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.

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.