password:

User Name: Security Level:

Status: Last Logged On:

Contact Name: E-Mail:

Phone Number:

Security Question: Answer:

Security Question: Answer:

3.3.1 Entering User Information

1. Enter a new password in the New Password field. The password you create must begin with an alpha character, contain at least two numbers, and be six to eight characters in length (Example: autumn01).
2. Re-enter the new password in the **Confirm Password** field.

PLEASE NOTE: The action of tabbing to the Confirm Password Field will initiate the field edit that compares the contents of both password fields and will return an error message because the Confirm Password field is blank. This is normal and this error message will no longer display after changes are saved.

3. Provide a phone number in the **Phone Number** field. Begin by entering the area code, followed by the seven-digit number. Do not use hyphens to separate the telephone number segments.
4. Enter a valid e-mail address in the **E-mail** field.

3.3.2 Selecting Secret Questions and Creating Answers

Alternate users are required to select secret questions from a list provided in the window, and type in answers when setting a password for the first time. This information is used by the system to verify the identity of the alternate at a future time when resetting a password. The system is designed to request the secret answers in the Reset Password – Security Information window, when this window is accessed for resetting a password.

To select secret questions and create answers for later use in verifying an alternate’s identity, follow the steps below.

PLEASE NOTE: The “Answer” fields are case sensitive.

1. Select a question only you can answer from the dropdown list within the first Security Question field. Enter the answer to this question in the adjacent answer field.
2. Select a different question only you can answer from the dropdown list within the second Security Question field. Enter the answer to this question in the second adjacent answer field.
3. Click the **Save** button.
4. The message below displays to confirm that the information entered in the Account Maintenance window has been successfully updated:

The screenshot shows the 'Vendor Account Maintenance: ALT980229' window. At the top, there are logos for Pennsylvania Department of Human Services and LIHEAP (Low-Income Home Energy Assistance Program). A navigation bar includes links for Main, Account, Vouchers (RA), Help, and Log Off. The date and time are Thursday 20 October 2016 10:37 am. The main content area displays a confirmation message: 'Your account information has been updated.' Below this, there are fields for 'Use a DHS Unified Security user logon' (checked), 'User ID' (ALT980229), 'Password', 'User Name' (ALT980229), 'Security Level' (Alternate), 'Status' (Active), 'Last Logged On' (1/1/1964), 'Contact Name' (John Doe), 'E-Mail' (InvalidEmailAddress@st), 'Phone Number' (7175551212), and two 'Security Question' fields with their respective answers (Jones and Elm). At the bottom, there are 'Save', 'Reset', and 'Cancel' buttons.

The alternate user is then returned to the LIHEAP Main Menu Page and may continue to access the features of the PROMISe™/LIHEAP Vendor Internet as an alternate user.

3.4 Resetting a Password for Alternate Users

If an alternate user forgets the account password or needs to change the password, the Reset Password – Logon ID window must be accessed. This window is accessed by clicking the **Forgot Password?** link on the Logon window to assist an alternate in recovering their password.

In the Password Reset Logon ID window, enter your Logon ID (“ALTxxxxxx”). Click the **Continue** button.

The Password Reset – Security Information window shown above opens.

Correctly answer the security questions. Click the **Continue** button to complete self-authentication.

The Password Reset window opens. In the Password Reset window, enter a new password, re-enter the password to confirm it, and then press the **Reset Password** button.

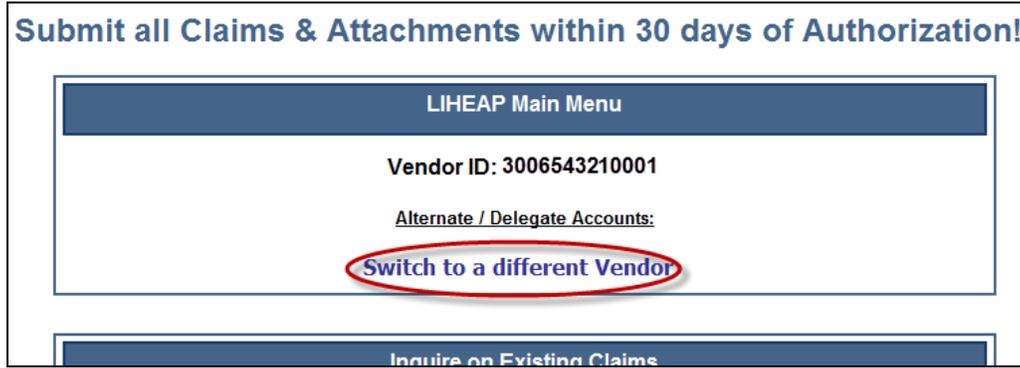
You will then be returned to the Login screen, where you will be prompted to log in using the reset password.

3.5 Switch to a Different Vendor for Alternate Accounts

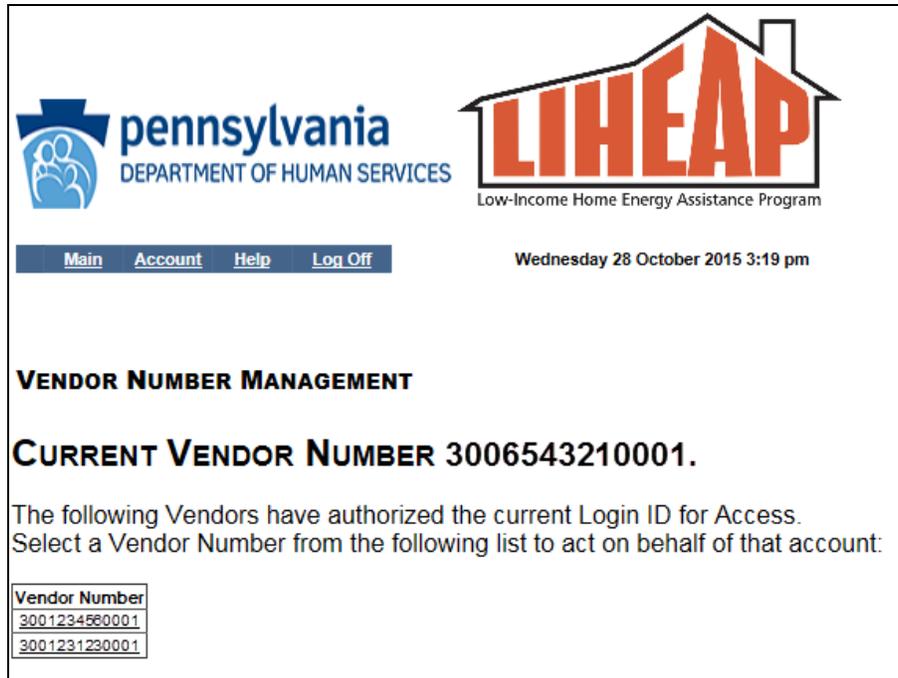
Alternate accounts that have been granted permission to access multiple accounts possess the ability to switch to a different Vendor login.

To switch to a different vendor:

1. Click the **Switch to a Different Vendor** link on the LIHEAP Main Menu



2. The Internet Vendor Switch page will appear.



3. Click a Vendor number from the available list. The user session will change to function under the context of that Vendor ID.

4 Submitting Claims Electronically

The PROMIS^e/LIHEAP Vendor Internet application has been designed to make claim submission as efficient as possible using the currently available electronic technology.

Online submission of a LIHEAP claim requires completion of the following steps:

1. Obtain the Active Crisis Authorization Number (AAN) by performing a search using the Internet application.
2. Request an Attachment Control Number (ACN) using the Internet application.
3. Submit an Internet LIHEAP Claim, including the AAN and the ACN on the claim form where indicated.

You can use one of two methods to submit a LIHEAP claim. The **Express Process** will guide you through the steps of obtaining the crisis authorization number and requesting an ACN, and will pre-populate the claim form with the selected information. The **Manual Process** allows you to skip directly to a step; however, all required information must be manually entered. For this reason, the Express Process is recommended.

| | |
|---|--|
| <p>Option 1. EXPRESS Process:</p> <p>Guides Me through the Process and Pre-populates Claim Data</p> | <p>Option 2. Manual Process:</p> <ol style="list-style-type: none"> 1. Active Crisis Authorizations 2. Attachment Control Numbers 3. Claim Submission |
|---|--|

4.1 Active Crisis Authorizations

The first step is to search for and select an Active Crisis Authorization. Vendors can also review their Active Crisis Authorizations by clicking the **Active Crisis Authorizations** link on the LIHEAP Main Menu window.

Submit all Claims & Attachments within 30 days of Authorization!

Account: 3002908940110

Step 1: Search for existing Active Crisis Authorization Numbers.

| | | | |
|---|--|---|---|
| Last Name: <input style="width: 90%;" type="text"/> | Crisis Authorization #: <input style="width: 90%;" type="text"/> | | |
| First Name: <input style="width: 90%;" type="text"/> | Status: <input style="width: 90%;" type="text" value="Active"/> | | |
| Date Type <input checked="" type="radio"/> Issue Date From Date: <input style="width: 150px;" type="text"/> Thru Date: <input style="width: 150px;" type="text"/> | | Sort Type <input checked="" type="radio"/> Authorization <input type="radio"/> Status | Sort Order <input checked="" type="radio"/> Newest <input type="radio"/> Oldest |
| <input type="button" value="Search"/> <input type="button" value="Reset"/> | | | |

1. **Enter search criteria** for an active crisis authorization number

Features:

- When searching using a Date Range, please enter numeric values only.
- The format for both date fields is MM/DD/CCYY
- Search criteria is retained after selecting the search button.
- Reset button has been added to return fields within the Search criteria section of the Active Crisis Authorization page back to their default values.

The following search field combinations can be used to pull up a crisis authorization number:

- Crisis Authorization Number
- Last Name, First Name, and Date Range (maximum 365 days)
- Date Range (maximum 31 days), Status (select one: Active, In Progress, Completed, All). If a value is not selected, the default “Active” will be submitted with the search.

Step 1: Search for existing Active Crisis Authorization Numbers.

Last Name: Crisis Authorization #:
 First Name: Status:

Date Type: Issue Date Authorization Date
 From Date: Thru Date:

Sort Type: Authorization Status
 Sort Order: Newest Oldest

2. Click the **Search** button. Search results are displayed in the lower portion of the window.

| <u>Crisis Authorization #</u> | <u>Auth. Status</u> | <u>Crisis Auth Amount</u> | <u>Acct #</u> | <u>Last Name</u> | <u>First Name</u> | <u>Street</u> | <u>City</u> | <u>Date Issued</u> |
|-------------------------------|---------------------|---------------------------|---------------|------------------|-------------------|----------------|-------------|--------------------|
| 8000000589 | Active | 500.00 | | | GARCIA | 321 NEW STREET | MILFORD | |

3. In the search results, click the **Crisis Authorization #** link to continue to the next step to request an Attachment Control Number.

- If there are multiple pages of search results, the links below the Authorization results will be highlighted indicating there are additional pages of selections. Clicking on the either the page number or “Next” and “Last” links will display additional pages. An indicator at the bottom of the window displays what page of search results you are currently on.

NOTE: Column headers that are underlined have sort capabilities. Click on the header to sort the column. Click on the header once to list the column in Ascending sort order, or twice for Descending sort order.

| <u>Crisis Authorization #</u> ↑ | <u>Auth. Status</u> | <u>Crisis Auth Amount</u> | <u>Acct #</u> | <u>Last Name</u> | <u>First Name</u> | <u>Street</u> | <u>City</u> | <u>Date Issued</u> |
|---------------------------------|---------------------|---------------------------|---------------|------------------|-------------------|----------------------|--------------|--------------------|
| 8000001585 | Active | 500.00 | | | ROBIN | 321 NEW STREET | MILFORD | |
| 8000001584 | Active | 500.00 | | | TYREEK | 321 NEW STREET | MILFORD | |
| 8000001583 | Active | 500.00 | | | KAILA | 321 NEW STREET | MILFORD | |
| 8000001582 | Active | 500.00 | | | ALI | 321 NEW STREET | MILFORD | |
| 8000001581 | Active | 500.00 | | | NASIR | 321 NEW STREET | MILFORD | |
| 8000001580 | Active | 500.00 | | | GARTH | 321 NEW STREET | MILFORD | |
| 8000001579 | Active | 500.00 | | | PAULINA | 4 FAWN LAKE FOREST | HAWLEY | |
| 8000001577 | Active | 500.00 | | | TRACI | 16 BROOM ST | PHILADELPHIA | |
| 8000001576 | Active | 500.00 | | | OLD | 222 RED LANE | PHILA | |
| 8000001575 | Active | 500.00 | | | ALBERT | 321 NEW STREET | MILFORD | |
| 8000001574 | Active | 500.00 | | | CECIL | 321 NEW STREET | MILFORD | |
| 8000001572 | Active | 500.00 | | | JOSHUA | 650 MUSIC HOUSE ROAD | MUSICTOWN | |
| 8000001571 | Active | 500.00 | | | NASIR | 321 NEW STREET | MILFORD | |
| 8000001570 | Active | 500.00 | | | LORRIE | 12895 CASTOR AVE. | PHILA | |
| 8000001569 | Active | 500.00 | | | LAVINIA | 321 NEW STREET | MILFORD | |
| 8000001568 | Active | 500.00 | | | FATIMA | 321 NEW STREET | MILFORD | |
| 8000001567 | Active | 500.00 | | | TIESHA | 321 NEW STREET | MILFORD | |
| 8000001566 | Active | 500.00 | | | EBONY | 321 NEW STREET | MILFORD | |
| 8000001565 | Active | 500.00 | | | DAVID | 321 NEW STREET | MILFORD | |
| 8000001564 | Active | 500.00 | | | SAVUN | 321 NEW STREET | MILFORD | |
| 8000001563 | Active | 500.00 | | | TAKIA | 321 NEW STREET | MILFORD | |
| 8000001562 | Active | 500.00 | | | NATHANIEL | 321 NEW STREET | MILFORD | |
| 8000001561 | Active | 500.00 | | | MABEL | 321 NEW STREET | MILFORD | |
| 8000001558 | Active | 500.00 | | | TAKIA | 321 NEW STREET | MILFORD | |
| 8000001557 | Active | 500.00 | | | SABRINA | 321 NEW STREET | MILFORD | |
| 8000001556 | Active | 500.00 | | | TIMIRRA | 321 NEW STREET | MILFORD | |
| 8000001536 | Active | 500.00 | | | DOROTHY | 321 NEW STREET | MILFORD | |
| 8000001535 | Active | 500.00 | | | CHARLES | 321 NEW STREET | MILFORD | |
| 8000001534 | Active | 500.00 | | | VICTOR | 321 NEW STREET | MILFORD | |
| 8000001533 | Active | 500.00 | | | ANDREA | 321 NEW STREET | MILFORD | |
| 8000001532 | Active | 500.00 | | | JUSTIN | 321 NEW STREET | MILFORD | |
| 8000001531 | Active | 500.00 | | | ALBERT | 321 NEW STREET | MILFORD | |

1 2 3
1 of 3
Next
Last

4.2 Attachment Control Numbers

Vendors must submit the appropriate supporting documentation for their fuel type using one of the three methods available (Mail, Fax, or Electronic Transmission). Deliverable fuels, (Blended Fuels, Kerosene, Oil, Propane), require a trip ticket. Utilities, (Electric, Gas), require a shut off notice. All others (Bottled Propane, Coal, Pellets, Wood) require an invoice.

All claims with attachments must be received within 30 days of the crisis authorization date.

The handling of the supplemental documentation (LIHEAP Cover Sheet) is done using the Attachment Control Process.

The Attachment Control Form (LIHEAP Cover Sheet) must accompany the supporting documentation for each claim that will be submitted. An attachment control number (ACN) is generated after the request is submitted. When using the Manual process, the vendor must enter the supplied ACN in the appropriate field on the Internet claim page.

PLEASE NOTE: The Attachment Control Form (LIHEAP Cover Sheet) will be automatically system generated when utilizing the Internet “Submit Attachment(s)” functionality to electronically transmit supporting documentation.

4.2.1 Request a New Attachment Control Number

To request a new Attachment Control Number using the Manual Process, enter the **Crisis Authorization Number** and click the Request button. If you accessed this page using the Express Process, the recipient’s Last Name, First Name and the Crisis Authorization Number fields will be pre-populated using information from the selected Crisis Authorization Number.

Account: 3006543210001

Step 1:

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

| Request and Search Criteria | | Attachment Control Number |
|-----------------------------|-------------|---------------------------|
| Last Name | LASTNAME | |
| First Name | FIRSTNAME | |
| Crisis Authorization # | 80000000839 | |

Request
Search

NOTE: If an attachment control number already exists for the crisis authorization number, an error message will appear. Should this occur, click **Search** to display the existing attachment control numbers associated with the crisis authorization number.

The newly created Attachment Control Number is displayed in the lower portion of the window.

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!

| Attachment Control Number | Status | Crisis Authorization # ID | Last Name | First Name | Date Issued | Date Received | Online Claim |
|---|--------|---------------------------|-----------|------------|-------------|---------------|---|
| 800003385 <input type="button" value="Print Form"/> OR <input type="button" value="Submit Attachment(s)"/> | ISSUED | 80000001352 | ----- | JORDAN | 20161021 | 0 | <input type="button" value="Continue"/> |

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



4.2.2 Search for an Existing Attachment Control Number

To search for an existing attachment control number, enter the **Attachment Control Number**, the **Crisis Authorization Number**, or the recipient's **Last Name** and **First Name** and click the **Search** button.

Account: 3006543210001

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

First Name

Crisis Authorization #

Attachment Control Number

Search results are displayed in the lower portion of the window.

4.2.3 Print an Attachment Control Number Form

To print the Attachment Control Number form to submit with your supporting claim documentation via Mail or Fax, click the **Print Form** button.

| Attachment Control Number | Status | Crisis Authorization # ID | Last Name | First Name | Date Issued | Date Received | Online Claim |
|---|--------|---------------------------|-----------|------------|-------------|---------------|-----------------|
| 8000003385 Print Form Submit Attachment(s) | ISSUED | 8000001352 | | JORDAN | 20151028 | 0 | Continue |

The form will open using Adobe Reader.

PROMISe™

**LIHEAP Paper Attachment to Electronic Claim
Cover Sheet**

1 Crisis Authorization Number 8 0 0 0 0 0 1 3 5 2

2 Vendor Number 0 0 0 6 6 4 4 6 8

3 Service Location 0 0 0 4

4 Recipient Last Name

5 Recipient First Name J O R D A N

6 Attachment Control Number 8 0 0 0 0 3 3 8 5

IMPORTANT: DO NOT WRITE IN THE TOP MARGIN OF THIS COVER SHEET

This cover sheet identifies a specific crisis authorization and must be included when submitting the attachment (metered trip ticket or shut off/reconnection notice) by fax or US mail.
Do not send the same claim by multiple methods (such as fax AND mail). If documentation was uploaded to PROMISe, do not resubmit it by fax or mail. Resubmissions cause processing delays. Call the toll-free LIHEAP Vendor Helpline at 1-877-537-9517 if you have questions about a crisis claim.

- Organize your information:
 - Write the Attachment Control Number (ACN) or Crisis Authorization Number on the attachment
 - Place the pre-populated cover sheet on top of every corresponding attachment.
 - When faxing – limit faxes to no more than 30 sheets of paper per transmission.
- Submit documentation by one of these methods:
 - Fax: (717) 207-7997 or (717) 207-7994
 - Mail: Department of Human Services, LIHEAP Crisis Claims, PO Box 69028, Harrisburg, PA 17106

NOTE: Never use staples or paper clips when submitting documentation by mail.

Revised 9/29/15

Print the form and mail it and the supporting documentation to:

Department of Human Services
 Office of Income Maintenance
 P.O. Box 69028
 Harrisburg, PA 17106

NOTE: You can also fax attachments to 717-207-7997 or 717-207-7994 or submit attachments electronically using the [Crisis Attachment Upload](#) page.

Close the Adobe Reader. The Crisis Attachment Number Request page will be visible.

Click the **Continue** button to open a new LIHEAP claim with pre-populated data using the selected Attachment Control Number using the Express Process.

| Attachment Control Number | Status | Crisis Authorization # ID | Last Name | First Name | Date Issued | Date Received | Online Claim |
|---|--------|---------------------------|------------|------------|-------------|---------------|--------------------------|
| 800003425 Print Form OR Submit Attachment(s) | ISSUED | 8000001401 | ██████████ | ANTHONY | 20151026 | 0 | Continue |

4.2.4 Crisis Attachment Upload

To submit supporting documentation, click the **Submit Attachment(s)** button to open the Crisis Attachment Upload page.

| Attachment Control Number | Status | Crisis Authorization # ID | Last Name | First Name | Date Issued | Date Received | Online Claim |
|---|--------|---------------------------|------------|------------|-------------|---------------|--------------------------|
| 800003425 Print Form Submit Attachment(s) | ISSUED | 8000001401 | ██████████ | ANTHONY | 20151026 | 0 | Continue |

The Crisis Attachment Upload page will open.

4.3 Crisis Attachment Upload

LIHEAP vendors are required to submit crisis delivery claims via the PROMIS^e Internet. Once submitted, the vendor is required to provide supporting documents via one of three options:

- Fax (Vendor required to submit LIHEAP cover sheet)
- Mail (Vendor required to submit LIHEAP cover sheet)
- Electronic Submission (LIHEAP system generates LIHEAP cover letter for Vendor)

A feature allows vendors to electronically submit the supporting documents (trip tickets, shutoff notices, etc.) along with a system generated LIHEAP cover sheet.

There are three access points to submit attachments:

1. Claim Inquiry page
2. Vendor Claim Attachment Control Number Request page
3. Claim Submission page

PLEASE NOTE: Prior to submitting attachments, the following Directory Setup and File Naming conventions are recommended:

Create a folder to hold all of the scanned PDF files for the new LIHEAP season:

Example: **2015-2016 LIHEAP ATTACHMENTS**

Adopt a file naming standard that includes the Crisis Authorization Number, the Recipient's First and Last name, and one key element your company uses to identify this customer (e.g. Customer Account Number).

Example: **0012345678 JANE DOE 100267345**

Important Notes for submitting Attachments:

- The LIHEAP Cover Sheet will be automatically generated and transmitted with the electronically submitted files.
- Supporting documentation must be in a PDF format.
- Only 3 supporting documents may be electronically submitted per claim.
- Each electronically submitted document must have a different PDF file name.
 - Examples:
 - 0012345678 JANE DOE 100267345 **1**.pdf
 - 0012345678 JANE DOE 100267345 **2**.pdf
 - 0012345678 JANE DOE 100267345 **3**.pdf
 - Any duplication in the file names per ELECTRONIC ATTACHMENT SUBMISSION will not be accepted.
- Electronic Attachment submissions can occur **ONLY** for Suspended Claims or Active Authorizations.
- Electronic Attachment submissions will not be accepted on Paid or Denied claims.
- Upon claim submission, the message ESC 6104 REQ'D ATTACHMENT NOT REC'D/FINALIZED is applied to the claim, indicating the attachment has not yet finished processing.
 1. Click the **Browse** button to open your directory. Locate the file(s) to be submitted and click the **Add** button. You can add up to three PDF attachments.
 2. Once added, attachments appear at the bottom of the page. Click the **Remove** button to delete a file before it is submitted.

Account: 3002908940110

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:

Attachment Control Number:

First Name:

Crisis Authorization #:

File to Upload: Browse...

| Date Added | File Name | File Size | |
|---------------------|--------------------------------|-----------|---------------------------------------|
| 10/20/2016 11:10:30 | Supporting Documentation 1.pdf | 78 KB | <input type="button" value="Remove"/> |
| 10/20/2016 11:10:43 | Supporting Documentation 2.pdf | 78 KB | <input type="button" value="Remove"/> |
| 10/20/2016 11:10:52 | Supporting Documentation 3.pdf | 78 KB | <input type="button" value="Remove"/> |

3. Click the **Submit Attachment(s)** button to initiate the file transmission.

PLEASE NOTE: If you submit files after you've previously submitted files for an ACN, click the **Re-Submit Attachment(s)** button to submit new files.

4. Upon successful transmittal, the following displays:

Successfully Uploaded attachments

The Submit Attachment(s) button will then display Resubmit Attachment(s). This option is available if needed. There is no requirement to resubmit attachments once they have been successfully submitted.

- If the claim has not been submitted, click on the **Continue to Claim** button to navigate to the Claims Submission page.

4.4 Claims Submission

Claims should be completed in accordance with DHS’s guidelines, policies, and procedures. Refer to the DHS web site for more specific information on completing a claim submission.

The screenshot displays the LIHEAP Claim form interface. At the top, there are logos for Pennsylvania Department of Human Services and LIHEAP (Low-Income Home Energy Assistance Program). Navigation links include Main, Account, Vouchers (RA), Help, and Log Off. The date and time are shown as Thursday 20 October 2016 11:21 am.

LIHEAP Claim section includes a link for help: "Need help submitting a claim? View sample claim submissions [here](#)."

Billing Information section contains the following fields:

- Vendor: 3002908940110
- Attachment Control #: 800003825
- Claim Frequency: 1 - Original
- Crisis Authorization #: 8000001613
- Original Claim #: [Redacted]
- Delivery Date (MM/DD/YYYY): [Empty]
- Customer Account #: L1516-800004590
- Total Crisis Billed to LIHEAP: [Empty]
- Last Name: [Redacted]
- First Name: ALLEN
- Middle Initial: [Empty]

Two red callouts with the text "Pre-populated using the Express Process" point to the Attachment Control #, Crisis Authorization #, and the First Name field.

Service Lines section features a table with the following columns: Delivery Date, Service Code, Basis of Measurement, Units, Price per Unit, and Billed Amount. The table contains one row with the value '1' in the Units column. To the right of the table are "Add" and "Remove" buttons.

Below the table are input fields for:

- Service Code: [Empty]
- Basis of Measurement: [Empty]
- Units: (decimal only) 1
- Price per Unit: [Empty]
- Crisis Amount Billed: [Empty]

At the bottom of the form are three buttons: "Submit", "Active Crisis Authorization", and "Submit Attachment(s)".

Claim Status Information section shows: Claim Status Not Submitted yet.

4.4.1 Billing Information

In the **Billing Information**, or header, portion of the LIHEAP Claim form, enter data in the following fields:

- Customer Account # (optional)
- Delivery Date in MMDDYYYY format
- Total Crisis Billed to LIHEAP. This field must be the total of all of the service lines on the claim.

Features:

- Slashes are automatically inserted into the Delivery Date field.
- Please enter numeric values only.
- The slashes are now provided by the LIHEAP system.

The following fields are required but are pre-populated when using the Express Process. If you are using the **Claims Submission** link from the LIHEAP Main Menu, you will need to manually enter these fields:

- Last Name
- First Name
- Attachment Control Number
- Crisis Authorization Number.

NOTE: The Recipient's first and last name must be spelled correctly and exactly match the name on the Crisis Authorization.

4.4.2 Service Lines

In the **Service Lines**, or detail, portion of the LIHEAP claim form, enter data or select a value in each of the following fields:

- Service Code
- Basis of Measurement
- Units
- Price per Unit
- Crisis Billed Amount.

The service line table will update automatically as you enter data in the above fields.

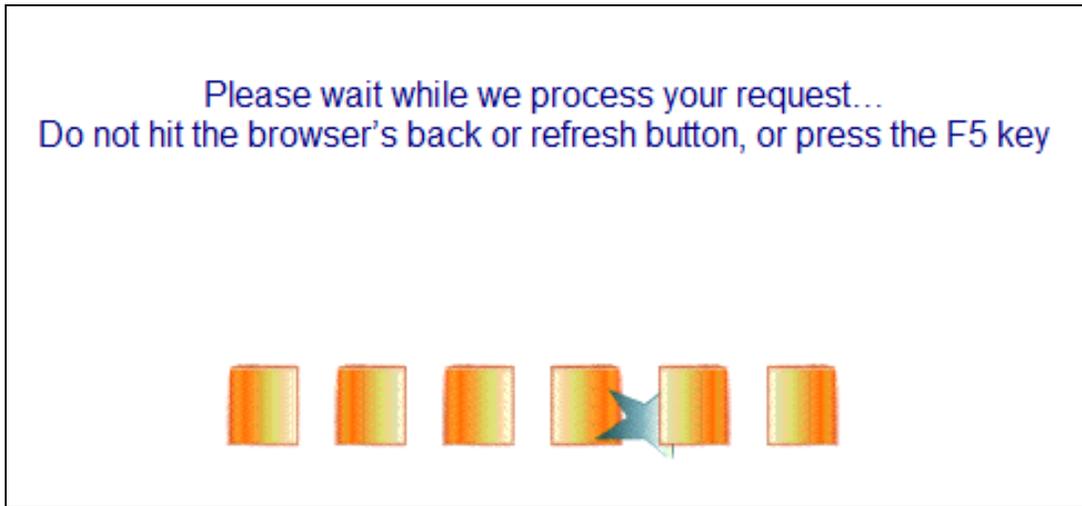
Multiple Service Lines

- To **add an additional service line**, click the **Add** button located to the right of the service line table. A blank service line will be added to the table for you to enter the service line information. A single claim may contain up to four service lines.
- To **edit a service line**, click to highlight the service line to be modified. The service fields will update to display the selected service line data. Changes to the selected service line will automatically update in the service line table.

- To **remove a service line**, click to highlight the service line to be removed then click the **Delete** button located to the right of the service line. The selected service line will be deleted from the claim.

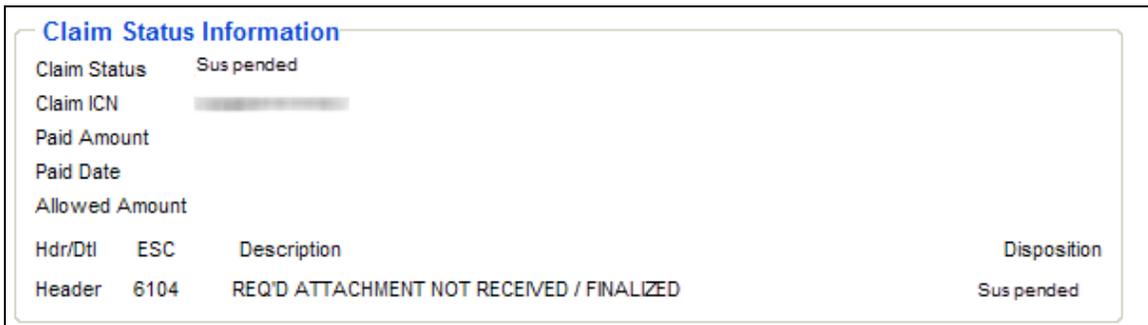
4.5 Submit the Claim

Once all fields have been completed, click the **Submit** button to submit the claim for processing.



4.6 Claim Status Information and Disposition

The claim will initially suspend for up to 14 days until the attachment control form and supporting documentation is received.



Once the supporting documentation (trip ticket or shutoff notice, and the accompanying attachment control form) is received the claim will process.

Claim Status Information

Claim Status Paid

Claim ICN ██████████

Paid Amount 200.00

Paid Date

Allowed Amount 200.00

If additional errors are present on the claim, the claim may deny. Descriptive Error Status Codes (ESCs) will be displayed containing information about why the claim was denied. See [Section 8, Claims Disposition](#), for a listing of ESCs that may be received when submitting LIHEAP claims.

Claim Status Information

Claim Status **Denied**

Claim ICN ██████████

Paid Amount 0.00

Paid Date

Allowed Amount

| Hdr/Dtl | ESC | Description | Disposition |
|---------|------|---|---------------|
| Header | 605 | ACN NOT ON FILE | Denied |
| Header | 6104 | REQ'D ATTACHMENT NOT RECEIVED / FINALIZED | Denied |

You may resubmit denied claims. All claims and attachments must be received within 30 days of the active crisis authorization date.

Use the **Claims Inquiry** feature of the PROMISe™/LIHEAP Vendor Internet application to check the status of submitted claims. This feature is described in [Section 5](#) of this manual.

4.7 Crisis Attachment Upload

If you have not already done so, you can submit supporting documentation by clicking the **Submit Attachment(s)** button to open the Crisis Attachment Upload page.

Submit
Active Crisis Authorization
Submit Attachment(s)

Claim Status Information

Claim Status Not Submitted yet.

The Crisis Attachment Upload page will open.



pennsylvania
DEPARTMENT OF HUMAN SERVICES



LIHEAP
Low-Income Home Energy Assistance Program

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

Thursday 20 October 2016 11:04 am

Crisis Attachment Upload

Account: 3002908940110

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"/> | Attachment Control Number | <input type="text" value="800003825"/> |
| First Name | <input type="text" value="ALLEN"/> | | |
| Crisis Authorization # | <input type="text" value="8000001613"/> | | |
| File to Upload: | <input type="text"/> | Browse... | ADD |

[Submit Attachment\(s\)](#)

No files Uploaded

[Active Crisis Authorization](#)

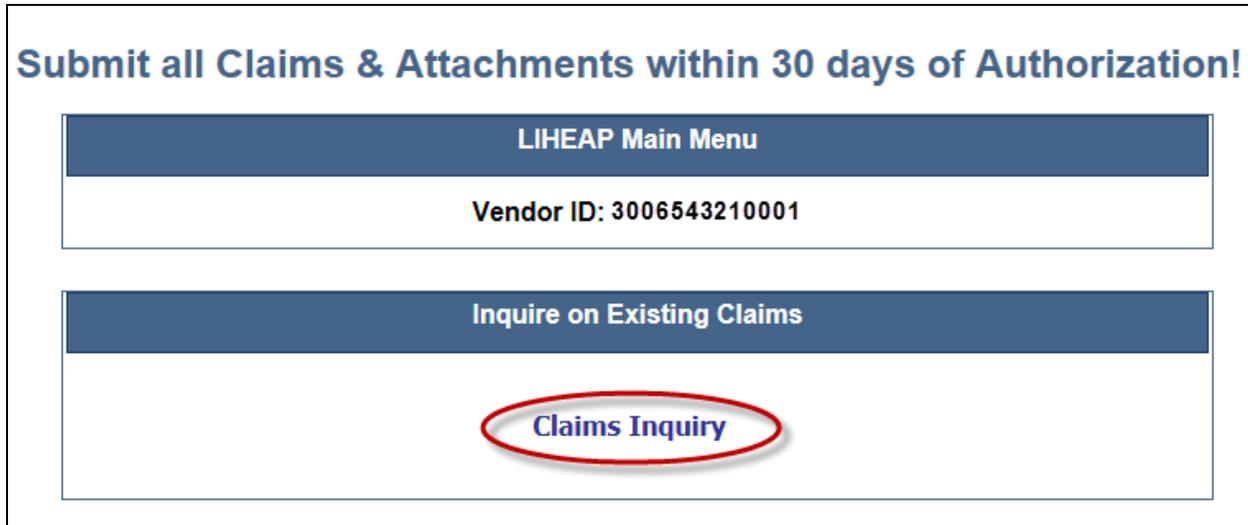
[Continue to Claim](#)

5 Claims Inquiry

Through the PROMISe™/LIHEAP Vendor Internet application, you can check the status of a claim. The search can be narrowed by specifying the ICN (Claim ID), crisis authorization number, delivery date range, recipient name, or claim status.

To access the LIHEAP Claims Inquiry window:

1. Click the **Claims Inquiry** link from the LIHEAP Main Menu.

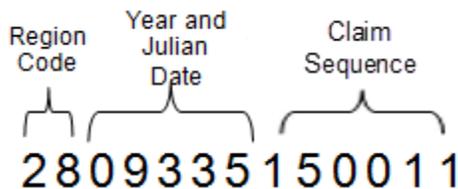


5.1 About Internal Control Numbers (ICNs)

Each claim is assigned a 13-digit Internal Control Number (ICN). This ICN identifies each claim as it is processed, tracked, and reported.

The 13-digit ICN is assigned to the invoice by DHS, and includes:

- Digits 1 and 2 represent the Region Code.
- Digits 3 through 7 represent the Year and Julian Date that the claim was submitted.
- Digits 8 and 13 represent the Claim Sequence within the batch.



5.2 Using the Vendor Claims Inquiry Window

The Vendor Claims Inquiry window is used to search claims and check the status of one or more claims. A search can be narrowed by specifying the ICN (Claim ID), crisis authorization number,

delivery date range, recipient name, or claim status criteria. You can perform a search only for claims submitted by your vendor number and service location(s).

Claim Inquiry: 3006543210001

Last Name:

First Name:

ICN (Claim ID):

Crisis Authorization #:

Claim Status:

Date Type

Delivery Date

From Date: Thru Date:

Sort Type

Delivery Date

ICN (Claim ID)

Sort Order

Descending

Ascending

1. **Enter search criteria.**

- The format for both date fields is MM/DD/CCYY.
- Slashes are automatically inserted into the Date Range fields
- When searching using a Date Range, please enter numeric values only.
- A column for **Document Upload** has been added. The field is blank for PAID and DENIED claims. The values of Submit Attachment(s) and Re-Submit Attachment(s) will display for claims in a SUSPENDED status. The appropriate value displays on the button based on whether attachments have been processed at the time the query was submitted.

The following search field combinations can be used to pull up claims:

- Crisis Authorization Number
- ICN/Claim ID
- Last Name, First Name, and Date Range (maximum 365 days)
- Date Range (maximum 31 days)

2. Click the **Search** button. Search results are displayed in the lower portion of the window.

NOTE: The search criteria section is automatically reset back to the default settings upon selecting the Search button and receiving the search results.

NOTE: Column headers that are underlined have sort capabilities. Click on the header to sort the column. Click on the header once to list the column in Ascending sort order, or twice for Descending sort order.



pennsylvania
DEPARTMENT OF HUMAN SERVICES



LIHEAP
Low-Income Home Energy Assistance Program

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

Thursday 20 October 2016 1:47 pm

Claim Inquiry: 3002908940110

Last Name:

First Name:

ICN (Claim ID):

Crisis Authorization #:

Claim Status: Any Status ▼

Date Type

Delivery Date

From Date: Thru Date:

Sort Type

Delivery Date

ICN (Claim ID)

Sort Order

Descending

Ascending

Search

| ICN (Claim ID) | Delivery Date | Last Name | First Name | Billed Amount | Amount Paid | Status | Document Upload |
|-------------------------------|---------------|------------|------------|---------------|-------------|-----------|--|
| 2815166000001 | 20161020 | ██████████ | SALLYE | 500.00 | 500.00 | Paid | |
| 2815162000001 | 20161020 | ██████████ | DONTE | 500.00 | 0.00 | Suspended | Re-Submit Attachment(s) |
| 2815180000001 | 20161018 | ██████████ | DIONNA | 500.00 | 0.00 | Denied | |
| 2815159000001 | 20161021 | ██████████ | MARCUS | 500.00 | 0.00 | Suspended | Submit Attachment(s) |
| 2815160000001 | 20161019 | ██████████ | PATRICIA | 500.00 | 500.00 | Paid | |

5.2.1 Crisis Attachment Upload

To re-submit supporting documentation, click the **Re-Submit Attachment(s)** button to open the Crisis Attachment Upload page.

The screenshot displays the LIHEAP (Low-Income Home Energy Assistance Program) interface. At the top, there are logos for Pennsylvania Department of Human Services and LIHEAP. Below the logos is a navigation menu with links for Main, Account, Vouchers (RA), Help, and Log Off. The date and time are shown as Thursday 20 October 2016 1:47 pm. The main heading is "Claim Inquiry: 3002908940110".

The search form includes the following fields and options:

- Last Name: [Text Input]
- First Name: [Text Input]
- ICN (Claim ID): [Text Input]
- Crisis Authorization #: [Text Input]
- Claim Status: [Dropdown Menu: Any Status]
- Date Type: Delivery Date
- From Date: [Text Input: 10/15/2016] Thru Date: [Text Input: 10/31/2016]
- Sort Type: Delivery Date, ICN (Claim ID)
- Sort Order: Descending, Ascending
- [Search Button]

Below the search form is a table of claims with the following columns: ICN (Claim ID), Delivery Date, Last Name, First Name, Billed Amount, Amount Paid, Status, and Document Upload.

| ICN (Claim ID) | Delivery Date | Last Name | First Name | Billed Amount | Amount Paid | Status | Document Upload |
|-------------------------------|---------------|------------|------------|---------------|-------------|-----------|--------------------------------|
| 2815166000001 | 20161020 | [Redacted] | SALLYE | 500.00 | 500.00 | Paid | |
| 2815162000001 | 20161020 | [Redacted] | DONTE | 500.00 | 0.00 | Suspended | Re-Submit Attachment(s) |
| 2815180000001 | 20161018 | [Redacted] | DIONNA | 500.00 | 0.00 | Denied | |
| 2815159000001 | 20161021 | [Redacted] | MARCUS | 500.00 | 0.00 | Suspended | Submit Attachment(s) |
| 2815160000001 | 20161019 | [Redacted] | PATRICIA | 500.00 | 500.00 | Paid | |

6 Vouchers (RA) Search

Through the PROMISe™/LIHEAP Vendor Internet application, you can perform searches of vouchers. The search can be narrowed by specifying the Voucher Numbers, or the user can search by the Treasury Pay Date.

6.1 To Access the Vouchers (RA) Search Window:

1. Click the **Vouchers (RA)** link from the LIHEAP Main Menu.



6.2 Search Methods

There are two ways to perform a search of the Vouchers. You can search either by the Voucher Number or by using the Treasury Pay Date.

Select the appropriate Radio Button for the search you'd like to perform.

6.2.1 Voucher Number

Selecting the Voucher Number radio button displays the following window. Populate the “Voucher Number” field and select the Search button.

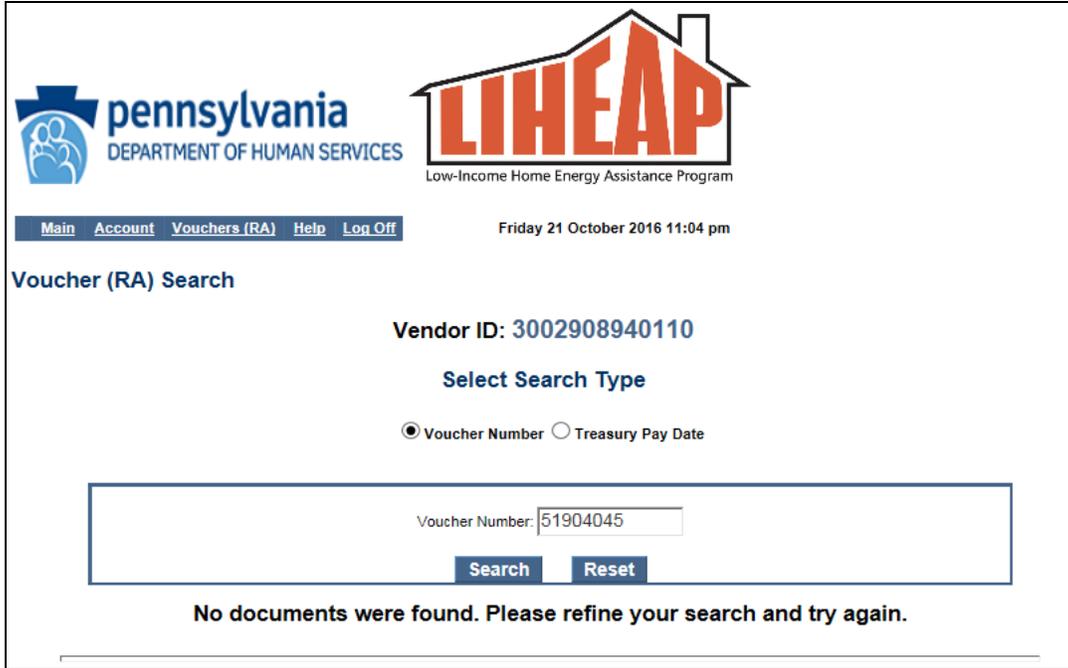
Search Results

The following results will display, provided the voucher number contains information pertaining to your Vendor ID/Service Location:

| Voucher Number | Report Generated Date | Treasury Pay Date |
|----------------|-----------------------|------------------------|
| 51234567 | 9/30/2016 12:00:00 AM | 10/11/2016 12:00:00 AM |

Click on the Voucher Number to view and print.

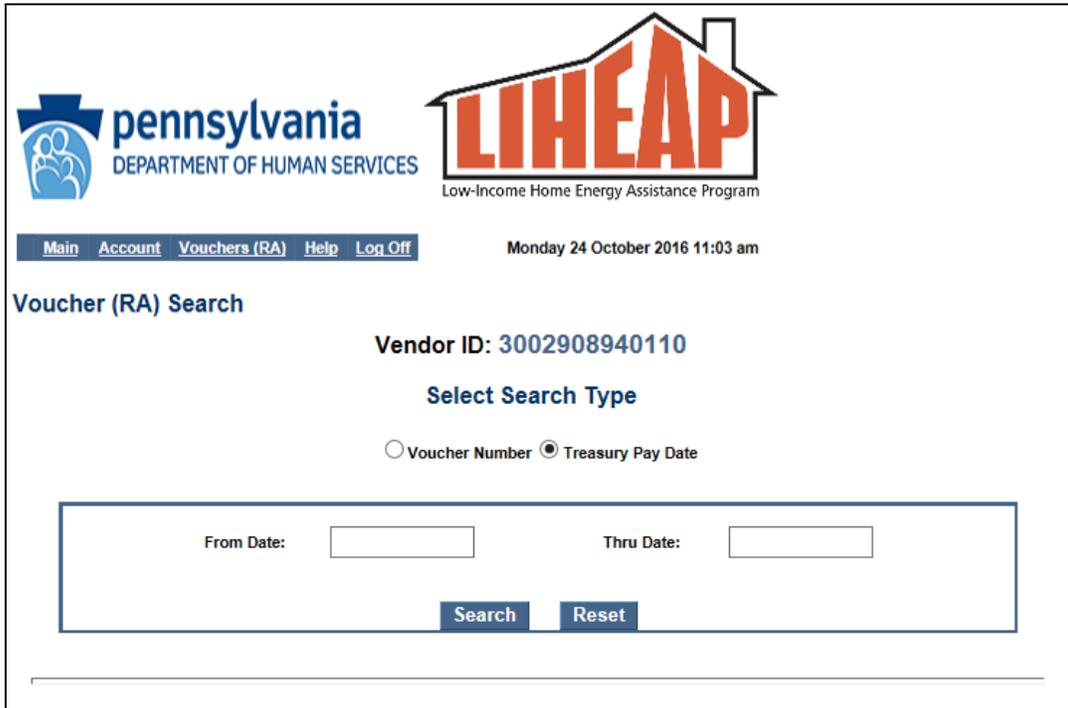
The following results will display if the voucher does not contain information pertaining to your Provider ID/Service Location.



The screenshot shows the LIHEAP web application interface. At the top left is the Pennsylvania Department of Human Services logo. To its right is the LIHEAP logo (Low-Income Home Energy Assistance Program). Below the logos is a navigation menu with links for Main, Account, Vouchers (RA), Help, and Log Off. The current date and time are displayed as Friday 21 October 2016 11:04 pm. The page title is "Voucher (RA) Search". The Vendor ID is 3002908940110. Under "Select Search Type", the "Voucher Number" radio button is selected. A search box contains the text "Voucher Number: 51904045". Below the search box are "Search" and "Reset" buttons. At the bottom of the search area, a message states: "No documents were found. Please refine your search and try again."

6.2.2 Treasury Pay Date

Selecting the Treasury Pay Date radio button displays the following window.



The screenshot shows the LIHEAP web application interface. At the top left is the Pennsylvania Department of Human Services logo. To its right is the LIHEAP logo (Low-Income Home Energy Assistance Program). Below the logos is a navigation menu with links for Main, Account, Vouchers (RA), Help, and Log Off. The current date and time are displayed as Monday 24 October 2016 11:03 am. The page title is "Voucher (RA) Search". The Vendor ID is 3002908940110. Under "Select Search Type", the "Treasury Pay Date" radio button is selected. The search area contains two date input fields: "From Date:" and "Thru Date:". Below these fields are "Search" and "Reset" buttons.

1. To perform a single day search:

Populate the “From Date” field and select the Search button.

2. To perform a date range search:

Populate both the “From Date” and “Thru Date” fields and select the Search button.

PLEASE NOTE: There are no restrictions on the date range; however, the wider the date range being searched, the longer the response time will be to return the results.

Search Results

The following results of the *single date search* will display provided the voucher for this Treasury Pay Date contains information pertaining to your Vendor ID/Service Location:

Vendor ID: 3002908940110

Select Search Type

Voucher Number Treasury Pay Date

From Date: 10/11/2016 Thru Date: 10/11/2016

Search **Reset**

| Voucher Number | Report Generated Date | Treasury Pay Date |
|----------------|-----------------------|------------------------|
| 51234567 | 9/30/2016 12:00:00 AM | 10/11/2016 12:00:00 AM |

The following results of the *date range search* will display, provided the voucher for this Treasury Pay Date range contains information pertaining to your Vendor ID/Service Location:




[Main](#) [Account](#) [Vouchers \(RA\)](#) [Help](#) [Log Off](#)
Friday 21 October 2016 11:21 pm

Voucher (RA) Search

Vendor ID: 3002908940110

Select Search Type

Voucher Number
 Treasury Pay Date

From Date:
 Thru Date:

| Voucher Number | Report Generated Date | Treasury Pay Date |
|--------------------------|-----------------------|------------------------|
| 51234567 | 9/30/2016 12:00:00 AM | 10/11/2016 12:00:00 AM |

Click on the Voucher Number to view and print the voucher.

The following results of the date search will display if the voucher for this Treasury Pay Date does not contain information pertaining to your Vendor ID/Service Location.

NOTE: The same message will display for either a single date or a date range search.




[Main](#) [Account](#) [Vouchers \(RA\)](#) [Help](#) [Log Off](#)
Friday 21 October 2016 11:23 pm

Voucher (RA) Search

Vendor ID: 3002908940110

Select Search Type

Voucher Number
 Treasury Pay Date

From Date:
 Thru Date:

No documents were found. Please refine your search and try again.

Voucher Image:

| | | | | | | | | | | | |
|--|---------------|--|----------------------|--------------------|-----------------|--|----------------------|--------------|-------------------|--------------|----------------|
| COMMONWEALTH OF PENNSYLVANIA DEPARTMENT OF HUMAN SERVICES | | Provider Payments (LIH610-R04) | | | | Report Generated: 4/30/2016 Page 1 Of 4 | | | | | |
| Provider 300290894 - 0110 _____ CAMP HILL, PA 17011 | | VOUCHER NUMBER : 51234567 TRACE ID/DSN: 000170000179558 TREASURY PAY DATE: 10/11/2016 PERIOD: 10/01/2016 - 10/11/2016 | | | | | | | | | |
| PAYMENT DETAILS - CASH | | | | | | | PAY MODE: EFT | | | | |
| Advance Payment | | | | 0 | | \$0.00 | ADV | | | | |
| ACCOUNT NO. | AMOUNT | LAST | FIRST | ADDRESS | CITY | ST | ZIP | | | | |
| Total For Cash: | | ADV | | 0 | | | \$0.00 | | | | |
| PAYMENT DETAILS - CRISIS REGULAR | | | | | | | | | | | |
| AUTH ID. | ICN# | ACCOUNT NO. | AMOUNT BILLED | AMOUNT PAID | NAME | ADDRESS | CO/D | INDIV | DLVRY DATE | | |
| 0300123456 | | 54321 | \$132.88 | \$132.88 | | | 49/0 | 120123456 | 09/18/2016 | | |
| | | | | | | 1403 | | | | | |
| Total For Crisis Regular: | | | | 1 | Crisis Dollars: | | 132.88 | | | | |
| PAYMENT DETAILS - CRISIS ADDITIONAL PAYMENTS | | | | | | | PAY MODE: | | | | |
| ACCOUNT NO. | AMOUNT | NAME | ADDRESS | CO/D | INDIV | SERVICE DATE | TYPE | | | | |
| Total For Crisis Additional: | | | | 0 | Crisis Dollars: | | | | | | |
| Total For Crisis: | | | | 1 | Crisis Dollars: | | | \$132.88 | | | |
| RECOUPMENT DETAILS - CASH | | | | | | | | | | | |
| ACCOUNT NO. | AMOUNT | LAST | FIRST | ADDRESS | CITY | ST | ZIP | CO | D | INDIV | VOUCHER |
| Total For Cash: | | | | 0 | Cash Dollars: | | | | | | |

7 PROMISe™/LIHEAP Vendor Internet Windows

This section of the *PROMISe™/LIHEAP Vendor Internet User Manual* contains detailed information regarding the windows within the PROMISe™/LIHEAP Vendor Internet application to help users better understand how each window is used. Windows presented in this section are listed in alphabetical order, and include explanations of the fields, fields edit (error messages), and functions of each window.

NOTE: All relevant Field Edits for the windows in the *PROMISe™/LIHEAP Vendor Internet User Manual* are listed after the Field Descriptions for each window. However, not all windows are subject to Field Edits. If Field Edits do not apply to a window, the Field Edits table states “No Field Edits found for this window.”

7.1 Account Maintenance

The Account Maintenance window is used by vendors to display or edit security profile information for users associated with the vendor's account. Information that can be edited or maintained includes the contact name, email address, phone number, Unified Security login information, and password.

Vendors must select and answer a single security question. Alternates must select and answer two security questions. The answers provided are stored in the system and used for self-authentication. Permission to change a password during subsequent sessions is granted only after the user responds with the correct answers to the selected questions. Users who access this window are prompted to select security questions if none have yet been established for the account.

This window is accessed by selecting the Account option in the menu bar. The system automatically displays the user's profile information. Some of the form fields are conditionally displayed, depending on the permissions established for the user.

NOTE: When this window is initially accessed, a legal agreement (Statement of Entitlement) is displayed. The user is required to accept the agreement before permission to continue is granted. If the agreement is not accepted, the user is logged out of the system and redirected back to the log in page. When the agreement is accepted, the user is required to set up information for a contact name, phone number, and new password.

7.1.1 Layout



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LIHEAP
Low-Income Home Energy Assistance Program

Main

Account

Vouchers (RA)

Help

Log Off

Thursday 20 October 2016 1:55 pm

Vendor Account Maintenance: 3002908940110

New Password:

Confirm Password:

Use a DHS Unified Security user logon: 3002908940110

User ID:

Password:

User Name:

Security Level:

Status:

Last Logged On:

Contact Name:

E-Mail:

Phone Number:

[Manage Alternates](#)

Security Question:

Answer:

Save

Reset

Cancel

7.1.2 Account Maintenance Layout for Alternates

The screenshot displays the 'Vendor Account Maintenance' interface for user ALT980229. The page header includes the Pennsylvania Department of Human Services and LIHEAP (Low-Income Home Energy Assistance Program) logos. A navigation bar contains links for 'Main', 'Account', 'Vouchers (RA)', 'Help', and 'Log Off'. The current date and time are shown as 'Thursday 20 October 2016 10:29 am'. The main content area is titled 'Vendor Account Maintenance: ALT980229' and contains a form with the following fields and options:

- New Password:** Text input field.
- Confirm Password:** Text input field.
- Use a DHS Unified Security user logon:** A checkbox followed by the text 'ALT980229'.
- User ID:** Text input field.
- Password:** Text input field.
- User Name:** Text input field containing 'ALT980229'.
- Status:** A dropdown menu currently set to 'Active'.
- Contact Name:** Text input field containing 'John Doe'.
- Phone Number:** Text input field containing '5551212'.
- Security Level:** A dropdown menu currently set to 'Alternate'.
- Last Logged On:** Text input field containing '1/1/1964'.
- E-Mail:** Text input field containing 'InvalidEmailAddress@st'.
- Security Question:** Two identical dropdown menus, both set to 'What is your mother's maiden name?'. Each has an associated 'Answer:' text input field.

At the bottom of the form are three buttons: 'Save', 'Reset', and 'Cancel'.

7.1.3 Field Descriptions

| Field | Description | Data Type | Length |
|------------------|--|-------------------|--------|
| Answer | User-provided answer to the pre-set security question selected. | Character | 20 |
| Answer (2) | User-provided answer to the second pre-set security question selected. | Character | 20 |
| Cancel | Cancels the action so that no information is added, deleted, or saved to the existing record. | Button | 0 |
| Confirm Password | Confirmation check to verify the password. | Character | 8 |
| Contact Name | Contact name of the account user. | Character | 40 |
| E-mail | Email address of the account user. | Character | 50 |
| Last Logged On | Last date the user accessed the secure web site. This field is system-generated and cannot be updated. | Date (MM/DD/CCYY) | 10 |

| Field | Description | Data Type | Length |
|---------------------------------------|--|--------------------|--------|
| Manage Alternates | Opens the Alternate Management window to maintain alternate information. This button displayed to Vendors. | Button | 0 |
| New Password | New password assigned to the user. | Character | 8 |
| Password | Unified Security password. | Character | 15 |
| Phone Number | Account user's telephone number. | Character | 10 |
| Reset | Resets the form to display the default information. | Button | 0 |
| Save | Saves the modified information. | Button | 0 |
| Security Level | Authorization level of the user. This field is system-generated and cannot be updated. | Drop Down List Box | 0 |
| Security Question | Pre-set security question used for password reset purposes. All users see the first security question and answer field. | Drop Down List Box | 0 |
| Security Question (2) | Pre-set security question used for password reset purposes. Only alternate accounts see the second security question drop down list and answer fields. | Drop Down List Box | 0 |
| Status | Status of the user's account, either "Active" or "Expired Password." This field is system-generated and cannot be updated. | Drop Down List Box | 0 |
| Use a DHS Unified Security user logon | Checked if the user has selected to use a Unified Security log on instead of a PROMIS ^e /LIHEAP log on ID. | Check Box | 0 |
| User ID | Unified Security log on ID. | Character | 17 |
| User Name | System-assigned log on ID of the user. This field is system-generated and cannot be updated. | Character | 20 |

7.1.4 Field Edits

| Field | Error Code | Error Message | To Correct |
|----------------------|------------|--|---|
| (Window Level Edits) | 0 | Please choose a security question and answer. | User is missing security questions or has old style custom questions. |
| Answer | 0 | Please choose a security question and answer. | Enter answers for the security questions. |
| | 1 | Please select a second security question that is different from the first security question. | Use different security questions. |
| Answer (2) | 0 | Please choose a second security question and answer. | Enter answers for the security questions. |

| Field | Error Code | Error Message | To Correct |
|------------------|------------|---|---|
| | 1 | Please select a second security question that is different from the first security question. | Use different security questions. |
| Confirm Password | 0 | Your passwords do not match. | Re-type both passwords. |
| Contact Name | 0 | A Contact Name must be given. | Enter a Contact Name. |
| New Password | 0 | Your password must begin with an alpha character, be between 6 and 8 characters in length, and contain at least 2 numeric characters. | Enter a password in the correct format. |
| | 1 | Your passwords do not match. | Re-type both passwords. |
| | 2 | Previous passwords are prohibited. Please choose a new password. | Enter a new password. |
| Password | 0 | You have selected to use a Unified Security Logon to access the system. | Enter a password. |
| Phone Number | 0 | A current Phone Number must be given. | Enter a Phone Number. |
| Save | 0 | Your account information has been updated. | |
| | 1 | Errors occurred while updating your account information. | Click the Save button again. |
| User ID | 0 | You have selected to use a Unified Security Logon to access the system. | Enter a Logon ID. |

7.1.5 Accessibility and Use

To access and use the Account Maintenance window, complete the steps in the step/action table(s).

To Access Account Maintenance Window

| Step | Action | Response |
|------|--|---------------------------------------|
| 1 | Logon to PROMISe™/LIHEAP Vendor Internet | The LIHEAP Main Menu window opens. |
| 2 | Click the Account menu tab. | The Account Maintenance window opens. |

To Update User Information

| Step | Action | Response |
|------|---|---------------------------|
| 1 | Type a value in the Contact Name, E-Mail, and Phone Number fields. | |
| 2 | Click the Save button. | The information is saved. |

To Change User Password

| Step | Action | Response |
|------|--------|----------|
|------|--------|----------|

| Step | Action | Response |
|------|---|---------------------------|
| 1 | Type a value in the New Password and Confirm Password fields. | |
| 2 | Click the Save button. | The information is saved. |

Password Requirements

User passwords must:

- Begin with an alpha character
- Be between 6 and 8 characters in length
- Contain at least 2 numeric characters.

Users cannot reuse their three most recent passwords.

To Manage Alternates

| Step | Action | Response |
|------|--|---|
| 1 | Click the Manage Alternates button. | The Alternate Maintenance window opens. |

7.2 Alternate Creation Complete

The Alternate Creation Complete window appears automatically after successfully creating a new alternate association to a vendor in the Create New Alternate (Alternate Creation) window. The Alternate Creation Complete window verifies the new alternate information by displaying the following:

- The name of the new alternate as it has been keyed into the system.
- The ID number the system has assigned to the new alternate.

Before leaving this window it is advisable to print it to retain a record of the User Logon ID. The alternate that has been created needs this nine-digit ID number to log on to the system and access the vendor's account. To exit this window, press the Continue button and return to the LIHEAP Main Menu.

7.2.1 Layout

Alternate Creation Complete

The following Alternate user has been created. They now have access to your account. To access your account they will be required to login into the system using the assigned *User Logon ID* below.

**Please print this for your records.

User Logon ID: **ALT123456**

Contact Name: John Doe

7.2.2 Field Descriptions

| Field | Description | Data Type | Length |
|---------------|--|-----------|--------|
| Contact Name | Displays the name of the new alternate as it has been entered in the Create New Alternate window. This field is display-only and cannot be edited. | Character | 20 |
| Continue | Exits this window and returns the user to the LIHEAP Main Page. | Button | 0 |
| User Logon ID | System-assigned user ID for the newly created alternate. This field is display-only and cannot be edited. | Character | 9 |

7.2.3 Field Edits

| Field | Error Code | Error Message | To Correct |
|---|------------|---------------|------------|
| No Error Code Messages found for this window. | | | |

7.2.4 Accessibility and Use

To access and use the Alternate Creation Complete window, complete the steps in the step/action table.

To Access Alternate Creation Complete Window

| Step | Action | Response |
|------|---|--|
| 1 | Logon to PROMISe™/LIHEAP Vendor Internet | The LIHEAP Main Menu window opens. |
| 2 | Click the Account menu tab. | The Account Maintenance window opens. |
| 3 | Click the Manage Alternates button. | The Alternate Management window opens. |
| 4 | Click the Create New Alternate button. | The Create New Alternate window opens. |

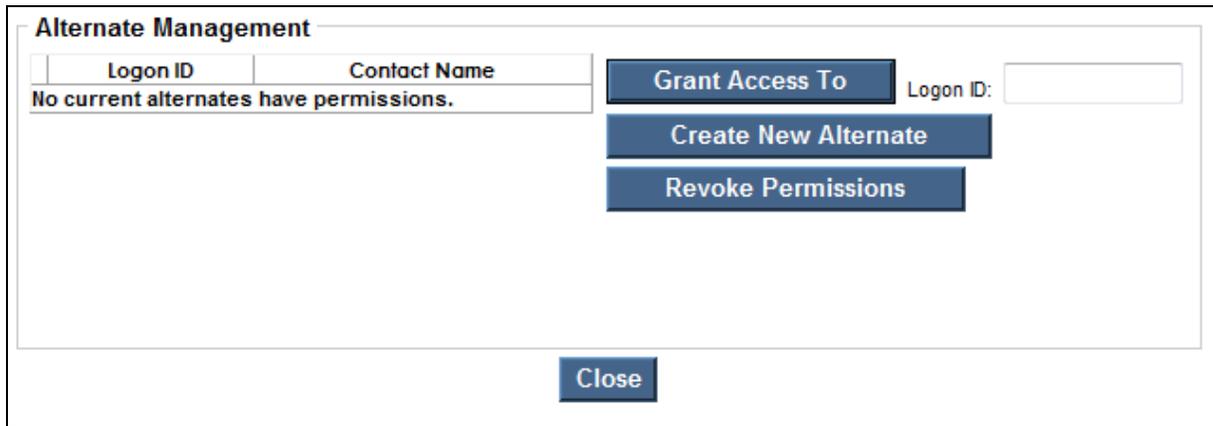
| Step | Action | Response |
|------|--|--|
| 5 | Perform the steps outlined in the Create New Alternate Window Use instructions to create a new alternate association to a vendor account. | |
| 6 | Click the Create Alternate button. | The Alternate Creation Complete window opens to verify the information entered in the Create New Alternate window. |
| 7 | Click the Continue button to exit the window. | |

7.3 Alternate Management

The Alternate Management window is used in conjunction with the Account Maintenance window to manage alternate information in the user's account profile. This window displays a list of alternates who have been granted access to this account, and is used to grant new, edit, or revoke permission to an alternate.

Only users who are logged on with a vendor ID can access this window. To navigate to this window, select the Account option in the menu bar of the LIHEAP Main Menu to open the Account Maintenance window; click the Manage Alternates button. The Alternate Management window opens.

7.3.1 Layout



7.3.2 Field Descriptions

| Field | Description | Data Type | Length |
|----------------------|--|-----------|--------|
| Close | Exits the window. | Button | 0 |
| Contact Name | Alternate user's name. | Character | 40 |
| Create New Alternate | Opens the Alternate Creation window. | Button | 0 |
| Grant Access To | Grants access to a designated alternate. | Button | 0 |
| Logon ID | User log on ID being added to the account. | N/A | 0 |

| Field | Description | Data Type | Length |
|---------------------|---|-----------|--------|
| Logon ID (existing) | User log on ID for existing alternate(s). | Character | 20 |
| Revoke Permissions | Revokes permissions to the account for the selected alternates. | Button | 0 |

7.3.3 Field Edits

| Field | Error Code | Error Message | To Correct |
|--------------------|------------|---|------------------------------------|
| Grant Access To | 0 | To grant permissions, enter a valid Logon ID. | Enter a valid Logon ID. |
| | 1 | 'UserName' is not a valid user or you cannot grant permission to that user. | Enter a valid Alternate ID. |
| Revoke Permissions | 0 | To revoke permissions, select an alternate from the list. | Select an alternate from the list. |

7.3.4 Accessibility and Use

To access and use the Alternate Management window, complete the steps in the step/action table(s).

To Access the Alternate Management Window

| Step | Action | Response |
|------|--|--|
| 1 | Logon to PROMISe™/LIHEAP Vendor Internet | The LIHEAP Main Menu window opens. |
| 2 | Click the Account menu tab. | The Account Maintenance window opens. |
| 3 | Click the Manage Alternates button. | The Alternate Management window opens. |

To Grant Access to Logon ID

| Step | Action | Response |
|------|--|--------------------------------|
| 1 | Type a value in the Logon ID field. | |
| 2 | Click the Grant Access To button. | Access is granted to Logon ID. |

To Create New Alternate

| Step | Action | Response |
|------|---|--|
| 1 | Click the Create New Alternate button. | The Create New Alternate window opens. |

To Revoke Permissions

| Step | Action | Response |
|------|---|------------------------------|
| 1 | Click to select a Logon ID . | |
| 2 | Click the Revoke Permissions button. | Logon permission is revoked. |

7.4 Create New Alternate

The Create New Alternate window displays the Alternate Creation page, and is used by a vendor to create a new user account by entering a contact name and assigning a temporary password to the new contact name.

This window is accessed from the Account option on the Menu Bar, which opens the Account Maintenance window. Click the Manage Alternates button to open the Alternate Management window. Click the Create New Alternate button.

7.4.1 Layout

Alternate Creation

To create an Alternate, complete the fields listed below and click the *Create Alternate* button.

Please be advised that, for security reasons, the *Password* that you assign on this screen will be changed when the alternate initializes their account. It is therefore recommended that the alternate's actual name be used for the *Contact Name* field. The *Contact Name* field will not be updateable once the alternate is created and will serve as the provider's primary means of tracking the alternate's identity.

Once a alternate is created, they are web users in their own right. A single alternate may be granted access to multiple providers. If a alternate has not been granted access by any providers, they will be denied access to the secure website. The alternate's access may be revoked at any time by the granting provider.

Contact Name:

Password:

7.4.2 Field Descriptions

| Field | Description | Data Type | Length |
|------------------|--|-----------|--------|
| Cancel | Cancels the action so no new information is added, deleted, or saved in the existing window. | Button | 0 |
| Contact Name | Contact name for the new alternate user. It is recommended that this name be the same as the alternate's name for tracking purposes. | Character | 40 |
| Create Alternate | Enters the new alternate user account information into the system. | Button | 0 |
| Password | Password for the new alternate user account. | Character | 20 |

7.4.3 Field Edits

| Field | Error Code | Error Message | To Correct |
|--------------|------------|---|---|
| Contact Name | 0 | Contact Name is a required field. | Enter a contact name. |
| Password | 0 | Password is a required field. | Enter a Password. |
| | 1 | Your password must begin with an alpha character, be between 6 and 8 characters in length, and contain at least 2 numeric characters. | Enter a Password in the specified format. |

7.4.4 Accessibility and Use

To access and use the Create New Alternate window, complete the steps in the step/action table(s).

To Access Create New Alternate Window

| Step | Action | Response |
|------|--|--|
| 1 | Logon to PROMIS ^e /LIHEAP Vendor Internet | The LIHEAP Main Menu window opens. |
| 2 | Click the Account menu tab. | The Account Maintenance window opens. |
| 3 | Click the Manage Alternates button. | The Alternate Management window opens. |
| 4 | Click the Create New Alternate button. | The Create New Alternate window opens. |

To Create New Alternate

| Step | Action | Response |
|------|---|-------------------------------------|
| 1 | Type a value in the Contact Name and Password fields. | |
| 2 | Click the Create Alternate button. | The new alternate logon is created. |

To Cancel New Alternate

| Step | Action | Response |
|------|---------------------------------|---|
| 1 | Click the Cancel button. | The new alternate is not created and the form is cleared. |

7.5 Crisis Attachment Upload

The Crisis Attachment Upload screen was created to handle the functionality of submitting formatted PDFs to be matched up with a claim.

There are three entry points to the page:

- Claims Inquiry
- Attachment Control Number Request

- Claims Submission

The key fields on the screen (Last Name, First Name, Crisis Authorization # and Attachment Control #) will pre-populate with the data from the associated entry point record selected.

7.5.1 Layout

Account: 3006543210001

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"/> | Attachment Control Number | <input type="text"/> |
| First Name | <input type="text" value="ANTHONY"/> | | <input type="text" value="800003425"/> |
| Crisis Authorization # | <input type="text" value="8000001401"/> | | |
| File to Upload: | <input type="text"/> | <input type="button" value="Browse..."/> | <input type="button" value="ADD"/> |

After a file is attached, it displays at the bottom of the page:

Account: 3002908940110

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:

Attachment Control Number:

First Name:

Crisis Authorization #:

File to Upload:

| Date Added | File Name | File Size | |
|---------------------|--------------------------------|-----------|---------------------------------------|
| 10/20/2016 11:10:30 | Supporting Documentation 1.pdf | 78 KB | <input type="button" value="Remove"/> |
| 10/20/2016 11:10:43 | Supporting Documentation 2.pdf | 78 KB | <input type="button" value="Remove"/> |
| 10/20/2016 11:10:52 | Supporting Documentation 3.pdf | 78 KB | <input type="button" value="Remove"/> |

7.5.2 Field Descriptions

| Field | Description | Data Type | Length |
|-----------------------------|--|-----------|--------|
| Active Crisis Authorization | Opens the Active Crisis Authorization window | Button | 0 |
| ADD | The button used to upload files for the crisis authorization | Button | 0 |
| Attachment Control Number | Attachment control number. | Number | 9 |

| Field | Description | Data Type | Length |
|------------------------|--|-----------|--------|
| Browse | The button used to locate the electronic files used for uploading | Button | 0 |
| Claim Inquiry | Opens the Claim Inquiry window | Button | 0 |
| Crisis Authorization # | Crisis authorization number | Number | 10 |
| File to Upload | PDF file name to be uploaded. Automatically entered after selecting a file using the Browse button | Character | 260 |
| First Name | The recipient first name | Character | 11 |
| Last Name | The recipient last name | Character | 14 |
| Remove | Removes the attachment | Button | 0 |
| Submit Attachment(s) | Submits new attachment(s) | Button | 0 |

7.5.3 Fields Edits

| Field | Error Code | Error Message | To Correct |
|-----------------------|------------|---|---|
| ADD | 0 | Please select a file to add | Select a PDF file |
| | 1 | Please select a PDF file | Select a PDF file |
| | 2 | File has already been added | Select a new PDF file |
| Remove | 0 | Are you sure you want to remove this file? | OK = Removes the file Cancel = File is not removed |
| Submit Attachments(s) | 0 | A file must be selected for upload. Please upload only PDF's. | Select a PDF file |
| | 1 | The size of the file that was uploaded is larger than the maximum allowed file size of 500KB. | Select a file with a size less than 500KB |
| | 2 | A file with the name "<FILE NAME>" has already been uploaded. | Select a new file. |

7.5.4 Accessibility and Use

To access and use the Crisis Attachment Upload window, complete the steps in the step/action table(s).

To Access Crisis Attachment Upload Window

| Step | Action | Response |
|------|--|------------------------------------|
| 1 | Logon to PROMISe™/LIHEAP Vendor Internet | The LIHEAP Main Menu window opens. |

| Step | Action | Response |
|------|---|---|
| 2 | Click the Express Process, Claim Inquiry, Vendor Claim Attachment Number Request or Claim Submission links | The Claim Inquiry, Vendor Claim Attachment Number Request or Claim Submission window opens. |
| 3 | From Claim Inquiry, perform a search and click on the Submit Attachment(s) or Re-Submit Attachment(s) buttons for the appropriate record(s) | The Crisis Attachment Upload window opens. |
| 4 | From the Vendor Claim Attachment Number Request window request an Attachment Control Number (ACN), or search for an existing ACN that has already been requested. Select Submit Attachment(s) to submit attachments or select Re-Submit Attachment(s) to resend attachments | The Crisis Attachment Upload window opens. |
| 5 | From the LIHEAP Claim Submission window, enter the claim information and click the Submit Attachment(s) button | The Crisis Attachment Upload window opens. |

To Submit/Re-Submit Electronic Files

| Step | Action | Response |
|------|--|---|
| 1 | Open the Crisis Attachment Upload window | The Crisis Attachment Upload window opens. |
| 2 | Click the Browse button. | The Choose File to Upload window opens |
| 3 | Locate the appropriate PDF file to attach | The file name populates the File to Upload field. |
| 4 | Click the ADD button | The file is attached and displays at the bottom of the page. |
| 5 | Repeat as needed (up to a total of 3 attachments) | The files are attached and display at the bottom of the page. |
| 6 | Click the Submit Attachment(s) or Re-Submit Attachment(s) button | The attached files are submitted. |

NOTE: The LIHEAP Cover Sheet will be automatically generated and transmitted with the submitted files.

To Access the Active Crisis Authorization Window

| Step | Action | Response |
|------|--|---|
| 1 | Open the Crisis Attachment Upload window | The Crisis Attachment Upload window opens. |
| 2 | Click on the Active Crisis Authorization button | The Active Crisis Authorization window opens. |

To Access the Claim Submission Window

| Step | Action | Response |
|------|--------|----------|
|------|--------|----------|

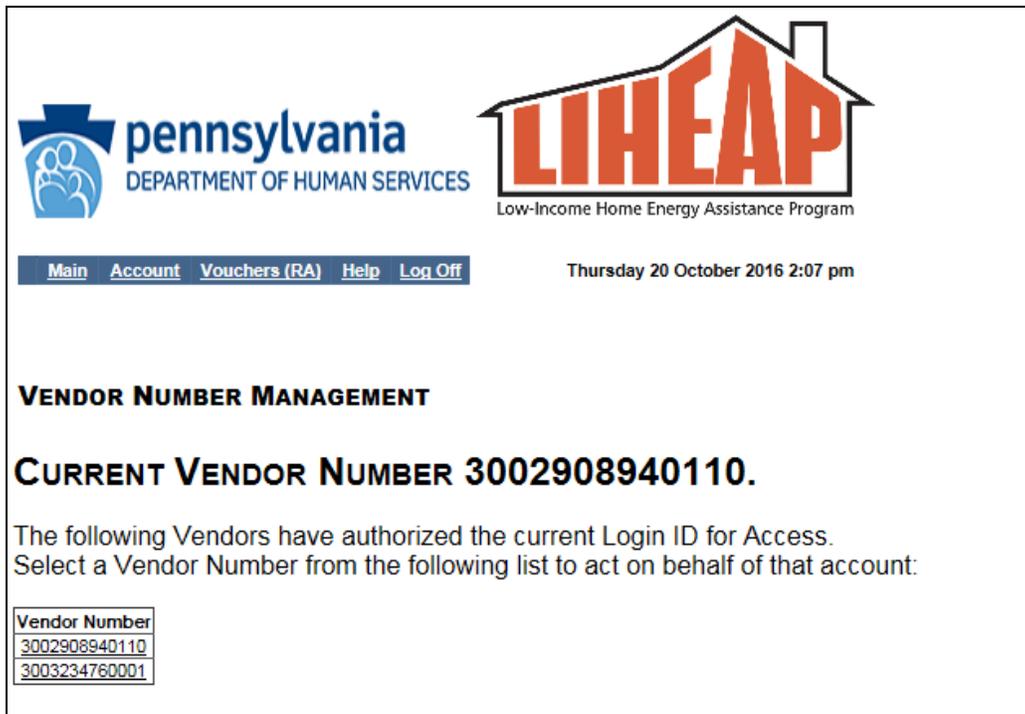
| Step | Action | Response |
|------|---|--|
| 1 | Open the Crisis Attachment Upload window | The Crisis Attachment Upload window opens. |
| 2 | Click on the Continue to Claim button | The Claim Submission window opens. |

7.6 Internet Vendor Switch

Alternate accounts with permission to access multiple vendor accounts use the Internet Vendor Switch window to switch to a different Vendor ID. From the LIHEAP Main Menu, click the “Switch to a Different Vendor” link, or select “Change Provider ID” from the Account menu item. The Vendor IDs that have granted permissions to the alternate account are listed.

To switch to a different vendor ID, click the appropriate Vendor ID hyperlink from the list. The user session will change to function under the context of the selected Vendor ID.

7.6.1 Layout



7.6.2 Field Descriptions

| Field | Description | Data Type | Length |
|-----------------|---|-----------|--------|
| Home | Returns user to the LIHEAP Main Menu | Button | 0 |
| Provider Number | Vendor ID that has granted the alternate account access | Hyperlink | 0 |

7.6.3 Field Edits

| Field | Error Code | Error Message | To Correct |
|---|------------|---------------|------------|
| No Error Code Messages found for this window. | | | |

7.6.4 Accessibility and Use

To access and use the Internet Vendor Switch window, complete the steps in the step/action table(s).

To Access Internet Vendor Switch Window

| Step | Action | Response |
|------|--|--|
| 1 | Logon to PROMISe™/LIHEAP Vendor Internet as an Alternate Account | The LIHEAP Main Menu window opens. |
| 2 | Click the “Switch to a Different Vendor” link. | The Internet Vendor Switch window opens. |

To Switch to a Different Vendor ID

| Step | Action | Response |
|------|--|---|
| 1 | Click the appropriate Vendor ID hyperlink. | Returns to the LIHEAP Main Menu under the selected Vendor ID. |

7.7 LIHEAP Claim

The LIHEAP Claim window displays LIHEAP claims. From here, a vendor can enter all of the required information to submit a LIHEAP claim, including up to four detail lines. This window is accessed by clicking the Claim Submission link from the LIHEAP Main Page.

7.7.1 Layout



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LIHEAP
Low-Income Home Energy Assistance Program

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Thursday 20 October 2016 2:08 pm

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

Billing Information

| | | | |
|---------------------|---|--------------------------------|----------------------|
| Vendor: | 3002908940110 | Attachment Control #: | <input type="text"/> |
| Claim Frequency: | 1 - Original <input type="button" value="v"/> | Crisis Authorization #: | <input type="text"/> |
| Original Claim #: | <input type="text"/> | Delivery Date (MM/DD/YYYY): | <input type="text"/> |
| Customer Account #: | <input type="text"/> | Total Crisis Billed to LIHEAP: | <input type="text"/> |
| Last Name: | <input type="text"/> | | |
| First Name: | <input type="text"/> | | |
| Middle Initial: | <input type="text"/> | | |

Service Lines

| Delivery Date | Service Code | Basis of Measurement | Units | Price per Unit | Billed Amount |
|---------------|--------------|----------------------|-------|----------------|---------------|
| 1 | | | 1 | | |

Service Code:

Basis of Measurement:

Units: (decimal only)

Price per Unit:

Crisis Amount Billed:

Claim Status Information

Claim Status: Not Submitted yet.

7.7.2 Field Descriptions

| Field | Description | Data Type | Length |
|-------------------------------|---|--------------------|--------|
| (Line #) | Sequential number of a service detail. | Number | 4 |
| Active Crisis Authorization | Displays the Vendor Active Authorization window | Button | 0 |
| Add | Add new service line to claim. | Button | 0 |
| Attachment Control # | Attachment control number (ACN) is used to relate attachments to this claim. | Number | 9 |
| Basis of Measurement | Units in which a value is being expressed. | Drop Down List Box | 0 |
| Claim Frequency | Specifies the frequency of the claim. This field cannot be updated by the user. | Drop Down List Box | 0 |
| Crisis Amount Billed | Amount requested for payment for services rendered. | Number | 10 |
| Crisis Authorization # | Crisis Authorization Number submitted on the claim. | Number | 10 |
| Customer Account # | Number assigned to the customer by the vendor, used by the vendor for their own internal claim submission tracking. | Character | 25 |
| Delivery Date (MM/DD/YYYY) | Date of service delivery. The slashes are system generated and cannot be entered. | Date (MM/DD/CCYY) | 10 |
| First Name | First name of the LIHEAP recipient. | Character | 11 |
| Last Name | Last name of the LIHEAP recipient. | Character | 14 |
| Middle Initial | Middle initial of the LIHEAP recipient. | Character | 1 |
| Original Claim # | Original claim number for the claim when the claim frequency code is other than Original. This field cannot be updated by the user. | Character | 13 |
| Price per Unit | The price per unit. | Number | 8 |
| Remove | Remove selected service line from claim. | Button | 0 |
| Resubmit Attachment(s) | Displays the Crisis Attachment Upload page. | Button | 0 |
| Service Code | Description that clarifies the product/service procedure code. | Drop Down List Box | 0 |
| Submit | Submits claim to LIHEAP. | Button | 0 |
| Submit Attachment(s) | Displays the Crisis Attachment Upload page. | Button | 0 |
| Total Crisis Billed To LIHEAP | Total amount requested for payment for services rendered. | Number | 12 |

| Field | Description | Data Type | Length |
|--------|--|-----------|--------|
| Units | Number of units submitted for payment on a claim service line. | Number | 8 |
| Vendor | Vendor's ID number. | Number | 13 |

7.7.3 Field Edits

| Field | Error Code | Error Message | To Correct |
|-------------------------------|------------|---|--|
| Attachment Control # | 0 | Attachment Control Number missing or invalid | Enter the Attachment Control Number |
| | 1 | Attachment Control # must be nine digits. | Enter the nine digit Attachment Control Number |
| | 2 | Invalid Attachment Control # entered. Please check your Attachment Control # and try again. | Enter a valid Attachment Control Number. |
| Basis of Measurement | 0 | Service Line #: Basis of Measurement missing. | Select a Basis of Measurement for Service Line # |
| Crisis Amount Billed | 0 | Service Line #: Billed Amount is missing. | Enter Billed Amount for Service Line # |
| Crisis Authorization # | 0 | Crisis Authorization # missing or invalid. | Enter the Crisis Authorization Number |
| | 1 | Crisis Authorization # must be ten digits. | Enter a ten-digit Crisis Authorization Number |
| Delivery Date | 0 | Delivery Date is missing or invalid. | Enter a Delivery Date |
| First Name | 0 | First name missing or invalid. | Enter the recipient's First Name |
| Last Name | 0 | Last name missing or invalid. | Enter the recipient's Last Name |
| Price Per Unit | 0 | Service Line #: Price Per Unit missing. | Enter Price Per Unit for Service Line # |
| Service Code | 0 | Service Line #: Service Code missing. | Select a Service Code for Service Line # |
| Total Crisis Billed to LIHEAP | 0 | Total billed to LIHEAP is missing or invalid. | Enter a Total Billed to LIHEAP amount. |
| Units | 0 | Units are missing. | Enter a number of units for Service Line |

NOTE: Any required fields not completed will return an error message and will need to be completed prior to submission of the claim.



pennsylvania
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LIHEAP
Low-Income Home Energy Assistance Program

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Thursday 20 October 2016 2:11 pm

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

Billing Information

| | |
|--|--|
| Vendor: 3002908940110 | Attachment Control #: <input type="text"/> Attachment Control Number missing or invalid |
| Claim Frequency: 1 - Original | Crisis Authorization #: <input type="text"/> Crisis Authorization # missing or invalid |
| Original Claim #: <input type="text"/> | Delivery Date (MM/DD/YYYY): <input type="text"/> Delivery Date is missing or invalid |
| Customer Account #: <input type="text"/> | Total Crisis Billed to LIHEAP: <input type="text"/> Total Billed to LIHEAP missing or invalid. |
| Last Name: <input type="text"/> Last name missing or invalid | |
| First Name: <input type="text"/> First name missing or invalid | |
| Middle Initial: <input type="text"/> | |

Service Lines

| 1 | Delivery Date | Service Code | Basis of Measurement | Units | Price per Unit | Billed Amount |
|---|---------------|--------------|----------------------|-------|----------------|---------------|
| | | | | 1 | | |

| | |
|--|---|
| Service Code: <input type="text"/> | Service Code missing |
| Basis of Measurement: <input type="text"/> | Basis of Measurement missing |
| Units: (decimal only) <input type="text" value="1"/> | |
| Price per Unit: <input type="text"/> | Price per unit is missing |
| Crisis Amount Billed: <input type="text"/> | Billed Amount is missing |

Claim Status Information

Claim Status Not Submitted yet.

7.7.4 Accessibility and Use

To access and use the LIHEAP Claim window, complete the steps in the step/action table(s).

To Access LIHEAP Claim Window

| Step | Action | Response |
|------|---|------------------------------------|
| 1 | Logon to PROMIS ^e ™/LIHEAP Vendor Internet | The LIHEAP Main Menu window opens. |
| 2 | Click the Claim Submission link | The LIHEAP Claim window opens. |

To Complete Claim Billing Information

NOTE: Claims should be completed in accordance with DHS’s guidelines, policies, and procedures. Refer to the DHS web site for more specific information on completing a claim submission.

| Step | Action | Response |
|------|--|----------|
| 1 | In the Billing Information section, type a value in the Last Name, First Name, Attachment Control #, Crisis Authorization #, Delivery date, and Total Crisis Billed to LIHEAP fields. | |

To Add Claim Service Line Information

| Step | Action | Response |
|------|---|---|
| 1 | Select a value in the Service Code and Basis of Measurement fields. | |
| 2 | Type a value in the Units, Price per Unit, and Crisis Amount Billed fields. | |
| 3 | To add additional lines of service information, click the Add button and repeat steps. | An additional line is added to the claim. |

To Edit Service Line Information

| Step | Action | Response |
|------|--|---|
| 1 | In the Service Lines section, click to highlight the Service Line to be edited. | The service fields will update to display the selected service line data. |
| 2 | Edit the fields as necessary. | The service line is updated. |

To Remove Service Line Information

| Step | Action | Response |
|------|---|------------------------------|
| 1 | In the Service Lines section, click to highlight the Service Line to be removed. | |
| 2 | Click the Delete button. | The service line is removed. |

To Submit the Claim

| Step | Action | Response |
|------|---------------------------------|-------------------------|
| 1 | Click the Submit button. | The claim is submitted. |

To Submit Electronic Files

| Step | Action | Response |
|------|---|--|
| 1 | Click the Submit Attachment(s) button. | The Crisis Attachment Upload page opens. |

7.8 LIHEAP Claims Inquiry

The LIHEAP Claims Inquiry window is used by vendors to search all service claims associated with their vendor number. The search can be narrowed by specifying the ICN, crisis authorization number, date range, recipient name, or claim status criteria.

Only the top section of the window above the Search button appears when the window is first accessed. The search results section in the lower portion of the window, as shown in the Layout below, appears after a search has been initiated. This section displays the search results.

This window is accessed by selecting Claims Inquiry from the LIHEAP Main Menu.

7.8.1 Layout

The screenshot displays the LIHEAP Claims Inquiry interface. At the top, there are logos for Pennsylvania Department of Human Services and LIHEAP (Low-Income Home Energy Assistance Program). A navigation menu includes 'Main', 'Account', 'Vouchers (RA)', 'Help', and 'Log Off'. The current date and time are 'Thursday 20 October 2016 1:47 pm'. The page title is 'Claim Inquiry: 3002908940110'.

The search form includes the following fields and options:

- Last Name: [Text Input]
- First Name: [Text Input]
- ICN (Claim ID): [Text Input]
- Crisis Authorization #: [Text Input]
- Claim Status: [Dropdown Menu: Any Status]
- Date Type:
 - Delivery Date
 - From Date: [Text Input: 10/15/2016] Thru Date: [Text Input: 10/31/2016]
- Sort Type:
 - Delivery Date
 - ICN (Claim ID)
- Sort Order:
 - Descending
 - Ascending

A 'Search' button is located below the form fields.

The search results are displayed in a table with the following columns: ICN (Claim ID), Delivery Date, Last Name, First Name, Billed Amount, Amount Paid, Status, and Document Upload.

| ICN (Claim ID) | Delivery Date | Last Name | First Name | Billed Amount | Amount Paid | Status | Document Upload |
|-------------------------------|---------------|------------|------------|---------------|-------------|-----------|---|
| 2815166000001 | 20161020 | [REDACTED] | SALLYE | 500.00 | 500.00 | Paid | |
| 2815162000001 | 20161020 | [REDACTED] | DONTE | 500.00 | 0.00 | Suspended | Re-Submit Attachment(s) |
| 2815180000001 | 20161018 | [REDACTED] | DIONNA | 500.00 | 0.00 | Denied | |
| 2815159000001 | 20161021 | [REDACTED] | MARCUS | 500.00 | 0.00 | Suspended | Submit Attachment(s) |
| 2815160000001 | 20161019 | [REDACTED] | PATRICIA | 500.00 | 500.00 | Paid | |

7.8.2 Field Descriptions

| Field | Description | Data Type | Length |
|--------------------------------|--|--------------------|--------|
| Amount Paid | Amount of the claim payment check. | Number | 9 |
| Billed Amount | Billed amount for the specified service. | Number | 9 |
| Claim Status (Input) | Type of claim status for which the search is performed. Values are: Any Status, Approved, Denied, Paid, and Suspended. | Drop Down List Box | 0 |
| Claim Status (Output) | Current status of the claim as reported by the system. Values are: Approved, Denied, Suspended, or Paid. | Character | 0 |
| Crisis Authorization # (Input) | Crisis authorization number associated with submitted claims. | Number | 10 |
| Delivery Date | Selects search by Delivery Date. | Radio Button | 0 |
| Delivery Date (Output) | Delivery date of service | Date (CCYYMMDD) | 10 |
| Document Upload | Indicates if Submit Attachment(s) or Re-Submit Attachment(s) options are available to submit electronic attachments | Button | 0 |
| First | Link to the first page of search results, if one exists. | Hyperlink | 0 |
| First Name (Input) | Recipient first name for search. | Character | 11 |
| First Name (Output) | Recipient first name associated with the claim. | Character | 11 |
| From Date (Input) | Beginning date of search. The slashes are system generated and cannot be entered. | Date (MM/DD/CCYY) | 10 |
| ICN (Claim ID) (Input) | Internal control number entered by the user to identify a claim. | Character | 13 |
| ICN (Claim ID) (Output) | Internal control number that identifies a claim. To view more information about a specific ICN, click the linked ICN number in this field. | Character | 13 |
| Last | Link to the last page of search results, if one exists. | Hyperlink | 0 |
| Last Name (Input) | Recipient last name for search. | Character | 14 |
| Last Name (Output) | Recipient last name associated with the claim. | Character | 14 |
| Next | Link to the next page, if one exists. | Hyperlink | 0 |
| Previous | Link to the previous page, if one exists. | Hyperlink | 0 |
| Re-Submit Attachment(s) | Opens the Crisis Attachment Upload page | Button | 0 |
| Search | Searches database for the desired record. | Button | 0 |

| Field | Description | Data Type | Length |
|-------------------------------------|--|-------------------|--------|
| Sort Order (Ascending) | Sorts the results in ascending order. | Radio Button | 0 |
| Sort Order (Descending) (Default) | Sorts the results in descending order. | Radio Button | 0 |
| Sort Type (Delivery Date) (Default) | Sorts the results by delivery date. | Radio Button | 0 |
| Sort Type (ICN) | Sorts the results by ICN. | Radio Button | 0 |
| Submit Attachment(s) | Opens the Crisis Attachment Upload page | Button | 0 |
| Thru Date (Input) | Ending date of search. The slashes are system generated and cannot be entered. | Date (MM/DD/CCYY) | 10 |

7.8.3 Field Edits

| Field | Error Code | Error Message | To Correct |
|-------------------|------------|--|--|
| Delivery Date | 0 | Please specify Delivery Dates Range while searching with First Name and Last Name. | Enter the From Date and Thru Date |
| First Name | 0 | Please specify both First Name and Last Name. | Enter the first and last name |
| From Date (Input) | 0 | The from date Day is invalid. | Enter a valid day. |
| | 1 | The from date Month is invalid. | Enter a valid month |
| | 2 | When ICN is not specified, the date range may not exceed one year. Please enter a shorter period of time or specify the ICN. | Enter a shorter range of days or populate the ICN field. |
| ICN (Input) | 0 | ICN must be 13 characters. | Enter a numeric, 13-character ICN. |
| | 1 | ICN must be numeric. | Enter a numeric, 13-character ICN. |
| Search | 0 | Please specify ICN, Recipient Name, Crisis Authorization # or enter a Date Range. | Enter at least one of the specified fields. |
| Thru Date (Input) | 0 | Thru date must be later than From Date. | Enter a Thru date later then the From date. |
| | 1 | The thru date Day is invalid. | Enter a valid day. |
| | 2 | The thru date Month is invalid. | Enter a valid month |

7.8.4 Accessibility and Use

To access and use the LIHEAP Claims Inquiry window, complete the steps in the step/action table(s).

To Access LIHEAP Claims Inquiry Window

| Step | Action | Response |
|------|--|---|
| 1 | Logon to PROMISe™/LIHEAP Vendor Internet | The LIHEAP Main Menu window opens. |
| 2 | Click the Claims Inquiry link. | The LIHEAP Claims Inquiry window opens. |

To Search for a Claim by Recipient Name

| Step | Action | Response |
|------|--|--|
| 1 | Type a value in the Last Name and First Name fields. | |
| 2 | In the Date Type section, enter a From Date and Thru Date . | |
| 3 | Click the Search button. | If a match is found, the search results list is displayed. |
| 4 | Click the ICN (Claim ID) link. | The detailed claim is displayed. |

To Search for a Claim by Crisis Authorization Number

| Step | Action | Response |
|------|--|--|
| 1 | Type a value in the Crisis Authorization # field. | |
| 2 | Click the Search button. | If a match is found, the search results list is displayed. |
| 3 | Click the ICN (Claim ID) link. | The detailed claim is displayed. |

To Search for a Claim by ICN

| Step | Action | Response |
|------|--|--|
| 1 | Type a value in the ICN (Claim ID) field. | |
| 2 | Click the Search button. | If a match is found, the search results list is displayed. |
| 3 | Click the ICN (Claim ID) link. | The detailed claim is displayed. |

To Search for a Claim by Delivery Date Range

| Step | Action | Response |
|------|--|--|
| 1 | In the Date Type section, enter a From Date and Thru Date . | |
| 2 | Click the Search button. | If a match is found, the search results list is displayed. |
| 3 | Click the ICN (Claim ID) link. | The detailed claim is displayed. |

To Submit or Re-Submit an Electronic Attachment

| Step | Action | Response |
|-------------|---|---|
| 1 | Click the Submit Attachment(s) or Re-Submit Attachment(s) button. | The Crisis Attachment Upload screen opens |

Search Combinations

The following search field combinations can be used to search for LIHEAP claims:

- Crisis Authorization Number
- ICN/Claim ID
- Last Name, First Name, and Date Range (maximum 365 days)
- Date Range (maximum 31 days)

7.9 LIHEAP Main Menu

The LIHEAP Main window is the home page for the vendors. It provides links to all of the vendor’s online services including claim inquiry, viewing active crisis authorizations, generating attachment control numbers, and claim submission.

The user can access this window by logging into the PROMISe™/LIHEAP Vendor Internet application with a valid username and password.

7.9.1 Layout



pennsylvania
DEPARTMENT OF HUMAN SERVICES



LIHEAP
Low-Income Home Energy Assistance Program

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

Thursday 20 October 2016 2:14 pm

Need Help? [Accessing Vouchers in PROMISe](#)
[Adding a PROMISe User](#)

Submit all Claims & Attachments within 30 days of Authorization!

LIHEAP Main Menu

Vendor ID: 3002908940110

Inquire on Existing Claims

Claims Inquiry

Submit new Claim

Online submission of a LIHEAP claim requires completion of the following steps:

1. Obtain an **Active Crisis Authorization Number (AAN)**
2. Generate an **Attachment Control Number (ACN)**
3. Submit a Claim, including the AAN from Step 1 and the ACN from Step 2 on the Claim Form where indicated.

Option 1. EXPRESS Process:

Guides Me through the Process and Pre-populates Claim Data

Option 2. Manual Process:

1. Active Crisis Authorizations
2. Attachment Control Numbers
3. Claim Submission

7.10 LIHEAP Main Menu Layout for Alternates



pennsylvania
DEPARTMENT OF HUMAN SERVICES



LIHEAP
Low-Income Home Energy Assistance Program

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

Thursday 20 October 2016 2:16 pm

Need Help? [Accessing Vouchers in PROMISe](#)
[Adding a PROMISe User](#)

Submit all Claims & Attachments within 30 days of Authorization!

LIHEAP Main Menu

Vendor ID: 3002908940110

Alternate / Delegate Accounts:

Switch to a different Vendor

Inquire on Existing Claims

Claims Inquiry

Submit new Claim

Online submission of a LIHEAP claim requires completion of the following steps:

1. Obtain an **Active Crisis Authorization Number (AAN)**
2. Generate an **Attachment Control Number (ACN)**
3. Submit a Claim, including the AAN from Step 1 and the ACN from Step 2 on the Claim Form where indicated.

Option 1. EXPRESS Process:

Guides Me through the Process and Pre-populates Claim Data

Option 2. Manual Process:

1. Active Crisis Authorizations
2. Attachment Control Numbers
3. Claim Submission

7.10.1 Field Descriptions

| Field | Description | Data Type | Length |
|--|---|-----------|--------|
| "Guides Me through the Process and Pre-populates Claim Data" | Hyperlink to the Vendor Active Authorization "Express Process" window | Hyperlink | 0 |
| Active Crisis Authorizations | Hyperlink to the Vendor Active Authorization window. | Hyperlink | 0 |
| Attachment Control Numbers | Hyperlink to the Vendor Claim Attachment Number Request window | Hyperlink | 0 |
| Claim Submission | Hyperlink to the Claim Submission window. | Hyperlink | 0 |
| Claims Inquiry | Hyperlink to the Claims Inquiry window. | Hyperlink | 0 |
| Switch to a Different Vendor | Hyperlink to the Internet Vendor Switch window. | Hyperlink | 0 |
| Vendor ID | Vendor's ID number. | Number | 13 |

7.10.2 Field Edits

| Field | Error Code | Error Message | To Correct |
|---|------------|---------------|------------|
| No Error Code Messages found for this window. | | | |

7.10.3 Accessibility and Use

To access and use the LIHEAP Main Menu window, complete the steps in the step/action table(s).

To Access LIHEAP Main Menu Window

| Step | Action | Response |
|------|--|------------------------------------|
| 1 | Logon to PROMISe™/LIHEAP Vendor Internet | The LIHEAP Main Menu window opens. |

To Access LIHEAP Claims Inquiry Window

| Step | Action | Response |
|------|---------------------------------------|---|
| 1 | Click the Claims Inquiry link. | The LIHEAP Claims Inquiry window opens. |

To Access the Vendor Active Authorization Window

| Step | Action | Response |
|------|---|---|
| 1 | Click the Active Crisis Authorizations link. | The Vendor Active Authorization window opens. |

To Access the Vendor Claim Attachment Number Request Window

| Step | Action | Response |
|------|---|--|
| 1 | Click the Attachment Control Numbers link. | The Vendor Claim Attachment Number Request window opens. |

To Submit New Claim Using the Express Process

| Step | Action | Response |
|------|---|---|
| 1 | Click the “Guides Me through the Process and Pre-populates Claim Data” link. | The Vendor Active Authorization window opens. |

To Submit New Claim Using the Manual Process

| Step | Action | Response |
|------|---|--------------------------------|
| 1 | Click the Claim Submission link. | The LIHEAP Claim window opens. |

To Switch to a Different Vendor Number (Alternates)

| Step | Action | Response |
|------|---|--|
| 1 | Click the Switch to a Different Vendor link. | The Internet Vendor Switch window opens. |

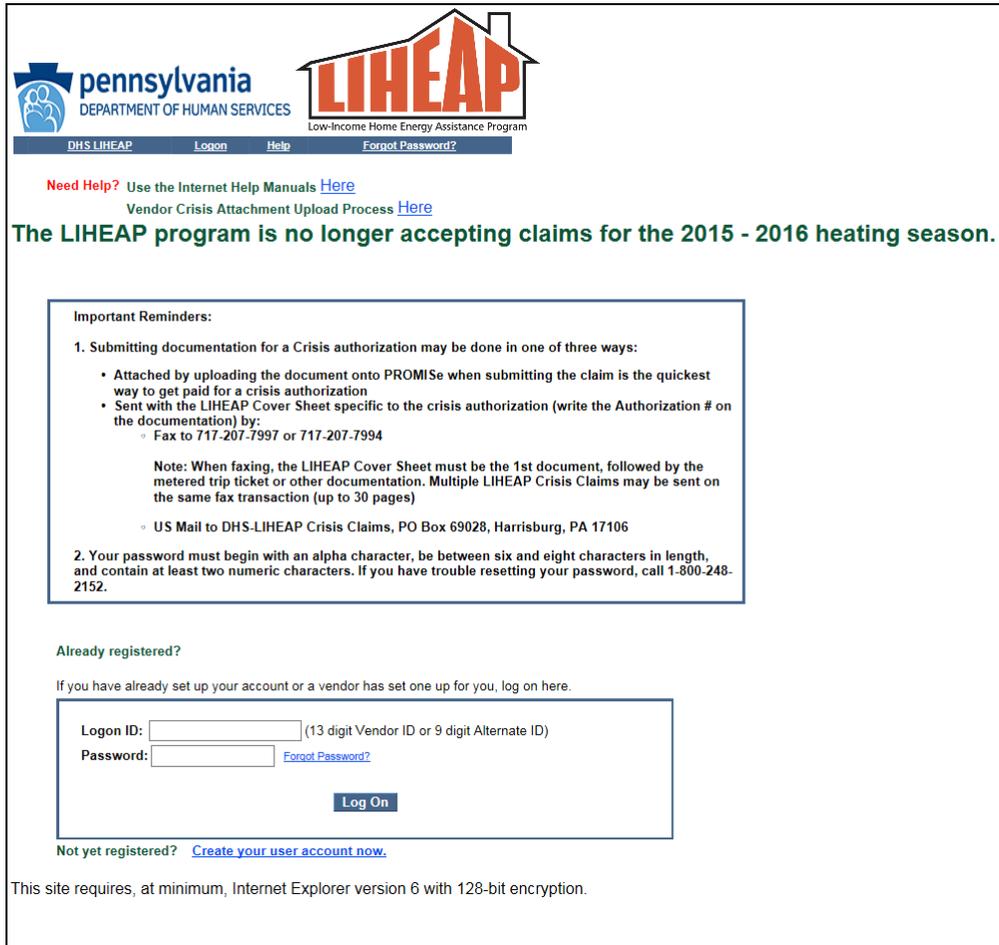
7.11 Logon

The Logon window is used by vendors to access the PROMIS^e/LIHEAP Vendor Internet web site. To enter the site, users identify themselves by entering security profile information.

A user with a temporary or expired password should log in using their system-assigned log on ID and temporary password. After the system successfully verifies the login information the user is directed to the Account Maintenance window and is prompted to change their password.

Users should enter their system-assigned log on ID and the password to enter the site. Users are periodically required to change their password. When changing passwords, the three prior and most recent passwords cannot be re-used. After six unsuccessful logon attempts, the account is disabled. You must contact the LIHEAP Vendor Assistance Center to reset your account.

7.11.1 Layout



Need Help? Use the Internet Help Manuals [Here](#)
Vendor Crisis Attachment Upload Process [Here](#)

The LIHEAP program is no longer accepting claims for the 2015 - 2016 heating season.

Important Reminders:

- Submitting documentation for a Crisis authorization may be done in one of three ways:
 - Attached by uploading the document onto PROMISe when submitting the claim is the quickest way to get paid for a crisis authorization
 - Sent with the LIHEAP Cover Sheet specific to the crisis authorization (write the Authorization # on the documentation) by:
 - Fax to 717-207-7997 or 717-207-7994

Note: When faxing, the LIHEAP Cover Sheet must be the 1st document, followed by the metered trip ticket or other documentation. Multiple LIHEAP Crisis Claims may be sent on the same fax transaction (up to 30 pages)

 - US Mail to DHS-LIHEAP Crisis Claims, PO Box 69028, Harrisburg, PA 17106
- Your password must begin with an alpha character, be between six and eight characters in length, and contain at least two numeric characters. If you have trouble resetting your password, call 1-800-248-2152.

Already registered?

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.](#)

This site requires, at minimum, Internet Explorer version 6 with 128-bit encryption.

7.11.2 Field Descriptions

| Field | Description | Data Type | Length |
|---------------------------------------|---|-----------|--------|
| Create your user account now. | Link to the vendor registration page. | Hyperlink | 0 |
| Forgot Password? | Links to window to self-authenticate. | Hyperlink | 0 |
| here | Link to PROMISe™/LIHEAP Vendor Internet user manuals. | Hyperlink | 0 |
| <input type="button" value="Log On"/> | Initiates the logon validation process. | Button | 0 |
| Logon ID | System-assigned Logon ID. | Character | 20 |
| Password | Password from user's security profile. | Character | 15 |

7.11.3 Field Edits

| Field | Error Code | Error Message | To Correct |
|----------|------------|--|---------------------------------------|
| Log On | 0 | Incorrect logon information entered. | Reenter your Logon ID and Password. |
| | 1 | Invalid User Name or Password. | Reenter your Logon ID and Password. |
| | 2 | Your account is disabled. | Contact the system administrator. |
| | 4 | Your request cannot be processed at this time, please try again later. | Retry your previous request. |
| Logon ID | 0 | Please enter a Logon ID. | Enter a valid Logon ID. |
| Password | 0 | Please enter password. | Enter the password for your Logon ID. |

7.11.4 Accessibility and Use

To access and use the Logon window, complete the steps in the step/action table(s).

To Access Logon window

| Step | Action | Response |
|------|---|--|
| 1 | On the LIHEAP Web site, click the PROMISe™/LIHEAP Internet link. | The PROMISe™/LIHEAP Vendor Internet Logon window is displayed. |

To Logon as an Existing User

| Step | Action | Response |
|------|---|-----------------------------------|
| 1 | Type a value in the Logon ID and Password fields. | |
| 2 | Click the Log On button. | The LIHEAP Main Menu window opens |

To Logon as a New User

| Step | Action | Response |
|------|---|---------------------------------------|
| 1 | Type a value in the Logon ID and Password fields. | |
| 2 | Click the Log On button. | The Account Maintenance window opens. |

7.12 Reset Password - New Password

The Reset Password - New Password window is linked to through the Forgotten Password process. After a user has successfully self-authenticated, they can reset their password.

7.12.1 Layout

7.12.2 Field Descriptions

| Field | Description | Data Type | Length |
|------------------|--|-----------|--------|
| Cancel | Takes the user back to the main logon page | Button | 0 |
| Confirm Password | Password Confirmation field. | Character | 8 |
| Password | User logon password. | Character | 8 |
| Reset Password | Initiates the reset of the password. | Button | 0 |

7.12.3 Field Edits

| Field | Error Code | Error Message | To Correct |
|----------------|------------|---|---|
| Password | 1 | Your password must begin with an alpha character, be between 6 and 8 characters in length, and contain at least 2 numeric characters. | Enter a valid password |
| Reset Password | 1 | Password is a required field and must match. Please re-enter. | Enter the same value for password and password confirmation |
| | 2 | Previous passwords are prohibited. Please choose a new password. | Enter a password not previously used |

7.12.4 Accessibility and Use

To access and use the Reset Password – New Password window, complete the steps in the step/action table(s).

To Access Reset Password – New Password Window

| Step | Action | Response |
|------|---|--|
| 1 | On the LIHEAP Web site, click the PROMISe™/LIHEAP Internet link. | The PROMISe™/LIHEAP Vendor Internet Logon window is displayed. |
| 2 | Click the Forgot Password tab. | The Reset Password – Logon ID window opens. |
| 3 | Type a value in the Enter your Logon ID field. | |
| 4 | Click the Continue button. | The Reset Password – Security Information window opens. |
| 5 | Vendors Only: Type in your answer for Question 1 and click the Continue button. Alternates Only: Type in your answers for Questions 1 & 2 and click the Continue button. | The Reset Password – New Password window opens. |

To Reset Password

| Step | Action | Response |
|------|---|------------------------|
| 1 | Type and confirm new password. | |
| 2 | Click the Reset Password button. | The password is reset. |

7.13 Reset Password - Security Information

The Reset Password - Security Information window is linked from the Reset Password window and assists users in resetting their password. The user is asked to provide two of the three fields below to verify they are the owner of the account. Vendors are asked to provide their FEIN/SSN and answer a single security question. Alternates are asked to answer two security questions.

7.13.1 Layout

Notice: Before you can use the "Forgot Password" function, you must answer the security question. If you cannot answer the security question, please call the Vendor Assistance Center at 800-248-2152 for assistance. Passwords must begin with alpha character, have at least 2 numbers, and be between 6 and 8 characters in length.

Password Reset - Logon ID

Enter your Logon ID:

[Continue](#) [Cancel](#)

7.13.2 Reset Password - Security Information Layout for Alternates

Notice: Before you can use the "Forgot Password" function, you must answer the security question. If you cannot answer the security question, please call the Vendor Assistance Center at 800-248-2152 for assistance. Passwords must begin with alpha character, have at least 2 numbers, and be between 6 and 8 characters in length.

Password Reset - Security Information

Please answer the following security questions:

What is your mother's maiden name?

What street did you grow up on?

[Continue](#) [Cancel](#)

7.13.3 Field Descriptions

| Field | Description | Data Type | Length |
|-----------------------|---|-----------|--------|
| (FEIN/SSN) | FEIN or SSN number. Only shown to Vendors. | Character | 11 |
| (Security Answer 1) | Answer to first security question. | Character | 20 |
| (Security Answer 2) | Answer to second security question. Only shown to alternates. | Character | 20 |
| (Security Question 1) | First security question the user selected when their account was created. | Character | 50 |
| (Security Question 2) | Second security question the user selected when their account was created. Only shown to alternates. | Character | 50 |
| Cancel | Returns the user to the logon without resetting their password. | Button | 0 |
| Continue | Verify the information entered and continue to the next reset password new password page if they are correct. | Button | 0 |

7.13.4 Field Edits

| Field | Error Code | Error Message | To Correct |
|----------|------------|--|---|
| Continue | 0 | Please answer both questions. | Complete both security questions. |
| | 1 | Information entered does not match data on file. | Please verify the FEIN/SSN and the answer to the security question. |

7.13.5 Accessibility and Use

To access and use the Reset Password – Security Information window, complete the steps in the step/action table(s).

To Access Reset Password – Security Information Window

| Step | Action | Response |
|------|---|--|
| 1 | On the LIHEAP Web site, click the PROMISe™/LIHEAP Internet link. | The PROMISe™/LIHEAP Vendor Internet Logon window is displayed. |
| 2 | Click the Forgot Password tab. | The Reset Password – Logon ID window opens. |
| 3 | Type a value in the Enter your Logon ID field. | |
| 4 | Click the Continue button. | The Reset Password – Security Information window opens. |
| 5 | Vendors Only: Type in your answer for Question 1 and click the Continue button. Alternates Only: Type in your answers for Questions 1 & 2 and click the Continue button. | The Reset Password – New Password window opens. |

To Reset Password

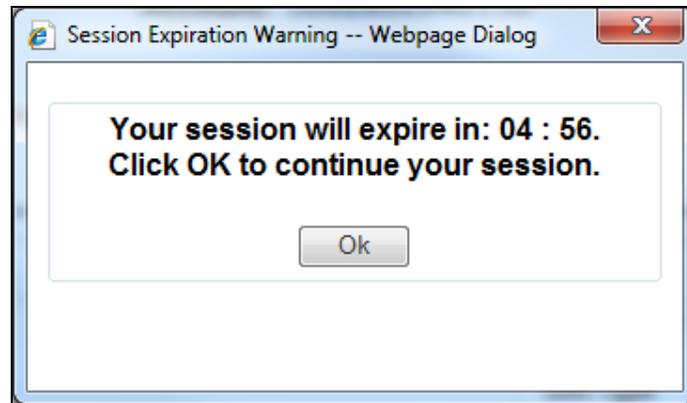
| Step | Action | Response |
|------|---|---|
| 1 | Type in a value for Question 1 and Question 2 and click the Continue button. | The Reset Password – New Password window opens. |
| 2 | Type and confirm new password. | |
| 3 | Click the Continue button. | The password is reset. |

7.14 Session Expiration Warning

The Session Expiration Warning window is generated by the system to warn vendors when their current PROMISe™/LIHEAP Vendor Internet session is about to expire. When five minutes remain of the session, this window pops up and displays the warning message and the time remaining in the current session. To reset the session, press the OK button. The warning message window will close, and the clock will reset to the maximum allowable session minutes.

Users may check their remaining session time prior to the pop up of the warning by looking at the timer in the lower left corner of the PROMISe™/LIHEAP Internet windows.

7.14.1 Layout



7.14.2 Field Descriptions

| Field | Description | Data Type | Length |
|-------|--|-----------|--------|
| OK | Resets the PROMISe™ Internet session time to the maximum allowable time. The session may be reset multiple times through this OK button. | Button | 0 |

7.14.3 Field Edits

| Field | Error Code | Error Message | To Correct |
|---|------------|---------------|------------|
| No Error Code Messages found for this window. | | | |

7.15 User Registration

The User Registration window allows a vendor to request access to the PROMIS^e/LIHEAP Vendor Internet web site. The User Registration window is accessed from the Logon window by clicking the “Create your user account now” hyperlink.

The user must complete the User Registration web form and select the Submit Registration button at the bottom of the page. When all required information is present, the user then proceeds to the Web User Agreement page. The agreement must be signed and submitted before gaining access to the PROMIS^e/LIHEAP Vendor Internet application.

7.15.1 Layout

User Registration

Type of Access Required: [Which access is right for me?](#)

Vendor ID: (13 digits required)

E-mail Address: (Example: vendor@fuelcompany.com)

Retype E-mail Address:

Contact Person:

Phone Number: (10 digits)

Enter a password:

Retype password:

Vendors and Billing Agents must enter the SSN or IRS EIN that is registered with your DPW Vendor Number. This required to validate your identity:

SSN: (OR) IRS EIN:

Select a security question and provide an answer:

Security Question:

Answer:

7.15.2 Field Descriptions

| Field | Description | Data Type | Length |
|-------------------------|---|--------------------|--------|
| Answer | User provided answer to the security question selected. | Character | 20 |
| Contact Person | The name of the contact person | Character | 40 |
| E-mail Address | Email Address of the contact | Character | 50 |
| Enter a Password | Password for site access | Alphanumeric | 8 |
| IRS EIN | EIN Number registered for the LIHEAP vendor | Number | 9 |
| Phone Number | Contact Phone Number | Number | 10 |
| Retype Email Address | Confirmation of the email address must match the email address field. | Character | 50 |
| Retype password | Confirmation of the password must match the password field | Alphanumeric | 8 |
| Security Question | List of valid security questions the user can select. | Drop Down List Box | 0 |
| SSN | Social security number registered for the LIHEAP vendor. | Number | 9 |
| Submit Registration | Submits the registration form | Button | 0 |
| Type of Access Required | Drop down for to select the access type. | Drop Down List Box | 0 |
| Vendor ID | The LIHEAP Vendor Number and Service Location Combination | Number | 13 |

7.15.3 Field Edits

| Field | Error Code | Error Message | To Correct |
|----------------|------------|---|--|
| Answer | 0 | Please answer the security question. | Select and answer one of the security questions. |
| Contact Person | 0 | Contact Person must be given. | Enter a contact person's name |
| E-mail Address | 0 | Email addresses do not match please verify and re-enter. | Enter matching email addresses. |
| | 1 | Email address and email address confirmation are required. Please enter a value in both fields. | Enter email address. |
| EIN | 0 | EIN must be 9 characters | Enter 9 digit numeric EIN |
| | 1 | EIN must be numeric | Enter a 9 digit numeric EIN |
| | 2 | Please enter either SSN or EIN. | Enter a EIN or SSN |

| Field | Error Code | Error Message | To Correct |
|----------------------|-------------------|---|---|
| Enter a Password | 0 | Your password must begin with an alpha character, be between 6 and 8 characters in length, and contain at least 2 numeric characters. | Enter valid password. |
| | 1 | Your passwords do not match. Please re-type them. | Enter matching passwords. |
| | 2 | Passwords are required. | Enter a password. |
| Phone Number | 0 | A contact phone number must be given. | Enter contact phone number. |
| | 1 | Phone Number must be numeric | Enter a 10 digit numeric Phone Number |
| | 2 | Phone Number must be 10 characters | Enter a 10 digit numeric Phone Number |
| Retype Email Address | 0 | Email addresses do not match please verify and re-enter. | Enter matching email addresses. |
| | 1 | Email address and email address confirmation are required. Please enter a value in both fields. | Enter email address. |
| Retype password | 0 | Your password must begin with an alpha character, be between 6 and 8 characters in length, and contain at least 2 numeric characters. | Enter valid password. |
| | 1 | Your passwords do not match. Please re-type them. | Enter matching passwords. |
| | 2 | Passwords are required. | Enter a password. |
| SSN | 0 | SSN must be 9 characters | Enter 9 digit numeric SSN |
| | 1 | SSN must be numeric | Enter a 9 digit numeric SSN |
| | 2 | Please enter either SSN or EIN. | Enter a EIN or SSN |
| Submit Registration | 0 | Warning: Most users of this system are considered Vendors rather than Billing Agents. If you are sure Billing Agent is correct for your needs select OK, otherwise select Cancel. | User selected Billing Agent account type. |
| Vendor ID | 0 | Vendor ID must be 13 characters | Enter 13 digit numeric Vendor ID |
| | 1 | Vendor ID must be numeric | Enter a 13 digit numeric Vendor ID |

| Field | Error Code | Error Message | To Correct |
|-------|------------|---|-------------------|
| | 2 | Please enter your Vendor ID. Vendor ID is required. | Enter a Vendor ID |

7.15.4 Accessibility and Use

To access and use the User Registration window, complete the steps in the step/action table(s).

To Access User Registration Window

| Step | Action | Response |
|------|---|--|
| 1 | On the LIHEAP Web site, click the PROMISe™/LIHEAP Internet link. | The PROMISe™/LIHEAP Vendor Internet Logon window is displayed. |
| 2 | Click the Create your user account now link | The User Registration window is displayed. |

To Register

| Step | Action | Response |
|------|--|--------------------------------------|
| 1 | Complete the Type of Access Required, Vendor ID, E-mail Address, Retype E-mail Address, Contact Person, Phone Number, Enter a Password, Retype Password, SSN or IRS EIN fields. | |
| 2 | Click the Submit Registration button. | The Web User Agreement window opens. |

7.16 Vendor Active Authorization

The Vendor Active Authorization window is used by vendors to search for active, completed, or in progress crisis authorization numbers. When a vendor searches for a crisis authorization number, the details of that crisis authorization are displayed if it exists for the vendor.

This window is accessed from the LIHEAP Main Menu by clicking the Active Crisis Authorizations link. This window is also accessed from the LIHEAP Main Menu by using the Express Process.

7.16.1 Layout

Vendor Active Crisis Authorization Numbers

Submit all Claims & Attachments within 30 days of Authorization!

Account: 3002908940110

Step 1: Search for existing Active Crisis Authorization Numbers.

Last Name: Crisis Authorization #:
 First Name: Status:
 Date Type: Issue Date From Date: Thru Date:
 Sort Type: Authorization Status
 Sort Order: Newest Oldest

Step 2: Select the link for the Crisis Authorization Number in order to initiate a Claim Submission request:

| Crisis Authorization # ↑ | Auth. Status | Crisis Auth Amount | Acct # | Last Name | First Name | Street | City | Date Issued |
|----------------------------|--------------|--------------------|--------|-----------|------------|----------------|------|-------------|
| 8000001613 | Active | 500.00 | | | ALLEN | 321 NEW STREET | | |
| 8000001612 | Active | 500.00 | | | DAVID | 321 NEW STREET | | |
| 8000001611 | Active | 500.00 | | | BENEDICT | 321 NEW STREET | | |
| 8000001610 | Active | 500.00 | | | MORGAN | 321 NEW STREET | | |
| 8000001609 | Active | 500.00 | | | OMAR | 321 NEW STREET | | |

7.16.2 Field Descriptions

| Field | Description | Data Type | Length |
|------------------|--|-----------|--------|
| Account | ID of the vendor. | Character | 13 |
| Acct # (results) | The Vendor's Customer Account Number. | Character | 15 |
| Auth. Status | Status of the crisis authorization number. | Character | 11 |

| Field | Description | Data Type | Length |
|-------------------------------------|---|------------------------------------|--------|
| City (results) | The Recipient's City. | Character | 16 |
| Crisis AUTH Amount (results) | The total dollar amount allocated to the Crisis Authorization. | Numeric (with 2 decimal positions) | 8 |
| Crisis Authorization # (input) | Filters the search results by crisis authorization number. | Number | 10 |
| Crisis Authorization # ID (results) | Displays the associated crisis authorization number for the search results. | Number | 10 |
| Date Issued (Results) | Date the crisis authorization number was issued | Date (CCYYMMDD) | 8 |
| First Name (input) | Filters the search results by recipient first name. | Character | 11 |
| First Name (results) | Recipient first name associated with the crisis authorization number. | Character | 11 |
| From Date (Input) | Beginning date of search. | Date (MM/DD/CCYY) | 10 |
| Issue Date | Date the crisis authorization number was issued. | Radio Button | 0 |
| Last Name (input) | Filters the search results by recipient last name. | Character | 14 |
| Last Name (results) | Recipient last name associated with the crisis authorization number. | Character | 14 |
| Reset | Resets the search criteria fields back to their default values. | Button | 0 |
| Search | Searches database for the desired record. | Button | 0 |
| Sort Order (Ascending) | Sorts the results in ascending order. | Radio Button | 0 |
| Sort Order (Descending) (Default) | Sorts the results in descending order. | Radio Button | 0 |
| Sort Type (Authorization) (Default) | Sorts the results by authorization number. | Radio Button | 0 |
| Sort Type (Status) | Sorts the results by status. | Radio Button | 0 |
| Status | Status of the crisis authorization number request. Valid values are "Active", "All", "Completed", and "In Progress". Active is the default. | Character | 11 |
| Street (results) | The Recipient's Street address. | Alphanumeric | 26 |

| Field | Description | Data Type | Length |
|-------------------|------------------------|----------------------|--------|
| Thru Date (Input) | Ending date of search. | Date (MM/DD/CCYY) | 10 |

7.16.3 Field Edits

| Field | Error Code | Error Message | To Correct |
|----------------|------------|---|--|
| From Date | 0 | The from date Month is invalid. | Enter a valid month. |
| | 1 | Please specify Delivery Dates Range while searching with First Name and Last Name. | Enter a From Date and a Thru Date |
| Recipient Name | 0 | Please specify both First Name and Last Name | Enter both recipient First Name and Last Name. |
| | 1 | Please specify Delivery Dates Range while searching with First Name and Last Name. | Enter a delivery date range. |
| Search | 0 | Please specify Recipient Name, Crisis Authorization #, enter a Date Range or Status | Enter at least one of the specified fields. |
| Thru Date | 0 | Thru date must be later than From Date. | Enter a Thru date later than the From date. |
| | 1 | The thru date Day is invalid. | Enter a valid day. |

7.16.4 Accessibility and Use

To access and use the Vendor Active Authorization window, complete the steps in the step/action table(s).

To Access Vendor Active Authorization Window

| Step | Action | Response |
|------|--|---|
| 1 | Logon to PROMISe™/LIHEAP Vendor Internet | The LIHEAP Main Menu window opens. |
| 2 | Click the Active Crisis Authorizations link | The Vendor Active Authorization window opens. |

To Search for a Crisis Authorization

| Step | Action | Response |
|------|---|---|
| 1 | Type a value for the Last Name and First Name fields, or the Crisis Authorization # field. | |
| 2 | Click the Search button. | If a match is found, the search results list is displayed. |
| 3 | Click the Crisis Authorization # link. | The Claim Attachment Number Request window opens, with the Recipient Name and selected Crisis Authorization Number pre-populated. |

Search Combinations

The following search field combinations can be used to pull up a crisis authorization number:

- Crisis Authorization Number
- Last Name, First Name, and Date Range (maximum 365 days)
- Date Range (maximum 31 days), Status (select one: Active, Completed, In Progress)

7.17 Vendor Claim Attachment Number Request

The Vendor Claim Attachment Number Request window is used by vendors to request new or view prior attachment control numbers (ACNs). The ACN is used by vendors to allow paper attachment forms to be submitted with an electronic claim. A cover form with the ACN accompanies the trip ticket or shutoff notice. The ACN on the cover form must match the ACN entered on the related electronic claim.

If a vendor searches on an ACN, the details of that ACN are displayed if it exists for the vendor.

The Request button returns a new claim ACN as a link in a group box that appears at the bottom of the window. To print the associated Paper Attachment to Electronic Cover Sheet, click the Print Form button. The cover sheet opens in an Adobe PDF format, and can be printed from the Adobe page.

The Search button returns all records associated with the crisis authorization number identified for the search.

This window is accessed from the LIHEAP Main Menu by clicking the Attachment Control Numbers link. This window is also accessed from the LIHEAP Main Menu through the Express Process. Search for and select a crisis authorization number and click. Click on the Search/Request Attachment Control Number link.

NOTE: The user must have the Adobe Acrobat Reader application to print the cover sheet. If not already installed on the user's system, a free copy of Adobe Acrobat Reader is available by clicking the Adobe icon on the window.

7.17.1 Layout



pennsylvania
DEPARTMENT OF HUMAN SERVICES



LIHEAP
Low-Income Home Energy Assistance Program

Main Account Vouchers (RA) Help Log Off Thursday 20 October 2016 2:33 pm

Vendor Claim Attachment Number Request

Account: 3002908940110

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"/> | Attachment Control Number | <input type="text"/> |
| First Name | DAVID | | <input type="text"/> |
| Crisis Authorization # | 8000001612 | | |

Request
Search

Step 2 Options:

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

- Select "Print Form" (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 |
|---|--------|---------------------------|----------------------|------------|----------------------|---------------|--|
| 800003845 Print Form OR Submit Attachment(s) | ISSUED | 8000001612 | <input type="text"/> | DAVID | <input type="text"/> | 0 | Continue |

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



The window Layout below displays the PROMISe™/LIHEAP Paper Attachment to Electronic Claim Cover Sheet.

PROMISe™

**LIHEAP Paper Attachment to Electronic Claim
Cover Sheet**

1 Crisis Authorization Number 8 0 0 0 0 0 1 3 5 2

2 Vendor Number 0 0 0 6 6 4 4 6 8

3 Service Location 0 0 0 4

4 Recipient Last Name

5 Recipient First Name J O R D A N

6 Attachment Control Number 8 0 0 0 0 3 3 8 5

IMPORTANT: DO NOT WRITE IN THE TOP MARGIN OF THIS COVER SHEET

This cover sheet identifies a specific crisis authorization and must be included when submitting the attachment (metered trip ticket or shut off/reconnection notice) by fax or US mail.
Do not send the same claim by multiple methods (such as fax AND mail). If documentation was uploaded to PROMISe, do not resubmit it by fax or mail. Resubmissions cause processing delays. Call the toll-free LIHEAP Vendor Helpline at 1-877-537-9517 if you have questions about a crisis claim.

1. Organize your information:
 - Write the Attachment Control Number (ACN) or Crisis Authorization Number on the attachment
 - Place the pre-populated cover sheet on top of every corresponding attachment.
 - When faxing – limit faxes to no more than 30 sheets of paper per transmission.
2. Submit documentation by one of these methods:
 - Fax: (717) 207-7997 or (717) 207-7994
 - Mail: Department of Human Services, LIHEAP Crisis Claims, PO Box 69028, Harrisburg, PA 17106

NOTE: Never use staples or paper clips when submitting documentation by mail.

Revised 9/29/15

7.17.2 Field Descriptions

| Field | Description | Data Type | Length |
|-------------------------------------|--|-----------------|--------|
| Account | ID of the vendor requesting an attachment control number. | Character | 13 |
| Attachment Control Number (input) | Filters the search results by attachment control number (ACN). | Number | 9 |
| Attachment Control Number (results) | Attachment control number shown in the search results list. | Number | 9 |
| Continue | Opens the associated LIHEAP claim. | Button | 0 |
| Crisis Authorization # | Filters the search results by crisis authorization number, or for use in requesting a new attachment control number. | Number | 10 |
| Crisis Authorization # ID | Displays the associated crisis authorization number for the attachment control number. | Number | 10 |
| Date Issued | Date the vendor requested the attachment control number through the Internet. | Date (CCYYMMDD) | 8 |
| Date Received | Date the paper attachment for an electronic claim was received. | Date (CCYYMMDD) | 8 |
| First Name (input) | Filters the search results by recipient first name, or for use in requesting a new attachment control number. | Character | 11 |
| First Name (results) | Recipient first name associated with the claim for which the ACN was requested. | Character | 11 |
| Last Name (input) | Filters the search results by recipient last name, or for use in requesting a new attachment control number. | Character | 14 |
| Last Name (results) | Recipient last name associated with the claim for which the ACN was requested. | Character | 14 |
| Print Form | Opens the Paper Attachment Control Number form for printing. | Button | 0 |
| Request | Returns a new attachment control number. | Button | 0 |
| Search | Searches database for the desired record. | Button | 0 |
| Status | Status of the attachment number request. Valid values are "Issued" and "Received". | Character | 8 |
| Submit Attachment(s) | Opens the Crisis Attachment Upload page | Button | 0 |

7.17.3 Field Edits

| Field | Error Code | Error Message | To Correct |
|------------|------------|------------------------|------------------------------|
| Last Name | 0 | Last Name is required | Enter a recipient Last Name. |
| First Name | 0 | First Name is required | Enter a recipient First Name |

7.17.4 Accessibility and Use

To access and use the Vendor Claim Attachment Number Request window, complete the steps in the step/action table(s).

To Access Vendor Claim Attachment Number Request Window

| Step | Action | Response |
|------|--|--|
| 1 | Logon to PROMISe™/LIHEAP Vendor Internet | The LIHEAP Main Menu window opens. |
| 2 | Click the Attachment Control Numbers link | The Vendor Claim Attachment Number Request window opens. |

To Request a New Claim Attachment Number

| Step | Action | Response |
|------|---|---|
| 1 | In the Criteria section, type a value for the Last Name , First Name , and Crisis Authorization # fields. | |
| 2 | Click the Request button. | A new claim attachment number is displayed. |

To Search for an Existing Attachment Control Number

| Step | Action | Response |
|------|--|--|
| 1 | In the Criteria section, type a value for the Last Name and First Name fields, or the Crisis Authorization # field, or the Attachment Control Number field. | |
| 2 | Click the Search button. | If a match is found, the details of that attachment control number will be displayed for the vendor. |

Search Combinations

The following search field combinations can be used to pull up an attachment control form:

- Attachment Control Number
- Crisis Authorization Number
- Last Name and First Name

To Submit Electronic Attachment(s)

| Step | Action | Response |
|------|---|--|
| 1 | Click the Submit Attachment(s) button. | The Crisis Attachment Upload page opens. |

7.18 Vouchers (RA) Search

The Vouchers (RA) Search allows you to search LIHEAP Remittance Advices (RAs or Vouchers) using either the Voucher Number, or by Treasury Pay Date.

All vendors who have secure access to PROMISe™ are able to view/download/save their weekly RAs via the [LIHEAP web site](#) at their discretion.

7.18.1 Layout – Voucher Number

The screenshot displays the LIHEAP Vendor Internet User Manual interface. At the top left is the Pennsylvania Department of Human Services logo, and at the top right is the LIHEAP logo (Low-Income Home Energy Assistance Program). A navigation bar contains links for Main, Account, Vouchers (RA), Help, and Log Off. The current date and time are Thursday 20 October 2016 3:12 pm. The page title is Voucher (RA) Search. The Vendor ID is 3002908940110. Under 'Select Search Type', the 'Voucher Number' radio button is selected. Below this is a text input field labeled 'Voucher Number:' with a Search button and a Reset button.

7.18.2 Layout – Treasury Pay Date

The screenshot displays the LIHEAP Vendor Internet User Manual interface. At the top left is the Pennsylvania Department of Human Services logo, and at the top right is the LIHEAP logo (Low-Income Home Energy Assistance Program). A navigation bar contains links for Main, Account, Vouchers (RA), Help, and Log Off. The current date and time are Monday 24 October 2016 11:03 am. The page title is Voucher (RA) Search. The Vendor ID is 3002908940110. Under 'Select Search Type', the 'Treasury Pay Date' radio button is selected. Below this is a form with two date input fields labeled 'From Date:' and 'Thru Date:'. At the bottom of the form are Search and Reset buttons.

After performing the search, the voucher will display.

| | | | | | | | | | | | | |
|--|--------|---------------------------------------|----------------------|--------------------------------|--|--|------|-----------|------------|----------|------------------|-------|
| COMMONWEALTH OF PENNSYLVANIA DEPARTMENT OF HUMAN SERVICES | | Provider Payments (LIH610-R04) | | | Report Generated: 4/30/2016 Page 1 Of 4 | | | | | | | |
| Provider 300290894 - 0110 1302 CAMP HILL BYPASS CAMP HILL, PA 17011 | | VOUCHER NUMBER: [REDACTED] | | TRACE ID/IDSN: 000170000179558 | | | | | | | | |
| | | TREASURY PAY DATE: 05/11/2016 | | PERIOD: 4/22/2016 - 4/28/2016 | | | | | | | | |
| PAYMENT DETAILS - CASH | | | PAY MODE: EFT | | | | | | | | | |
| Advance Payment | | 0 | | \$0.00 | | | | | | | | |
| ACCOUNT NO. | AMOUNT | LAST | FIRST | ADDRESS | CITY | ST | ZIP | CO | D | INDIV | TYPE | TRANS |
| Total For Cash: | | ADV | | 0 | | \$0.00 | | | | | | |
| PAYMENT DETAILS - CRISIS REGULAR | | | | | | | | | | | | |
| AUTH ID. | ICN# | ACCOUNT NO. | AMOUNT BILLED | AMOUNT PAID | NAME | ADDRESS | COID | INDIV | DLVRY DATE | | | |
| | | 54321 | \$132.88 | \$132.88 | | 1234 W INDEPENDENCE ST COAL TOWNSHIP PA 17866 1403 | 49/0 | 120123456 | 3/18/2016 | | | |
| Total For Crisis Regular: | | | | 1 | | Crisis Dollars: | | | | 132.88 | | |
| PAYMENT DETAILS - CRISIS ADDITIONAL PAYMENTS | | | | | | | | | | | PAY MODE: | |
| ACCOUNT NO. | AMOUNT | NAME | ADDRESS | COID | INDIV | SERVICE DATE | TYPE | | | | | |
| Total For Crisis Additional: | | | | 0 | | Crisis Dollars: | | | | | | |
| Total For Crisis: | | | | 1 | | Crisis Dollars: | | | | \$132.88 | | |
| RECOUPMENT DETAILS - CASH | | | | | | | | | | | | |
| ACCOUNT NO. | AMOUNT | LAST | FIRST | ADDRESS | CITY | ST | ZIP | CO | D | INDIV | VOUCHER | |
| Total For Cash: | | | | 0 | | Cash Dollars: | | | | | | |

7.18.3 Field Descriptions

| Field | Description | Data Type | Length |
|-------------------|--|-------------------|--------|
| From Date | Users enters the From Date for the Treasury Pay Date | Date (MM/DD/CCYY) | 8 |
| Reset | Resets the form to display the default information. | Button | 0 |
| Search | Searches database for the desired record. | Button | 0 |
| Thru Date | Users enters the Thru Date for the Treasury Pay Date | Date (MM/DD/CCYY) | 8 |
| Treasury Pay Date | Select to search by Treasury Pay Date | Radio Button | 0 |
| Voucher Number | User enters the voucher number being searched for | Character | 10 |
| Voucher Button | Select to search by voucher number | Radio Button | 0 |

7.18.4 Field Edits

| Field | Error Code | Error Message | To Correct |
|-----------|------------|----------------------------|---|
| From Date | 0 | From Date is required | Enter the From Date. |
| | 1 | Please enter a valid date. | Enter a valid date in the MM/DD/YYYY format |

| Field | Error Code | Error Message | To Correct |
|----------------|------------|--|---|
| Thru Date | 0 | Please enter a valid date. | Enter valid date in the MM/DD/YYYY format |
| | 1 | Thru date must be later than From Date | Enter valid date occurring later than the From Date |
| Voucher Number | 0 | Voucher # is required. | Enter a valid voucher number. |
| | 1 | Voucher # must be numeric | Enter a numeric voucher number. |

NOTE: If the Thru Date is not completed, the search will be performed for the single date entered in the From Date field.

7.18.5 Accessibility and Use

To access and use the Vouchers (RA) window, complete the steps in the step/action table(s).

To Access Vouchers (RA) Window

| Step | Action | Response |
|------|--|------------------------------------|
| 1 | Logon to PROMIS ^e /LIHEAP Vendor Internet | The LIHEAP Main Menu window opens. |
| 2 | Click the Vouchers (RA) link | The Vouchers (RA) window opens. |

To Search by Voucher Number

| Step | Action | Response |
|------|---|---|
| 1 | Selected the radio button for Voucher Number . | The Voucher Number search box displays |
| 2 | Enter the Voucher Number being searched for. | |
| 3 | Click the Search button | The list of applicable voucher numbers will display |

To Search by Treasury Pay Date

| Step | Action | Response |
|------|--|---|
| 1 | Selected the radio button for Treasury Pay Date . | The From Date and Thru Date search boxes display |
| 2 | Enter the From Date and Thru Date | |
| 3 | Click the Search button | The list of applicable voucher numbers will display |

7.19 Web User Agreement

The Web User Agreement window is displayed after a user registers for Internet access, or upon the user's initial log in. This window presents a Statement of Entitlement that outlines an agreement the user is required to read and sign to be granted access to the web site. The typed name in the Signature field is the electronic equivalent of the user's signature. If the agreement is not signed, the user is logged out of the system and returned to the Logon window.

7.19.1 Layout

PENNSYLVANIA DEPARTMENT OF HUMAN SERVICES

Statement of Entitlement

By entering my full name in the space provided below and transmitting this form electronically, I state, I am the person whom I represent myself to be herein, and I affirm the information within this web application is complete and accurate and made subject to the penalties of 18 Pa.C.S. §4904 relating to unsworn falsification to authorities. In addition, I acknowledge that misstating my identity or assuming the identity of another person may subject me to misdemeanor or felony criminal penalties for identity theft pursuant to 18 Pa.C.S. §4120 or other sections of the Pennsylvania Crimes Code.

Sign by typing your full name below.

7.19.2 Field Descriptions

| Field | Description | Data Type | Length |
|-----------|--|-----------|--------|
| Signature | User enters their name as a signature to agree with the statement. | Character | 50 |
| Submit | Submits the signature and continues the logon process. | Button | 0 |

7.19.3 Field Edits

| Field | Error Code | Error Message | To Correct |
|-----------|------------|---|---|
| Signature | 0 | You have not signed the agreement. Please enter your name to acknowledge the agreement. | Enter name to accept and continue. |
| Submit | 0 | Not on file. Press OK to return to the logon page. | Verify the vendor ID entered is correct. |
| | 1 | Already has an established internet account setup. Press OK to return to the logon page. | Contact the PROMIS ^e TM web security help desk. |
| | 2 | You have successfully registered for the PROMIS ^e TM web site. Press OK, then enter your new logon information to access the web site | Successful response. |

7.19.4 Accessibility and Use

To access and use the Web User Agreement window, complete the steps in the step/action table(s).

To Access Web User Agreement Window

| Step | Action | Response |
|------|--------|----------|
|------|--------|----------|

| Step | Action | Response |
|------|---|--------------------------------------|
| 1 | Click the Create Your User Account Now link if you are a new user. | The User Registration window opens. |
| 2 | Complete the Type of Access Required, Vendor ID, E-mail Address, Retype E-mail Address, Contact Person, Phone Number, Enter a Password, Retype Password, SSN or IRS EIN fields. Select a Security Question and type a value in the Answer field. | |
| 3 | Click the Submit Registration button. | The Web User Agreement window opens. |

To Accept User Agreement

| Step | Action | Response |
|------|---------------------------------------|--------------------------------------|
| 1 | Type your name in the space provided. | |
| 2 | Click the Submit button. | Returns to the initial Logon screen. |

To Reject User Agreement

| Step | Action | Response |
|------|--|---------------------------------------|
| 1 | Do not type your name in the space provided. | |
| 2 | Click the Submit button. | The user is logged out of the system. |

8 Claims Disposition

When the claim comes into the system, initial edits are used to enforce policy, pricing, and to check for valid field formats and numbers. An Error Status Code (ESC) is posted to the claim to indicate that an action had occurred in the processing of the claim to alter the expected outcome. Dispositions can cause a claim to pay, deny, or suspend. Suspended claims are held pending additional information, either to receive the supporting documentation or for manual review by DHS.

The following is a table of ESCs that may be received when submitting LIHEAP claims.

| ESC | Description | Disposition |
|------|--|--------------|
| 508 | Total charge does not equal the sum of all line charges | Deny |
| 554 | Billed date less than dates of service on the claim | Deny |
| 605 | ACN not on file | Deny |
| 606 | ACN already issued for another claim | Deny |
| 4021 | Recipient not eligible for service provided | Suspend |
| 4044 | Procedure code not compensable for provider type/specialty | Deny |
| 4200 | Claim paid at zero | Pay and List |
| 5001 | Invoice claim line is a duplicate | Deny |
| 5004 | Claim is a duplicate of a previously paid claim. | Deny |
| 6100 | Claim/Attachment past filing limit | Pay and List |
| 6101 | Delivery date prior to season start date | Deny |
| 6102 | Delivery date prior to crisis authorization approval date | Pay and List |
| 6103 | Delivery date after season end date | Deny |
| 6104 | Required attachment not received/Finalized | Suspend |
| 6105 | Auth/ACN info does not match claim info | Deny |
| 6106 | Cash authorization within 30 days | Pay and List |
| 6107 | Crisis authorization not found | Deny |

| ESC | Description | Disposition |
|------------|---|--------------------|
| 6108 | Crisis seasonal benefit amount exceeded | Suspend |
| 6109 | Crisis utility authorization amount exceeded | Suspend |
| 6110 | Crisis authorization already paid | Deny |
| 6111 | New claim exists for this attachment number | Deny |
| 6112 | Claim amount is less than \$25 | Pay and List |
| 9011 | Claim denied because at least one detail was denied | Deny |