

PROMISE™ Worklist Desk Guide

The **Worklist** provides a real-time list of active and 'in process' LIHEAP Crisis Authorizations.

Click on either Worklist links below to access the **Worklist**. Each time you click the **Worklist** link, information on the **Worklist** is refreshed. When the Auth # is retracted or when claim moves to PAID status, it drops off the Worklist.



Need Help? [Accessing Vouchers in PROMISE](#)
[Adding an Alternate PROMISE User](#)
[Worklist Desk Guide](#)
[Vendor Crisis 101: Instructions for Submitting a Claim](#)

Submit all Claims & Attachments within 30 days of Authorization!

LIHEAP Main Menu

Vendor ID: 0006644680004

Worklist

List of all Active and In Progress Crisis Authorizations. Sort, locate a customer, process a claim and return to the Worklist for immediate update.

NEW: Rejections will no longer be sent by mail. Columns on the right side of the Worklist will display rejected attachments because of unacceptable documentation (if the LIHEAP Cover Sheet was included with supporting documentation). Correct and resubmit attachments, addressing the reason indicated, and the claim will be paid.



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

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

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

IMPORTANT NOTES:

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

Key for Claim Status:

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

Blank =

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

Note:
Yellow Highlighted Rows: Crisis Authorizations that are more than 30 days old. Process these claims ASAP.
Rows will remain yellow even after data entry but will drop off when the claim moves to PAID status (or when retracted by the Vendor Unit).

- Red text = Denied Status. These claims won't be paid until vendor corrects errors made in data entry.

Instructions for Auth# and ICN fields:

- Auth # link takes you to the "Vendor Claim Attachment Number Request" page to request a Cover Sheet and begin data entry on a specific claim.
- ICN link takes you to the "LIHEAP Claims" page to adjust data entry on a claim that was already submitted.
- Click on one of the blue buttons to the right of the ICN to print cover sheet or upload documentation.
- An attachment may 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 # E#	Auth #	Ext Name	Last Name	Address	Address 2	City	State	Zip	Acct #	Amount	ACN	Claim Status	ICN	Submitting Documentation	Reject Code	Rejection Reason	Rejected Attachment
20240810	000002373	JORDAN	FORLIZZ	111 SPV LAKE		PHILADELPHIA	PA	19050	L2425-650100002	1,900.00							
20240815	000002372	TRENT	FORLIZZ	321 WEST STREET		MILFORD	PA	97010	L2425-825124901	326.15	800007971						
20240815	000002373	VALENCIA	FORLIZZ	96 MYERS RD	APT 221	PHILADELPHIA	PA	19050	L2425-340115541	88.31							
20240812	000002374	MYDIRAH	FORLIZZ	101 MYSTIC DRIVE		SCRANTON	PA	18503	L2425-250151070	110.75	800007987	Suspended	2024273000001	Print Cover Sheet Submit Attachment(s)			
20240812	000002381	WILLA	FORLIZZ	5 ALTON ST		ERIE	PA	16501	L2425-001470970	75.00	800007972						
20240812	000002382	ANDREA	FORLIZZ	123 REBERD LANE		PHILADELPHIA	PA	19050	L2425-001105598	105.23	800007973	Suspended	2024275000000	Print Cover Sheet Submit Attachment(s)	24	DOCUMENTATION LIESBLE	05424213089
20240817	000002371	SOHSHI	FORLIZZ	59 N. JACARDA ST		SHIPPENSBURG	PA	17257	L2425-330135135	203.00	800007992	Suspended	2024280000000	Print Cover Sheet Attachment(s) Uploaded	28	TRIP TICKET/TERMINAL NOTICE MISSING	05424213081
20240817	000002372	TAKIA	FORLIZZ	9651 DALVIN AVE		HANOVER	PA	17331	L2425-340110299	93.64	800007993						
20240817	000002375	KAILA	FORLIZZ	158 COURTLAND RD		HAZLETON	PA	18201	L2425-031440025	1,000.00	800007970	Denied	2024274000000	Print Cover Sheet Submit Attachment(s)	28	# DIRT LOCATION MISSING	05424213082
20240820	000002380	SHA QUATA	FORLIZZ	325 TUDOR PKWY	APT C	LANCASTER	PA	17601	L2425-440114230	456.71	800007994						
20240820	000002383	DOROTHY	FORLIZZ	284 ROSEBUSH LN		EAST PALESTINE	OH	44413	L2425-710000615	300.10	800007974	Suspended	2024276000000	Print Cover Sheet Submit Attachment(s)	30	LAST NAME MISSING	05424213083
20240824	000002389	BRITTANY	FORLIZZ	185 FRANKLIN ST		ERIE	PA	16501	L2425-000123408	125.50							

REVISION DATE: 10/25/24