



Low-Income Home Energy Assistance Program

# CRISIS 101

A LIHEAP Vendor's Guide to Submitting  
Crisis Claims through PROMISe™

LIHEAP 2025-26 Season

The Crisis component of LIHEAP is available for households who are in a home heating emergency during the LIHEAP Season from: **Wednesday, December 3, 2025 – Friday, April 10, 2026**

- A LIHEAP customer who has a heating emergency from 12/3/25 – 4/10/26 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.

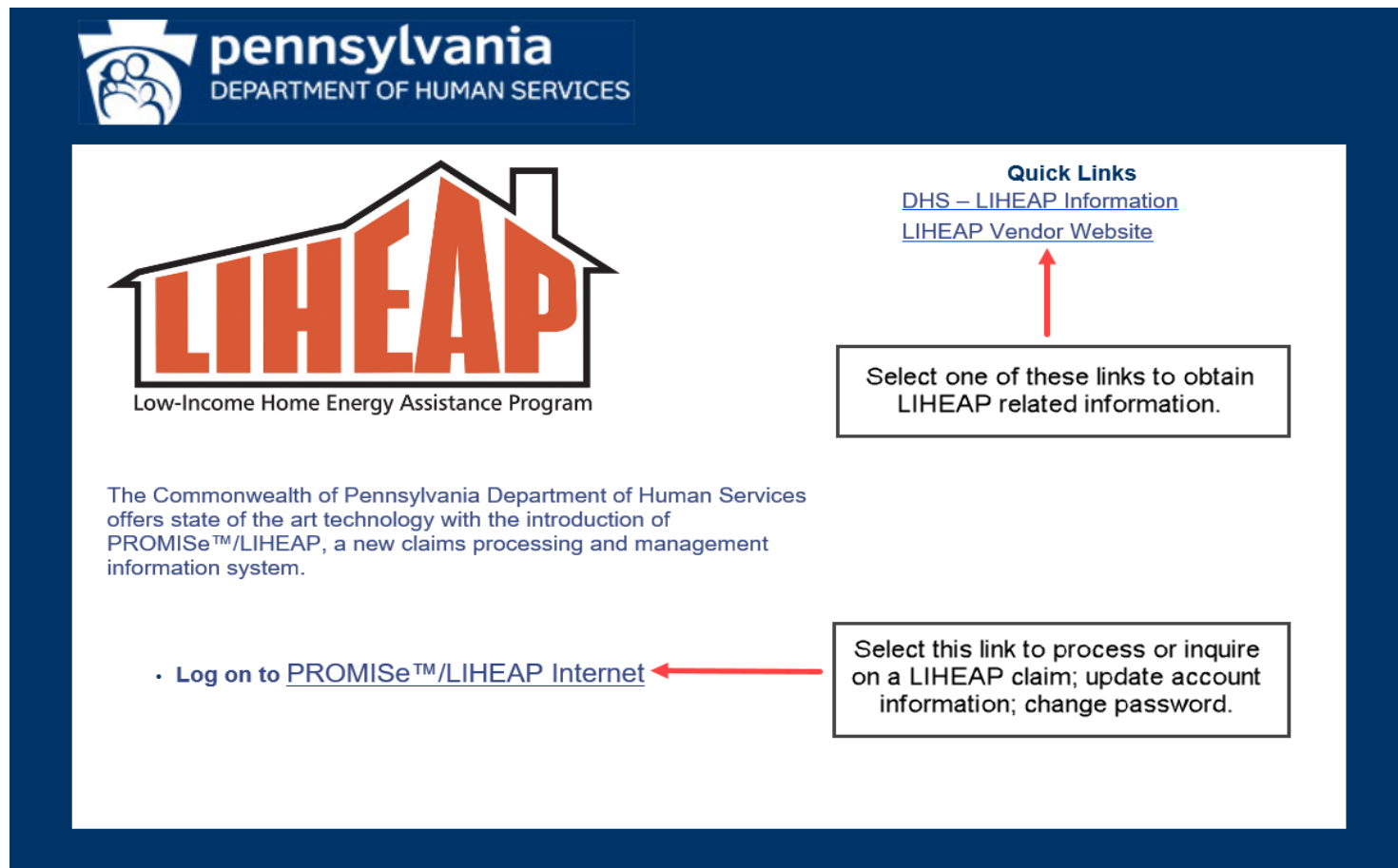
- The 2025/26 season maximum for Crisis is \$1000 per household.
  - A household may receive several Crisis authorizations during the season, but the combined total of all Crisis grants issued for the season may not exceed \$1000.
- Each Crisis Authorization # is to resolve a **specific heating emergency** 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 text box that says 'Select one of these links to obtain LIHEAP related information.' Another red arrow points from the 'Log on to PROMISe™/LIHEAP Internet' link to a text box that says 'Select this link to process or inquire on a LIHEAP claim; update account information; change password.'

- **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.

**Notice:**  
The 2025/26 LIHEAP Season begins December 3, 2025.

- In preparation for the season:
  - Review the updated Crisis 101 PowerPoint and Desk guide links.
  - Take time to update your PROMISe™ password.
  - Remove PROMISe™ users who no longer have LIHEAP responsibilities.
  - Add PROMISe™ users who will need to access vouchers / process LIHEAP Crisis claims during the 2025/2026 Season.
  - Call the PROMISe™ helpdesk 800-248-2152 if you need help with any of these things.
- The 2025/2026 Season Crisis season limit is \$1000.
- Process all Crisis claims within 30 days of the Authorization date.
- If a Crisis Auth # isn't needed for a delivery, advise the Vendor Unit that the Crisis Auth # needs to be retracted and provide the reason. (877-537-9517 or [RA-LIHEAPVendors@pa.gov](mailto:RA-LIHEAPVendors@pa.gov))
- A Crisis claim can't exceed the amount of Crisis funds the customer has available or the amount pledged by the county office (amounts noted on your Worklist). You may need to enter credits/payments made by the customer or other agency.
- Uploading is the best way to convey trip ticket or shut off documentation.
- Contact the Vendor Unit to schedule an appointment/tutorial on how to upload documentation.
  - Call 877-537-9517 or email [RA-LIHEAPVendors@pa.gov](mailto:RA-LIHEAPVendors@pa.gov).
- If documents aren't submitted to the claim by upload, you must print the LIHEAP Cover Sheet from PROMISe™ and include it on top of the documentation submitted via FAX or MAIL.
- LIHEAP documentation rejections that appear on your Worklist require you to make a correction.

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

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.

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.



## 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 (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' interface. At the top, there are logos for the Pennsylvania Department of Human Services and LIHEAP (Low-Income Home Energy Assistance Program). Below the logos is a navigation bar with buttons for 'Main', 'Account', 'Vouchers (RA)', 'Worklist', 'Help', and 'Log Off'. A date and time stamp reads 'Friday 4 October 2024 6:50 pm'. A 'Need Help?' section contains links for 'Accessing Vouchers in PROMISe', 'Adding an Alternate PROMISe User', 'Worklist Desk Guide', and 'Vendor Crisis 101: Instructions for Submitting a Claim'. A prominent message states 'Submit all Claims & Attachments within 30 days of Authorization!'. The main menu area is divided into four sections: 1. 'LIHEAP Main Menu' with 'Vendor ID: 3003444940001'. 2. 'Worklist' with a description: 'List of all Active and In Progress Crisis Authorizations. Sort, locate a customer, process a claim and return to the Worklist for immediate update.' 3. 'Claims Inquiry' with the text: 'Inquire on the status of Claims you already processed'. 4. 'Process a New Crisis claim' with the text: 'Locate a customer and process a new LIHEAP Crisis Claim, Searching by a specific Crisis Authorization # or a date range'. Red arrows from the text on the left point to the 'Vouchers (RA)' button, 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 day after 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.

**Rejections:** Unacceptable documentation such as illegible text or customer last names that don't match, will be rejected and displayed within the red columns on the Worklist. Vendors must correct and resubmit attachments, addressing the reason indicated. The rejection will remain on the vendor's Worklist until the claim goes to a PAID status.

Provider ID: 3003345220002  
Click here to download results as CSV text file

Available Crisis Funds

Hyperlinks

Hyperlinks

Rejected Attachment Info

Auth# Edit	Auth#	First Name	Last Name	Address	Address 2	City	State	Zip	Acct#	Available Crisis Funds	ACN	Claim Status	ICN	Submitting Documentation	Rejection Code	Rejection Reason	Rejected Attachment
20251103	8000002781	ROBERT	PACKER	43 MEADOW LANE		BIRYN MAWR	PA	19016	L2526-590311719	1,000.00							
20251105	8000002785	ROBERT	PACKARD	957 PLUM TREE RD		ALTOONA	PA	16801	L2526-330114860	1,000.00	800009955	Denied	2025318000003	Print Cover Sheet OR Submit Attachment(s)			
20251112	8000002792	ROSEY	PACKER	17 PRINCETON ST		WILLIAMSPORT	PA	17701	L2526-700320176	1,000.00	800009027						
20251112	8000002794	GREGORY	PACKMAN	124 DARIUS DR		ABINGTON	PA	19001	L2526-150314351	1,000.00							
20251112	8000002786	BLAYNE	PACKER	188 SCHOOLHOUSE LN		MILFORD	PA	18337	L2526-590311719	1,000.00	800009028	Suspended	2025330000001	Print Cover Sheet OR Attachment(s) Uploaded			
20251218	8000002729	ERIN	PACK	211 LILAC PLACE		CRANBERRY TWP	PA	15086	L2526-490103355	1,000.00							
20251223	8000002721	MONIQUE	PACK	656 JAMES CT	APT J	BEDFORD	PA	15522	L2526-810001235	1,000.00							

# 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 menu 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 <a href="#">Print Cover Sheet</a> OR <a href="#">Submit Attachment(s)</a>	ISSUED	8000002499	FORLIZZI	ERIN	20241023	0	<a href="#">Continue</a>

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  
Crisis Authorization #: 8000002499  
Delivery Date (MM/DD/YYYY): 10/23/2024  
Crisis Claim Total: 975.00

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

\*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

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:

Y9000 - Electric  
Y9001 - Natural Gas  
Y9002 - Oil  
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:	<b>3003444940001</b>	Attachment Control #:	<input type="text" value="800008128"/>
		Crisis Authorization #:	<input type="text" value="8000002499"/>
		Delivery Date (MM/DD/YYYY):	<input type="text" value="10/23/2024"/>
<b>NOTE: Please correct Customer Acct # if incorrect.</b>			
Customer Account #:	<input type="text" value="L2425-430138490"/>	Crisis Claim Total:	<input type="text" value="975.00"/>
Last Name:	<input type="text" value="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:	<input type="text" value="ERIN"/>		
Middle Initial:	<input type="text"/>		

## 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 9:33 pm

[Entering LIHEAP Credits Desk Guide](#)

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

**Billing Information**

Vendor: <b>3003444940001</b>	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: <input type="text" value="Y9012 - LIHEAP credits, Customer/Agency payments &amp; credit extended to customer"/>
Basis of Measurement: <input type="text" value="Other"/>
Units: <input type="text" value="0.00"/>
Price per Unit: <input type="text" value="0.000"/>
Total for this Service Code: <input type="text" value="200.00"/>

[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

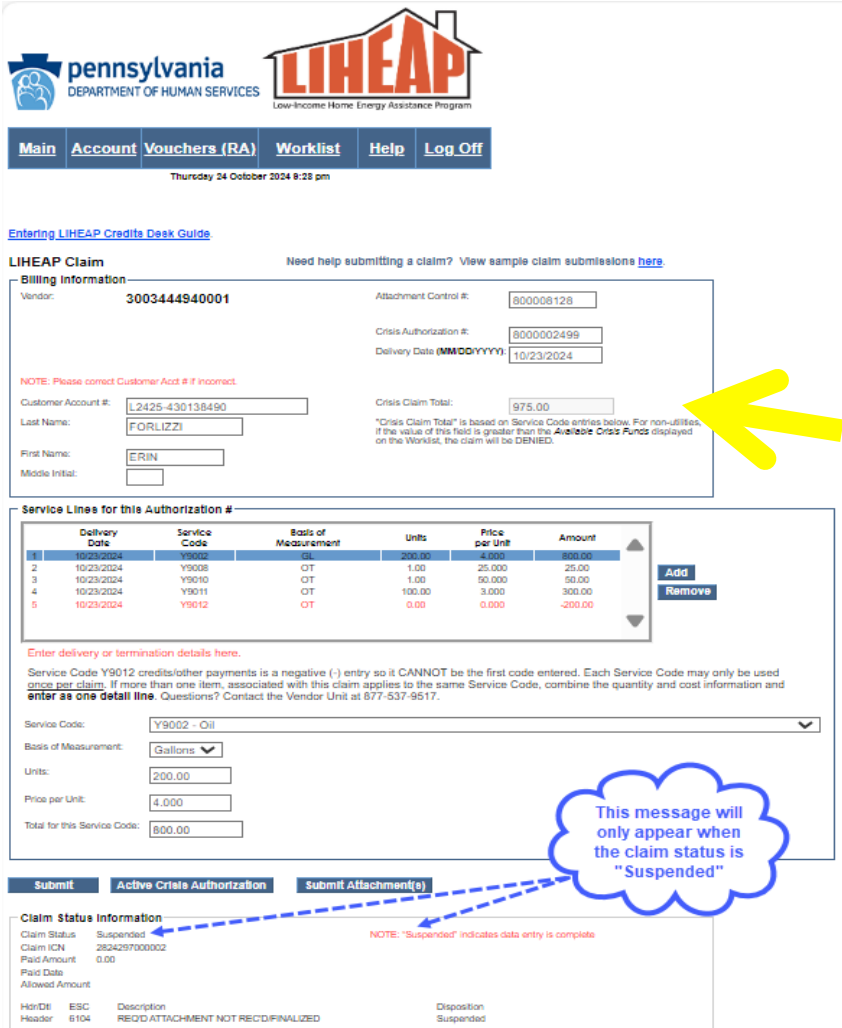
Click the *Submit* button after completing all fields on the 'LIHEAP Claim' submission page.

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 #: 800008128  
 Crisis Authorization #: 8000002499  
 Delivery Date (MM/DD/YYYY): 10/23/2024  
 Crisis Claim Total: 975.00

NOTE: Please correct Customer Acct # if incorrect.

Customer Account #: L2425-430138490  
 Last Name: FORLIZZI  
 First Name: ERIN  
 Middle Initial:

**Service Lines for this Authorization #**

Delivery Date	Service Code	Basis of Measurement	Units	Price per Unit	Amount
10/23/2024	Y9002	Oil	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: Y9002 - Oil  
 Basis of Measurement: Gallons  
 Units: 200.00  
 Price per Unit: 4.000  
 Total for this Service Code: 800.00

**Claim Status Information**

Claim Status: Suspended  
 Claim ICN: 2824257000002  
 Paid Amount: 0.00  
 Paid Date:  
 Allowed Amount:

NOTE: "Suspended" indicates data entry is complete.

Hdr/ID	ESC	Description	Disposition
Header	6104	REQ'D ATTACHMENT NOT RECOGNIZED	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 available in Crisis funds is 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.



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 day after 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.

**Notes:**

- **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.

**Rejections:** Unacceptable documentation such as illegible text or customer last names that don't match, will be rejected and displayed within the **red columns** on the Worklist. Vendors must correct and resubmit attachments, addressing the reason indicated. The rejection will remain on the vendor's Worklist until the claim goes to a PAID status.

Provider ID: 3003345220002  
Click here to download results as CSV text file

Auth. Cat. Code	Auth.#	First Name	Last Name	Address	Address 2	City	State	Zip	Acct#	Available Credit Limit	ACN	Claim Status	ICN	Submitting Documentation	Reject Code	Rejection Reason	Rejected Attachment
20251103	8000002731	ROBERT	PACKER	43 MEADOW LANE		BRVN MAVR	PA	19010	L2526-590317178	1,000.00				<a href="#">Print Cover Sheet</a> OR <a href="#">Submit Attachment(s)</a>			
20251105	8000002768	SEWLETT	PACKARD	657 PLYM TREE RD		ALTOONA	PA	16801	L2526-305314988	1,000.00	800009965	Denied	2025319000000				
20251112	8000002782	ROBYN	PACKER	17 PRINCETON ST		WILLIAMSPORT	PA	17701	L2526-700320176	1,000.00	800009027						
20251112	8000002784	GREGORY	PACKMAN	124 DARIUS DR		ABINGTON	PA	19001	L2526-190314551	1,000.00							
20251112	8000002766	ELAYNE	PACKER	169 SCHOOLHOUSE LN		MILFORD	PA	18337	L2526-590317179	1,000.00	800009028	Suspended	2025338000001	<a href="#">Print Cover Sheet</a> OR <a href="#">Attachment(s) Uploaded</a>			
20251218	8000002720	ERIN	PACK	211 LILAC PLACE		CRANBERRY TWP	PA	15086	L2526-490103355	1,000.00							
20251223	8000002721	MONIQUE	PACK	656 JAMES CT	APT J	BEDFORD	PA	15522	L2526-010001235	1,000.00							



# Uploading documentation into PROMISe



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

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 in a black and white format** 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



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

## 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



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

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.**

**NOTE: Documentation MUST be scanned and uploaded in a PDF format and sent in a black and white format or it will be illegible to the processing center.**

The screenshot shows the LIHEAP website header with the Pennsylvania Department of Human Services logo and the LIHEAP logo (Low-Income Home Energy Assistance Program). Below the logos is a navigation menu with buttons for Main, Account, Vouchers (RA), Worklist, Help, and 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	FORLIZZI
First Name	ERIN
Crisis Authorization #	8000002499
Attachment Control Number	

[Request](#)

[Search](#)

Step 2 Options:

**Mall/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
800008128 <a href="#">Print Cover Sheet</a> OR <a href="#">Submit Attachment(s)</a>	ISSUED	8000002499	FORLIZZI	ERIN	20241023	0	<a href="#">Continue</a>

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



# The LIHEAP Crisis Cover Sheet

A screenshot of a web browser window showing the "LIHEAP Paper Attachment to Electronic Claim Cover Sheet" form. The browser tabs include "Work", "liheapmo.dp.w...", "liheapmo.dp.w...", and "ACNAttachment...". The address bar shows the file path "C:/Users/lforlizzi/Downloads...". The form is titled "PROMISe™ LIHEAP Paper Attachment to Electronic Claim Cover Sheet". It contains six numbered fields: 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), and 6. Attachment Control Number (8 0 0 0 0 6 9 7 0). Below the fields, there is an "IMPORTANT:" section with instructions on how to submit the cover sheet, including fax and mail options, and a list of rules for organizing documentation. At the bottom, it provides contact information for the LIHEAP Vendor Helpline and a revision date of 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.

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.

Rejections stay on the Worklist until replaced by another rejection or until the claim goes to a PAID status.

## 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



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

**LIHEAP**  
Low-Income Home Energy Assistance Program

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

Wednesday 3 December 2025 3:08 pm

[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 day after 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.**

**Rejections:** Unacceptable documentation such as illegible text or customer last names that don't match, will be rejected and displayed within the red columns on the Worklist. Vendors must correct and resubmit attachments, addressing the reason indicated. The rejection will remain on the vendor's Worklist until the claim goes to a PAID status.

Provider ID: 1022437530002

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

Auth. ER 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
20251102	8000002009	GEORGE	PACKER	506 LINDEN LANE	APT 210	PITTSBURGH	PA	15106	L2526-001155001	405.00	800009907						
20251102	8000002011	JUSTIN	PACKER	5262 VINE ST		CECIL	PA	15321	L2526-790320177	800.03							
20251114	8000002004	MARGARET	PACKER	22 KENWICK CT		SOMERSET	PA	15510	L2526-590317180	1,000.00	800008979	Suspended	2025321000001	Print Cover Sheet OR Attachment(s) Uploaded	24	DOCUMENTATION ILLEGIBLE	9525321700001
20251114	8000002005	SOO	PACKER	321 NEW STREET		MILFORD	PA	97010	L2526-680315784	1,000.00	800008959	Suspended	2025320000001	Print Cover Sheet OR Attachment(s) Uploaded	31	LAST NAME MUST = LIHEAP COVER SHEET	9525321700002
20251114	8000002006	ANGEL	PACKER	77 ESSEX DR	APT G	BUTLER	PA	16045	L2526-790320180	1,000.00	800008980	Suspended	2025332000002	Print Cover Sheet OR Attachment(s) Uploaded	26	TRIP TICKET/TERM NOTICE MISSING	9525321700003
20251114	8000002007	JUDY	PACKER	321 NEW STREET		MILFORD	PA	97010	L2526-220317226	1,000.00	800008960	Suspended	2025332000003	Print Cover Sheet OR Attachment(s) Uploaded	21	NON-LIHEAP DOCUMENTATION	9525321700004
20260213	8000002701	LORRIE	PACKER	531 LAFAYETTE DR		HAZLETON	PA	18201	L2526-001992538	1,000.00	800008910	Denied	2025338000001	Print Cover Sheet OR Submit Attachment(s)			



## 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](mailto:RA-LIHEAPVendors@pa.gov)