



Low-Income Home Energy Assistance Program

CRISIS 101

A LIHEAP Vendor's Guide to Submitting
Crisis Claims through PROMISe™
LIHEAP 2024-25 Season

The Crisis component of LIHEAP is available for households who are in a home heating emergency during the LIHEAP Season from: **Monday, November 4, 2024 – Friday, April 4, 2025**

- A LIHEAP customer who has a heating emergency from 11/4/24 – 4/4/25 must contact a County Assistance Office (CAO) to request help with LIHEAP Crisis.
- The CAO determines whether the customer is eligible for LIHEAP Crisis.
- When LIHEAP Crisis is approved, the CAO enters information in the DHS eligibility system that creates a Crisis Authorization # that conveys to the vendor's Worklist in PROMISE™ the next day.
- The CAO will also provide the vendor with a Crisis 'pledge'. The \$ amount of the pledge is based on the amount needed to resolve the crisis with consideration of any LIHEAP Cash grant credits, **already received by** the vendor (based on the Cash grant Treasury Pay Date) at the time of the Crisis pledge:
 - For deliverable fuels, the amount needed to resolve the crisis is defined as the amount of fuel needed to fill the tank ('up to' the amount pledged by the CAO).
 - For utilities, it is the minimum amount needed to prevent termination or restore service.

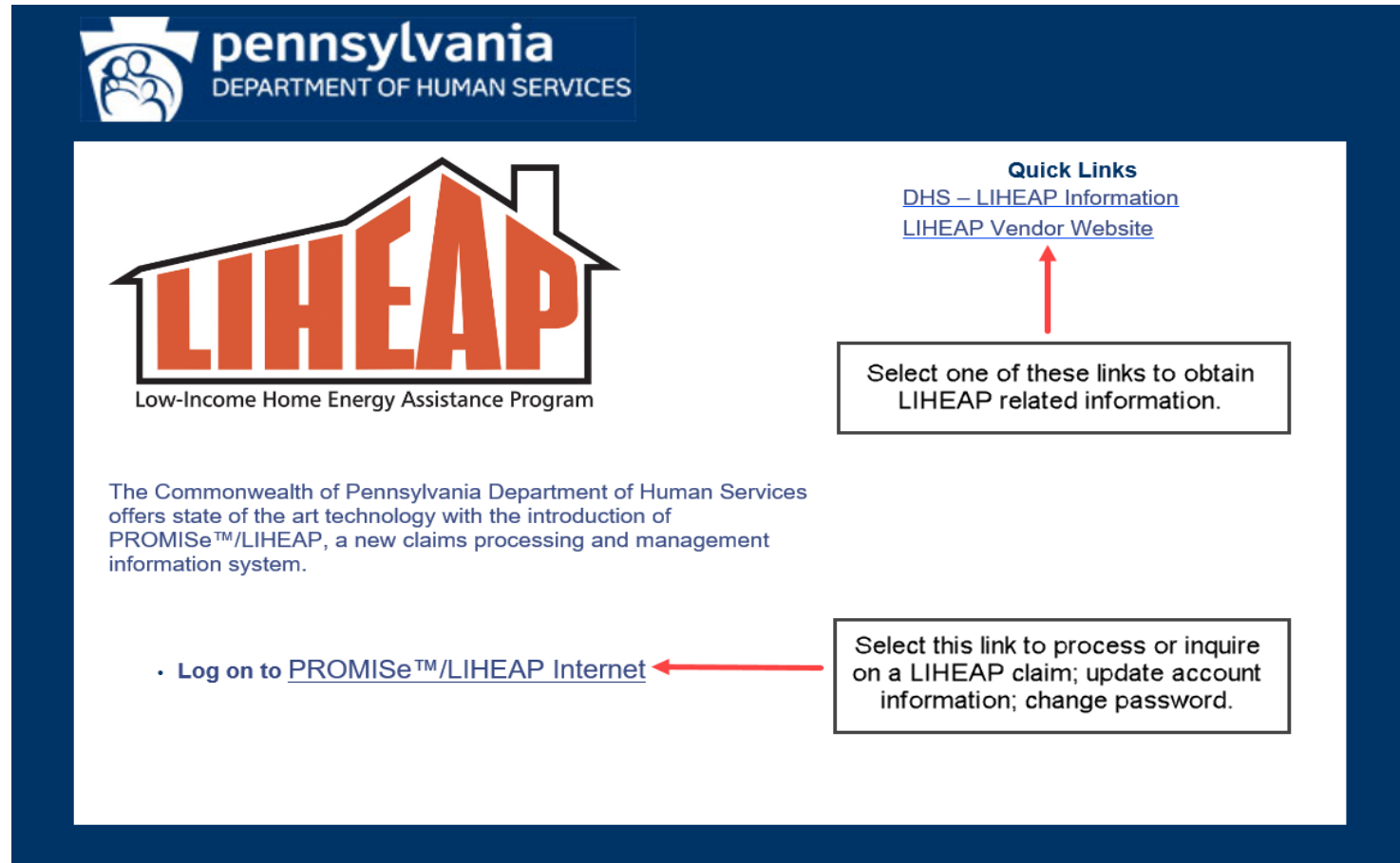
- The 2024/25 season maximum for Crisis is \$1000 per household.
 - A household may receive several Crisis authorizations during the season, but the combined total of all Crisis grants issued for the season may not exceed \$1000.
- Each Crisis Authorization # is to resolve a **specific heating emergency** so it is good for a one-time delivery, pickup or utility-shutoff situation.
- When Crisis funds are needed to fully resolve a heating emergency, vendors must data enter information about the delivery into a claim management system called **PROMISE™**.

Deliverable Fuel Types (non-utilities)

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

Accessing PROMISe™

PROMISe™ is the web-based system a vendor uses to process a LIHEAP Crisis claim.
Access PROMISe™ using Microsoft Edge via Website <https://LIHEAP.dhs.pa.gov>



The screenshot shows the LIHEAP website header with the Pennsylvania Department of Human Services logo. The main content area features the LIHEAP logo (a house shape with 'LIHEAP' inside) and the text 'Low-Income Home Energy Assistance Program'. Below this is a paragraph: 'The Commonwealth of Pennsylvania Department of Human Services offers state of the art technology with the introduction of PROMISe™/LIHEAP, a new claims processing and management information system.' A bulleted list contains the item 'Log on to [PROMISe™/LIHEAP Internet](#)'. To the right, under 'Quick Links', are two links: '[DHS – LIHEAP Information](#)' and '[LIHEAP Vendor Website](#)'. A red arrow points from the 'LIHEAP Vendor Website' link to a box containing the text 'Select one of these links to obtain LIHEAP related information.' Another red arrow points from a box containing the text 'Select this link to process or inquire on a LIHEAP claim; update account information; change password.' to the 'Log on to PROMISe™/LIHEAP Internet' link.

- **Use Microsoft Edge** as the web browser to process claims in PROMISe™. **(PROMISe™ doesn't support data entry using Mozilla Firefox, Safari, or Chrome)**
- Every vendor designates a primary PROMISe™ user. This user must register in PROMISe™ using the 13-digit Vendor ID, then establish a password.
- *If your company assigns a new primary PROMISe™ user, call the # below.*
- Users with access to more than one Vendor ID or service location must set up log on/passwords for each location.
- The primary PROMISe™ user may add and remove alternate users. Alternate users may access LIHEAP Vouchers and help with Crisis claim processing.
- PROMISe™ requires passwords to be reset every 90 days.
- For help with Password Resets call 1-800-248-2152.

PROMISe User Log On Screen



pennsylvania
DEPARTMENT OF HUMAN SERVICES



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

This Power Point can be found here.

ATTENTION PROMISe™ Users:

- The LIHEAP Crisis claim web portal will soon have a URL name change from "LIHEAP.DPW.STATE.PA.US" to "LIHEAP.DHS.PA.GOV".
- LIHEAP Vendor PROMISe™ users will receive emails from the LIHEAP Vendor Unit to confirm the need to transfer to the new PROMISe™ website.
- A redirect function will be available from the time of implementation until 12/31/2024.
- LIHEAP Vendor PROMISe™ users need to update their bookmark and save the new LIHEAP PROMISe™ URL by 12/31/2024.

These message boxes are updated throughout the season and contain important information for vendors.

Notice:

- Before the start of the season, take time to update your PROMISe™ password, remove PROMISe™ users who no longer have LIHEAP responsibilities and add others who will need to access vouchers / process LIHEAP Crisis claims during the 2024/25 Season. Call the PROMISe™ helpdesk 800-248-2152 if you have questions about these things.
- The 2024/25 LIHEAP Season will officially begin Monday, 11/4/24. Crisis Authorizations shouldn't display on your PROMISe™ Worklist until Tuesday, 11/5.
- If documentation isn't attached to a LIHEAP Crisis claim by upload, you **must** print the LIHEAP Cover Sheet from PROMISe and include it with any documentation submitted via FAX or MAIL.
- Documentation rejections will appear on your worklist this season, so you are immediately aware that a correction is needed.
- PROMISe™ users can request guidance / training to upload delivery tickets when Crisis Authorizations are received this season by contacting the LIHEAP Vendor Unit by email RA-LIHEAPVendors@pa.gov or call 877-537-9517 to schedule an appointment.

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

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

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

Note: A Password must begin with an alpha character, have at least 2 numbers and be at least 6 but no more than 8 characters long. Passwords must be reset every 90 days. If you need help with a password, call 1-800-248-2152 or click the Forgot Password? Link.

Log On

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



Data Entry:

- After making a delivery or putting a 30 day hold on a customer's utility account, the vendor must file a Crisis claim via data entry in PROMISe™ and provide documentation in order to receive payment with Crisis funds.
- The 2024/25 Season (URL) for LIHEAP Crisis processing is <https://LIHEAP.dhs.pa.gov>
- Enter cost associated with the fuel type first. Crisis claims must be entered with the exact dollar amount, not rounded. (e.g., if a delivery of fuel was \$998.97, the claim should be submitted for exactly that amount, not \$1000).
- Service Codes may only be used one time per claim. For this reason, items such as multiple delivery tickets or several types of credits/other payments being applied to the delivery must be added together, then data entered as one amount.
- Enter credits, customer or agency payments with Service Code Y9012, where they will be subtracted from the total delivery or termination.
- Only enter LIHEAP Credits from the current season with Y9012 if the cash grant was received (Treasury Pay Date) **at the time the Crisis Auth # was pledged.**

PROMISe™ 'Main Menu' Page Features:



After successful log on, this 'Main Menu' page will display with your Vendor ID.

From this page you can:

- Access your LIHEAP Vouchers.
- View and process pending Crisis Claims on your Worklist.
- Inquire about an existing claim.
- Process a single claim if you know the AUTH #.

The screenshot shows the 'LIHEAP Main Menu' for Vendor ID: 3003444940001. At the top, there is a navigation bar with 'Main', 'Account', 'Vouchers (RA)', 'Worklist', 'Help', and 'Log Off'. Below this is a 'Need Help?' section with links: 'Accessing Vouchers in PROMISe', 'Adding an Alternate PROMISe User', 'Worklist Desk Guide', and 'Vendor Crisis 101: Instructions for Submitting a Claim'. A prominent message reads: 'Submit all Claims & Attachments within 30 days of Authorization!'. The main menu contains four primary sections: 'LIHEAP Main Menu' (with the Vendor ID), 'Worklist' (described as a 'List of all Active and In Progress Crisis Authorizations'), 'Claims Inquiry' (described as 'Inquire on the status of Claims you already processed'), and 'Process a New Crisis claim' (described as 'Locate a customer and process a new LIHEAP Crisis Claim'). Red arrows from the text on the left point to the 'Vouchers (RA)' link, the 'Worklist' section, the 'Claims Inquiry' section, and the 'Process a New Crisis claim' section.

Filing a claim using the Worklist



The Worklist contains active/unpaid Crisis AUTHs.

- Click on the Auth # of the customer to begin claim processing.
- Sort the Worklist to find a customer by clicking a column heading w/in the blue bar below Provider ID.
- Navigate back/forth to the 'Worklist' via the hyperlinks to process another claim.
- When data entry and documentation meet in PROMISE™, that claim goes to PAID status and will drop off the Worklist.



Worklist Desk Guide
Vendor Crisis 101: Instructions for Submitting a Claim

This Worklist contains ACTIVE Crisis Authorizations (Auth #s). A LIHEAP Crisis Auth # appears on your Worklist the day after the local county office data enters a Crisis Authorization in the LIHEAP eligibility system.

Locate a customer by name or Auth # by clicking on the blue column title above the column you wish to sort.

IMPORTANT NOTES:

- If you notice an incorrect acct #, you can correct it when you enter the claim.
- LIHEAP Crisis Auth #s won't drop off your Worklist until the claim moves to PAID status in preparation for payment or until the Vendor Unit retracts it.
- LIHEAP Crisis claims are received by and processed through a third-party contractor.
- The Vendor Unit provides assistance as needed.

Key for Claim Status:

- Suspended = data entry completed
- Denied = data entry completed and an error exists
- Blank = Data entry is required to submit a claim.

- If the LIHEAP cash grant/customer credits were sufficient and a Crisis Authorization # isn't needed, contact the Vendor Unit (t-877-537-9517) and ask for it to be retracted from your Worklist.

Note:

- **Yellow Highlighted Rows:** Crisis Authorizations that are more than 30 days old. Process these claims ASAP.
- **Rows will remain yellow** even after data entry but will drop off when the claim moves to PAID status (or when retracted by the Vendor Unit).
- **Red text = Denied Status.** These claims won't be paid until vendor corrects errors made in data entry.

Instructions for Auth# and ICN fields:

- Auth # link takes you to the 'Vendor Claim Attachment Number Request' page to request a Cover Sheet and begin data entry on a specific claim
- ICN link takes you to the 'LIHEAP Claims' page to adjust data entry on a claim that was already submitted
- Click on one of the blue buttons to the right of the ICN to print cover sheet or upload documentation
- An attachment may be resubmitted by clicking on the "Attachment(s) Uploaded" button.

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

Provider ID: 3003277890001
[Click here to download results as CSV text file](#)

Auth. Eff. Date	Auth.#	First Name	Last Name	Address 1	Address 2	City	State	Zip	Auth.#	Available Crisis Funds	ACN	Claim Status	ICN	Submitting Documentation	Select Code	Rejection Reason	Rejected Attachment
20240818	800002424	ANGEL	PACKER	339 CARLISLE COUNTY		MIDDLETOWN	PA	17059-	L2425-002109487	728.15	800007693	Denied	2824278000001	Print Cover Sheet		Submit Attachment(s)	
20240823	800002413	MELINDA	PACKER	474 FOSTER AVE		ERIE	PA	16501-	L2425-300310004	1,000.00	800007694	Denied	2824278000001	Print Cover Sheet		Submit Attachment(s)	
20240923	800002408	ANNA IV	PACKER	2 CREEK DRIVE		BOYERTOWN	PA	19512-	L2425-700301174	1,000.00							
20240923	800002411	ET	PACKARD	399 SHEPHERD		MILFORD	PA	18337-	L2425-300310004	359.60							
20240923	800002414	JERRY	PACKER	990 PINCH PLAZA		GROVE CITY	PA	16127-	L2425-280113109	600.00	800007900	Denied	2824278000001	Print Cover Sheet		Submit Attachment(s)	
20240923	800002417	SEBASTYAN	PACKMAN	124 DARIUS DR		ABINGTON	PA	19001-	L2425-180314351	1,000.00							
20240923	800002416	KEVINETH	PACKER	7821 RAILROAD ST	APT 10	BETHLEHEM	PA	18016-	L2425-380315007	138.27							
20240923	800002420	ROBYN	PACKER	PRINCETON ST		WILLIAMSPORT	PA	17701-	L2425-700301174	1,000.00	800007979	Suspended	2824278000001	Print Cover Sheet		Attachment(s) Uploaded	
20240923	800002426	ELAYNE	PACKER	751 SEABROOKE AVE		HANOVER	PA	17331-	L2425-420317900	126.00							
20240923	800002436	ANGEL	PACKER	77 ESSEX DR	APT G	BUTLER	PA	16045-	L2425-700301180	600.00	800007691	Denied	2824278000001	Print Cover Sheet		Submit Attachment(s)	
20240923	800002432	JUDY	PACKER	187 YORK AVE		BENNETT SQUARE	PA	19348-	L2425-220317226	227.12							
20240925	800002458	DANIEL	PACKER	2308 CARDINAL AVE		ORANGEVILLE	OH	44453-	L2425-420317999	1,000.00							
20240925	800002493	ELIZABETH	PACKMAN	5677 SHERRWOOD AVE		HAVERSFORD	PA	19041-	L2425-160314382	1,000.00							
20240925	800002482	LEONA	PACKARD	2001 VILLAGE DR		DOYLESTOWN	PA	18001-	L2425-730316781	1,000.00	800007682						

Attachment Control Number (ACN)





1. The first step in processing a Crisis claim is to request an Attachment Control Number (ACN).
2. An ACN may only be requested ONE time per authorization.
3. After an ACN is created, it is displayed on the Worklist.

The screenshot shows the Pennsylvania Department of Human Services LIHEAP website. At the top, there is a navigation bar with links for Main, Account, Vouchers (RA), Worklist, Help, and Log Off. The date and time are displayed as Wednesday 23 October 2024 07:18 am. The main heading is "Vendor Claim Attachment Number Request" with the account number 3003444940001. Step 1 instructions state: "Request an Attachment Control Number (ACN), or search for an existing ACN that has already been requested." Below this is a "Request and Search Criteria" form with fields for Last Name (FORLIZZI), First Name (ERIN), and Crisis Authorization # (8000002499). There are "Request" and "Search" buttons. Step 2 Options include "Mail/Fax" and "Submit/Attachment(s) Uploaded" with detailed instructions for each. An "IMPORTANT" note at the bottom states: "Do NOT print this page to send in with your attachments!"

Continue Claim Submission

Click *Continue* to move to the 'LIHEAP Claim' page.

Main
Account
Vouchers (RA)
Worklist
Help
Log Off

Wednesday 23 October 2024 07:30 am

Vendor Claim Attachment Number Request

Account: 3003444940001

Step 1:

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

Request and Search Criteria

Last Name	<input type="text" value="FORLIZZI"/>	Attachment Control Number	<input type="text"/>
First Name	<input type="text" value="ERIN"/>		
Crisis Authorization #	<input type="text" value="8000002499"/>		

Request
Search

Step 2 Options:


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

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


Submit/Attachment(s) Uploaded (If electronically submitting attachments follow the steps below)

1. Select "Submit Attachment(s)" to upload attachments OR Select "Attachment(s) Uploaded" 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
500008123	ISSUED	8000002499	FORLIZZI	ERIN	20241023	0	Continue 
Print Cover Sheet OR							
Submit Attachment(s)							

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



Submitting a Crisis claim



[Entering LIHEAP Credits Desk Guide](#)

LIHEAP Claim

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

Billing Information

Vendor: 3003444940001 Attachment Control #: 800008128

Customer Account #: L2425-430138490 Crisis Authorization #: 8000002499

Last Name: FORLIZZI Delivery Date (MM/DD/YYYY): 10/23/2024

First Name: ERIN Crisis Claim Total: 975.00

Middle Initial:

Crisis Claim Total is based on Service Code entries below. For non-utilities, if the value of this field is greater than the Available Crisis Funds displayed on the Worklist, the claim will be DENIED.

Service Lines for this Authorization #

Delivery Code	Service Code	Basis of Measurement	Units	Price per Unit	Amount	
1	10/23/2024	Y9002	GL	200	4.00	800.00
2	10/23/2024	Y9008	OT	1	25.00	25.00
3	10/23/2024	Y9010	OT	1	50.00	50.00
4	10/23/2024	Y9011	GL	100	3.00	300.00

[Add](#) [Remove](#)

Enter delivery or termination details here.

Service Code Y9012 credits/other payments is a negative (-) entry so it CANNOT be the first code entered. Each Service Code may only be used once per claim. If more than one item, associated with this claim applies to the same Service Code, combine the quantity and cost information and enter as one detail line. Questions? Contact the Vendor Unit at 877-537-9517.

Service Code: Y9012 - LIHEAP credits, Customer/Agency payments & credit extended to customer

Basis of Measurement:

Units:

Price per Unit:

Total for this Service Code:

[Submit](#) [Active](#)

Claim Status Information

Claim Status: Not Submitted

Show XML:

- Y9003 - Wood / Other
- Y9004 - Coal
- Y9005 - Propane / Bottled Gas
- Y9006 - Kerosene
- Y9007 - Blended Fuel
- Y9008 - Delivery Fee, Hazmat Fee or Leak Test: Coal, Oil, Wood/Other, Propane/Bottled Gas, Kerosene & Blended Fuel
- Y9009 - Reconnect Fee: Electric & Natural Gas
- Y9010 - Startup Fee or Tank Settling Fee: Oil, Propane & Kerosene
- Y9011 - Additive: Oil, Kerosene, Blended Fuel
- Y9012 - LIHEAP credits, Customer/Agency payments & credit extended to customer**

The 'LIHEAP Claim' page must be completed for deliveries/terminations that require payment with Crisis funds.

Add the Fuel Type code first.

Next, add other service codes specific to the claim.

NOTE: A Service Code may only be used once per claim, so common items may need to be added together.

See next 2 slides for data entry details.

Top section of the LIHEAP Claim page



Billing Information

Vendor:	3003444940001	Attachment Control #:	800008128
		Crisis Authorization #:	8000002499
		Delivery Date (MM/DD/YYYY):	10/23/2024
NOTE: Please correct Customer Acct # if incorrect.			
Customer Account #:	L2425-430138490	Crisis Claim Total:	975.00
Last Name:	FORLIZZI	<small>"Crisis Claim Total" is based on Service Code entries below. For non-utilities, if the value of this field is greater than the Available Crisis Funds displayed on the Worklist, the claim will be DENIED.</small>	
First Name:	ERIN		
Middle Initial:			

Billing Information:

- **If a “Customer Account #” is incorrect, please correct it so it displays correctly on your payment voucher.**
- You can't change the name on this screen. If the name on your account is different, you'll need to write the Auth # on the documentation for the claim to be paid.
- The last data field on the right side will display the amount you'll receive in Crisis funds, tallied for you, based on service codes entered in the next section of the screen.

Middle section of the LIHEAP Claim page



Service Lines for this Authorization #

	Delivery Date	Service Code	Basis of Measurement	Units	Price per Unit	Amount
1	10/23/2024	Y9002	GL	200	4.00	800.00
2	10/23/2024	Y9008	OT	1	25.00	25.00
3	10/23/2024	Y9010	OT	1	50.00	50.00
4	10/23/2024	Y9011	GL	100	3.00	300.00
5	10/23/2024	Y9012	OT	0	0	-200.00

[Add](#) [Remove](#)

Enter delivery or termination details here.

Service Code Y9012 credits/other payments is a negative (-) entry so it CANNOT be the first code entered. Each Service Code may only be used once per claim. If more than one item, associated with this claim applies to the same Service Code, combine the quantity and cost information and enter as one detail line. Questions? Contact the Vendor Unit at 877-537-9517.

Service Code:

Basis of Measurement:

Units:

Price per Unit:

Total for this Service Code:

- First, select and enter the code for the heating type then click 'add' to enter another code related to the claim.
- Decimals are required when amounts are entered in this section.
- Each Service Code can only be used ONE time on an authorization.

Example: The delivery truck ran out of fuel before filling the tank. You return the next day to fill the customer's tank. In this situation, wait to process the claim until both deliveries are made. Add/enter a combined total of the deliveries. Upload both delivery tickets.

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

NOTE: If the LIHEAP cash grant wasn't received at the time of the CAO Crisis pledge, do not enter cash grant credits in PROMISE™ – even if the grant arrived in the meantime.

Use Code Y9012 for LIHEAP Credits:



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

Thursday 24 October 2024 8:33 pm

[Entering LIHEAP Credits Desk Guide](#)

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

Billing Information

Vendor: 3003444940001	Attachment Control #: <input type="text" value="800008128"/>
Customer Account #: <input type="text" value="L2425-430138490"/>	Crisis Authorization #: <input type="text" value="8000002499"/>
Last Name: <input type="text" value="FORLIZZI"/>	Delivery Date (MM/DD/YYYY): <input type="text" value="10/23/2024"/>
First Name: <input type="text" value="ERIN"/>	Crisis Claim Total: <input type="text" value="975.00"/>
Middle Initial: <input type="text"/>	

NOTE: Please correct Customer Acct # if incorrect.

Crisis Claim Total is based on Service Code entries below. For non-utilities, if the value of this field is greater than the **Available Crisis Funds** displayed on the Worklist, the claim will be DENIED.

Service Lines for this Authorization #

Delivery Date	Service Code	Basis of Measurement	Units	Price per Unit	Amount
10/23/2024	Y9002	GL	200.00	4.000	800.00
10/23/2024	Y9008	OT	1.00	25.000	25.00
10/23/2024	Y9010	OT	1.00	50.000	50.00
10/23/2024	Y9011	OT	100.00	3.000	300.00
10/23/2024	Y9012	OT	0.00	0.000	-200.00

Enter delivery or termination details here.

Service Code Y9012 credits/other payments is a negative (-) entry so it CANNOT be the first code entered. Each Service Code may only be used **once per claim**. If more than one item, associated with this claim applies to the same Service Code, combine the quantity and cost information and **enter as one detail line**. Questions? Contact the Vendor Unit at 877-537-9517.

Service Code:

Basis of Measurement:

Units:

Price per Unit:

Total for this Service Code:

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

Claim Status Information

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

Claim ID#: 2824297000002

Paid Amount: 0.00

Paid Date:

Allowed Amount:

Hdr/Dt	ESC	Description	Disposition
Header	6104	REQ'D ATTACHMENT NOT RECOGNIZED	Suspended

This field compiles a running total as Service Codes are entered and will submit the claim to LIHEAP Crisis for the final amount. In this example, the amount that will be billed to LIHEAP PROMISE for this claim is \$975.00.

The 'Add' and 'Remove' buttons are disabled until after the first Service Line is entered.

Always start data entry with the product type. The system will not allow LIHEAP credits to be entered first.

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

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

Submitting a Crisis claim

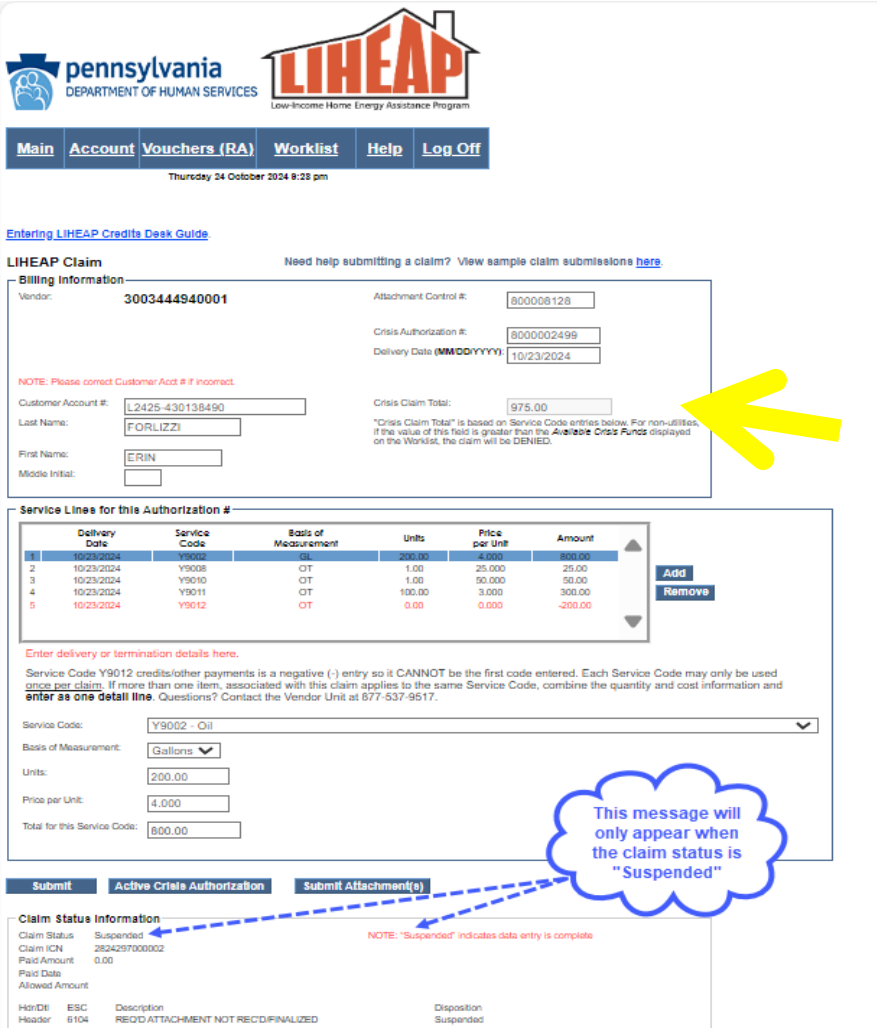
Click the *Submit* button after completing all fields on the 'LIHEAP Claim' submission page.

This message may appear.

Please wait while we process your request...
Do not hit the browser's back or refresh button, or press the F5 key



Lower section of LIHEAP Claim page



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

Billing Information

Vendor: **3003444940001** Attachment Control #:
 Crisis Authorization #:
 Delivery Date (MM/DD/YYYY):
 Crisis Claim Total:
Crisis Claim Total is based on Service Code entries below. For non-utilities, if the value of this field is greater than the Available Crisis Funds displayed on the Worklist, the claim will be DENIED.

NOTE: Please correct Customer Acct # if incorrect.

Customer Account #:
 Last Name:
 First Name:
 Middle Initial:

Service Lines for this Authorization #

Delivery Date	Service Code	Basis of Measurement	Units	Price per Unit	Amount
10/23/2024	Y9002	OT	200.00	4.000	800.00
10/23/2024	Y9008	OT	1.00	25.000	25.00
10/23/2024	Y9010	OT	1.00	50.000	50.00
10/23/2024	Y9011	OT	100.00	3.000	300.00
10/23/2024	Y9012	OT	0.00	0.000	-200.00

Enter delivery or termination details here.

Service Code:
 Basis of Measurement:
 Units:
 Price per Unit:
 Total for this Service Code:

Claim Status Information

Claim Status: **Suspended** NOTE: "Suspended" indicates data entry is complete.
 Claim ICN: 2924297000002
 Paid Amount: 0.00
 Paid Date:
 Allowed Amount:

Header	ESC	Description	Disposition
6104		REQ'D ATTACHMENT NOT RECD/FINALIZED	Suspended

The 'LIHEAP Claim' page will be redisplayed.

- Upon successful data entry, the Claim status should state **"Suspended."**
- **Denied claims:**
 - Review and resolve data entry errors.
 - The most common error is when this field is greater than the amount the customer has available in LIHEAP Crisis funds (\$ amount displayed on the Worklist).
- Crisis Claims submitted with successfully uploaded documents will typically be paid by Treasury within 3-4 weeks.
- Click the **Worklist** link in the blue task bar at the top of this page to search for another customer and submit the next claim.
- If you need help, contact the [LIHEAP Vendor Helpline at 877-537-9517](#).

Providing documentation (Worklist)

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

- The **Submit Attachment(s)** button will navigate you to the 'Crisis Attachment Upload' page where you can convey your scanned supporting document(s) in a PDF format. When choosing Upload, the system will create an internal LIHEAP Cover Sheet, so you aren't required to print one. [See next slide for guidance on how to upload PDF files.](#)
- If you intend to submit documentation by FAX or MAIL, click on the **Print Cover Sheet** button. This document must be included as the first document for each recipient when using the MAIL or FAX options.
- Return to the **Worklist** to search for and submit supporting document(s) for another Crisis Authorization.



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

Worklist Desk Guide
Vendor Crisis 101: Instructions for Submitting a Claim

This Worklist contains ACTIVE Crisis Authorizations (Auth #s). A LIHEAP Crisis Auth # appears on your Worklist the day after the local county office data enters a Crisis Authorization in the LIHEAP eligibility system.

Locate a customer by name or Auth # by clicking on the blue column title above the column you wish to sort.

IMPORTANT NOTE S:

- If you notice an incorrect acct #, you can correct it when you enter the claim.
- LIHEAP Crisis Auth #s won't drop off your Worklist until the claim moves to PAID status in preparation for payment or until the Vendor Unit retracts it.
- LIHEAP Crisis claims are received by and processed through a third-party contractor.
- The Vendor Unit provides assistance as needed.

Key for Claim Status:

Suspended = data entry completed
Denied = data entry completed and an error exists

- Blank =
- Data entry is required to submit a claim.
 - If the LIHEAP cash grant/customer credits were sufficient and a Crisis Authorization # isn't needed, contact the Vendor Unit (1-877-537-9517) and ask for it to be retracted from your Worklist.

- Note:
- **Yellow Highlighted Rows:** Crisis Authorizations that are more than 30 days old. Process these claims ASAP.
 - Rows will remain yellow even after data entry but will drop off when the claim moves to PAID status (or when retracted by the Vendor Unit).
 - **Red text = Denied Status.** These claims won't be paid until vendor corrects errors made in data entry.

Instructions for Auth# and ICN fields:

- Auth # link takes you to the "Vendor Claim Attachment Number Request" page to request a Cover Sheet and begin data entry on a specific claim
- ICN link takes you to the "LIHEAP Claims" page to adjust data entry on a claim that was already submitted
- Click on one of the blue buttons to the right of the ICN to print cover sheet or upload documentation
- An attachment may be resubmitted by clicking on the "Attachment(s) Uploaded" button.

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

Provider ID: 3003444940001

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



Auth. Exp. Date	Auth #	First Name	Last Name	Address	Address 2	City	State	Zip	Acct #	Available FUTURE CREDITS	ACN	Claim Status	ICN	Submitting Documentation	Printed Acc'd	Relocation Reason	Relocated Attachment
2024-09-30	8000024950	KARLIL	FORLJZZ	321 NEW STREET		MILFORD	PA	97010	L2425-06070316	1,000.00		Suspended	2824207000000	Print Cover Sheet CR	Submit Attachment(s)		
2024-09-30	8000024951	LAVINIA	FORLJZZ	321 NEW STREET		MILFORD	PA	97010	L2425-06117959	1,000.00	800008108	Suspended	2824207000000	Print Cover Sheet CR	Submit Attachment(s)		
2024-10-08	8000024952	CHARLES	FORLJZZ	321 NEW STREET		MILFORD	PA	19050	L2425-06117959	1,000.00				Print Cover Sheet CR	Submit Attachment(s)		
2024-10-08	8000024953	VERONICA	FORLJZZ	321 NEW STREET		MILFORD	PA	97010	L2425-062857741	1,000.00				Print Cover Sheet CR	Submit Attachment(s)		
2024-10-08	8000024954	BERNARD	FORLJZZ	321 NEW STREET		MILFORD	PA	97010	L2425-060113239	1,000.00				Print Cover Sheet CR	Submit Attachment(s)		
2024-10-08	8000024954	EMMA	FORLJZZ	321 NEW STREET		MILFORD	PA	97010	L2425-062054238	1,000.00	800008107	Denied	2824206000000	Print Cover Sheet CR	Submit Attachment(s)		
2024-10-08	8000024955	ROBERT	FORLJZZ	321 NEW STREET		MILFORD	PA	19050	L2425-0601179542	1,000.00				Print Cover Sheet CR	Submit Attachment(s)		
2024-10-08	8000024957	JAMIE	FORLJZZ	321 NEW STREET		MILFORD	PA	19050	L2425-062635097	1,000.00	800008127	Suspended	2824206000000	Print Cover Sheet CR	Submit Attachment(s)		
2024-10-08	8000024958	MICHAEL	FORLJZZ	321 NEW STREET		MILFORD	PA	19050	L2425-120314602	1,000.00				Print Cover Sheet CR	Submit Attachment(s)		
2024-10-08	8000024959	ERIN	FORLJZZ	321 NEW STREET		MILFORD	PA	97010	L2425-430136490	1,000.00	800008128	Suspended	2824207000000	Print Cover Sheet CR	Submit Attachment(s)		
2024-10-08	8000025011	JAMES	FORLJZZ	321 NEW STREET		MILFORD	PA	97010	L2425-060011370	1,000.00				Print Cover Sheet CR	Submit Attachment(s)		

Uploading documentation into PROMISe



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Uploading is the fastest way to receive payment as it allows a LIHEAP Crisis claim to be completed without printing a cover sheet/sending documentation by fax or mail.



Follow these steps to Upload documents:

- **Scan and store delivery tickets/utility bills** into a current season file folder on your computer or flash drive. Name the PDF file by the AUTH number, DHS recipient full name, Customer Acct #, sequence number. Example of multiple trip tickets:

1234567890 Mary Jones L2425-60000**2859** 1.pdf
1234567890 Mary Jones L2425-60000**2859** 2.pdf
1234567890 Mary Jones L2425-60000**2859** 3.pdf

- Click **'Choose Files'**. Search for the file on your computer / flash drive. Highlight the file.
- Click **'Open'** to pull the PDF file you located on your computer or flash drive into the LIHEAP 'Crisis Attachment Upload' page.
- Click **'ADD'** to add the PDF file to the "Added file" staging area.
- **NOTE:** If you have more than one document to upload for the same claim, they can be added one at a time (up to 3 PDF files). Each file name must be unique.



Saturday 16 September 2023 01:13 am

Crisis Attachment Upload

Account: **3003444940001**

Upload Instructions:

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

Upload Criteria

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

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

Uploading documentation into PROMISe



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Uploading Continued:

- Review files that appear under the Upload Criteria box to confirm that the files you added are correct. **You aren't finished uploading yet!**
- Click '**Submit Attachment(s)**' button to UPLOAD the document(s).
- The message "**Successfully Uploaded attachments**" will display to let you know they were submitted.
- The verbiage on the button will change to '**Attachment(s) Uploaded**'.

NOTE:

Contact the Vendor Unit at 877-537-9517 to set up a time for a vendor unit representative to offer guidance with claim processing including the upload feature.



Saturday 16 September 2023 01:13 am

Crisis Attachment Upload

Account: **3003444940001**

Upload Instructions:

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

Upload Criteria

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

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

Sending documentation by mail or fax



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If you plan to send trip ticket/term notice documentation by fax or mail, you must click **“Print Cover Sheet”**.

A LIHEAP cover sheet with the DHS recipient’s name and several numbers associated with the Crisis Auth # will be displayed in blocks.

See sample cover sheet next slide.

The screenshot shows the LIHEAP web application interface. At the top, there are navigation links: Main, Account, Vouchers (RA), Worklist, Help, and Log Off. Below these is the date and time: Wednesday 23 October 2024 07:30 am. The main heading is "Vendor Claim Attachment Number Request" with the account number "Account: 3003444940001".

Step 1:

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

A search form titled "Request and Search Criteria" contains the following fields:

- Last Name: FORLIZZI
- First Name: ERIN
- Crisis Authorization #: 8000002499
- Attachment Control Number: (empty)

Buttons for "Request" and "Search" are located below the form.

Step 2 Options:

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

- Select "Print Cover Sheet" (under "Attachment Control Number") to view and print the desired ACN Form
- Retain the printed ACN Form for later use
- Select "Continue" (under "Online Claim") to submit a new claim
- After submitting the claim, mail the printed attachments (and the ACN form) to the address indicated on the cover sheet OR fax the printed attachments (and the ACN form) to the fax number provided on the DHS LIHEAP website

Submit/Attachment(s) Uploaded (If electronically submitting attachments follow the steps below)

- Select "Submit Attachment(s)" to upload attachments OR Select "Attachment(s) Uploaded" 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
800008128 Print Cover Sheet OR Submit Attachment(s)	ISSUED	8000002499	FORLIZZI	ERIN	20241023	0	Continue

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



The LIHEAP Crisis Cover Sheet



Work

liheapmo.dpw.s x liheapmo.dpw.s x ACNAttachments x

File | C:/Users/lforlizzi/Downloads...

Home - PROMISE S... COLD PROD COLD MOD PROD LIHEAP INTR... Other favorites

1 of 1

PROMISE™

LIHEAP Paper Attachment to Electronic Claim Cover Sheet

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

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

3 Service Location 0 0 0 1

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

5 Recipient First Name H O P E

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

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

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

Organize documentation following these rules:

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

Submit documentation with a Cover sheet when sending by:

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

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

Revised March 15, 2019

Important information:

- If blocks are not pre-populated, ensure your Adobe Reader is updated. If the problem continues, contact the LIHEAP Vendor Unit.
- **Never write on the LIHEAP Cover Sheet.**
- The customer's last name on your documentation must be **exactly the same** as the last name on the LIHEAP Cover sheet. If it isn't the same, write the 10-digit AUTH # **on the documentation.**
- The LIHEAP Cover Sheet must always be the first page, immediately followed by the corresponding trip ticket. **Multiple claims can be sent in one fax transmission up to 30 pages.**
- **ONLY** fax LIHEAP Cover Sheets and trip tickets/termination notices. **NEVER include your company's fax cover sheet.**
- PROMISE™ FAX numbers and Mailing Address for LIHEAP Crisis claim processing are provided in the lower section of the LIHEAP Cover sheet.

NEW in 2024/25:

Rejected documentation will display on the *Worklist* with three (3) new columns.

The new columns will contain the rejection code, rejection reason and a hyperlink that will allow vendors to download/view rejected images.

Before a claim can be paid, vendors must address the rejection reason and resubmit documentation.

Rejection Reasons:

- 21: NON-LIHEAP DOCUMENTATION
- 23: TOP OF LIHEAP COVER SHEET NOT BLANK
- 24: DOCUMENTATION ILLEGIBLE
- 26: TRIP TICKET/TERM NOTICE MISSING
- 27: 9 DIGIT VENDOR # MISSING
- 28: 4 DIGIT LOCATION # MISSING
- 29: FIRST NAME MISSING
- 30: LAST NAME MISSING
- 31: LAST NAME MUST = LIHEAP COVER SHEET

NOTE: Documentation will reject AND not display on the *Worklist* if delivery tickets weren't sent with a legible LIHEAP Cover Sheet.

Worklist showing rejections



[Worklist Desk Guide](#)
[Vendor Criteria 101: Instructions for Submitting a Claim](#)

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Key for Claim Status:

- **Suspended** = data entry completed
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- Click on one of the blue buttons to the right of the ICN to print cover sheet or upload documentation
- An attachment may be resubmitted by clicking on the "Attachment(s) Uploaded" button.

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

Provider ID: 3003456060001

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

Auth, Ent. Date	Auth #	First Name	Last Name	Address	Address 2	City	State	Zip	Acct #	Amount	ACN	Claim Status	ICN	Submitting Documentation	Reject Code	Rejection Reason	Rejected Attachment
20240810	8000002323	JORDAN	FORLIZI	111 SPY LAKE		PHILADELPHIA	PA	19050	L2425-650108092	1,000.00							
20240815	8000002320	TRENT	FORLIZI	321 NEW STREET		MILFORD	PA	97010	L2425-020124501	328.15	800007971						
20240815	8000002323	VALENCIA	FORLIZI	98 MYERS RD	APT 221	PHILADELPHIA	PA	19050	L2425-340115941	88.31							
20240912	8000002374	NYDIRAH	FORLIZI	101 MYSTIC DRIVE		SCRANTON	PA	18503	L2425-250151070	118.75	800007997	Suspended	2024272000001	Print Cover Sheet OR Submit Attachment(s)			
20240912	8000002381	WILLA	FORLIZI	5 ALTON ST		ERIE	PA	16501	L2425-001476978	75.00	800007972				24	DOCUMENTATION ILLEGIBLE	6624282021003
20240912	8000002382	ANDREA	FORLIZI	123 REDBIRD LANE		PHILADELPHIA	PA	19050-0001	L2425-001195596	105.23	800007973	Suspended	2024275000005	Print Cover Sheet OR Submit Attachment(s)			
20240917	8000002371	SONISSI	FORLIZI	59 N. ARCADIA ST		SHIPPENSBURG	PA	17257	L2425-300316333	203.00	800007992	Suspended	2024280000002	Print Cover Sheet OR Attachment(s) Uploaded	28	TRIP TICKET/TERM NOTICE MISSING	6624282030001
20240917	8000002372	TAKIA	FORLIZI	9551 GALVIN AVE		HANOVER	PA	17331	L2425-340110299	93.64	800007993						
20240917	8000002375	KAILA	FORLIZI	558 COURTLAND RD		HAZLETON	PA	18201	L2425-120144807	1,000.00	800007970	Denied	2024274000005	Print Cover Sheet OR Submit Attachment(s)	28	4 DIGIT LOCATION # MISSING	6624281800004
20240920	8000002380	SHA-QUIATA	FORLIZI	325 TUDOR PKWY	APT C	LANCASTER	PA	17601	L2425-440114230	456.71	800007994				30	LAST NAME MISSING	6624281800005
20240920	8000002383	DOROTHY	FORLIZI	284 ROSEBUSH LN		EAST PALESTINE	OH	44413	L2425-710006157	300.10	800007974	Suspended	2024276000005	Print Cover Sheet OR Submit Attachment(s)			
20240924	8000002389	BRITTANY	FORLIZI	195 FRANKLIN ST		ERIE	PA	16501	L2425-600123486	125.50							

Need Additional Information?

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

Phone: [877-537-9517](tel:877-537-9517) Email: RA-LIHEAPVendors@pa.gov