

PROMISE™ Worklist Desk Guide

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

Click on either Worklist link 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 a claim moves to PAID status, it drops off the Worklist.



Thursday 4 December 2025 2:21 pm

- 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: 1022396160002

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.

Rejections: Unacceptable documentation, such as illegible text or customer last names that don't match, will be rejected and displayed on 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 PAID status.



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. E.R. Date	Auth.#	First Name	Last Name	Address	ADDRESS 2	City	State	Zip	Acct.#	Amount	ACN	Claim Status	ICN	Submitting Documentation	Rejection Code	Rejection Reason	Rejected Attachment
20251102	0000002039	GEORGE	PACK	566 LINDEN LANE	APT 210	PITTSBURGH	PA	15106	L2526-001150001	405.00	800009007						
20251102	0000002031	JUSTIN	PACKER	500 VINE ST		CECIL	PA	15321	L2526-000301977	800.03							
20251114	8000002041	MARGARET	PACKER	22 KENYON CT		SOMERSET	PA	15510	L2526-200317100	1,000.00	800000979	Suspended	202532100001	Print Cover Sheet OR Attachment(s) Uploaded	24	DOCUMENTATION ILLEGIBLE	002532170001
20251114	8000002045	SOO	PACKER	301 NEW STREET		MILFORD	PA	97010	L2526-000315784	1,000.00	800000959	Suspended	202532100001	Print Cover Sheet OR Attachment(s) Uploaded	31	LAST NAME MUST = LIHEAP COVER SHEET	002532170002
20251114	8000002046	ANGEL	PACKER	77 ESSEX DR	APT G	BUTLER	PA	16045	L2526-200317100	1,000.00	800000959	Suspended	202532100001	Print Cover Sheet OR Attachment(s) Uploaded	26	TRIP TICKET TERM NOTICE MISSING	002532170003
20251114	8000002047	JUDY	PACKER	321 NEW STREET		MILFORD	PA	97010	L2526-200317100	1,000.00	800000966	Suspended	202532100003	Print Cover Sheet OR Attachment(s) Uploaded	21	NON-LIHEAP DOCUMENTATION	002532170004
20260213	8000002761	LORRIE	PACK	531 LAFAYETTE DR		HAZLETON	PA	18201	L2526-001902530	1,000.00	800000910	Denied	202533000001	Print Cover Sheet OR Submit Attachment(s)			