PIPP PETALS OF PROCESSING

BPRO 2024 Spring Conference

Application Processing

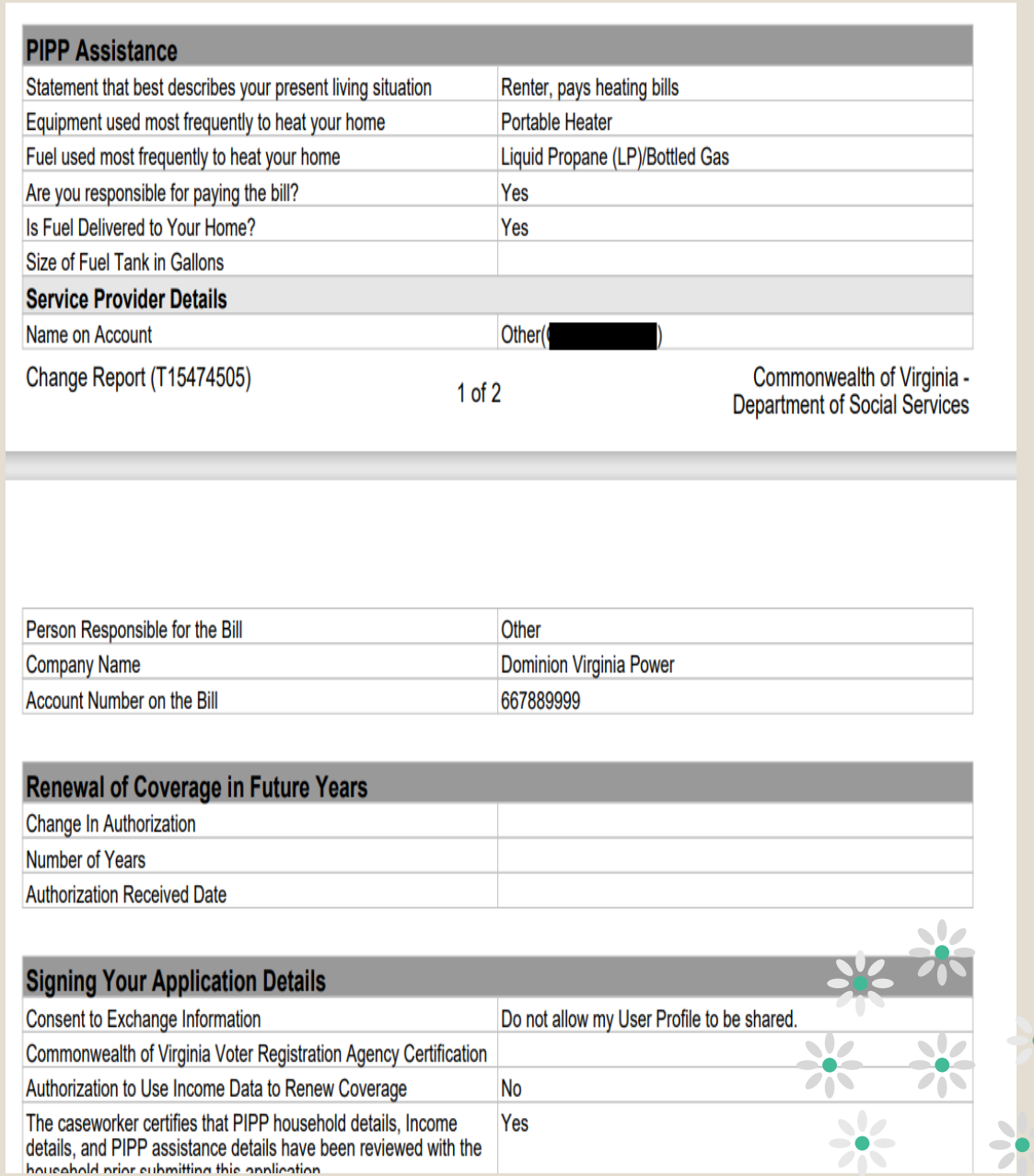
- As a best practice, workers should always thoroughly review the PIPP application prior to processing in VaCMS.

- PIPP Assistance screen
  - When processing the case in VaCMS, on the, the Billing Information section is for the electricity provider rather than the heating vendor i.e. Washington Gas, Tiger Fuel, etc, which may be different.

  - The Electric Provider information should not be left blank or completed with made-up information like “0s” or 1111111.

- For PIPP eligibility, the name on the electric bill does not have to be the Case Name.

- Because the customer’s PIPP amount is directly income-driven, be very careful when keying the income records for the household.



PIPP Assistance	
Statement that best describes your present living situation	Renter, pays heating bills
Equipment used most frequently to heat your home	Portable Heater
Fuel used most frequently to heat your home	Liquid Propane (LP)/Bottled Gas
Are you responsible for paying the bill?	Yes
Is Fuel Delivered to Your Home?	Yes
Size of Fuel Tank in Gallons	
Service Provider Details	
Name on Account	Other([redacted])

Change Report (T15474505) 1 of 2 Commonwealth of Virginia - Department of Social Services

Person Responsible for the Bill	Other
Company Name	Dominion Virginia Power
Account Number on the Bill	667889999

Renewal of Coverage in Future Years	
Change In Authorization	
Number of Years	
Authorization Received Date	

Signing Your Application Details	
Consent to Exchange Information	Do not allow my User Profile to be shared.
Commonwealth of Virginia Voter Registration Agency Certification	
Authorization to Use Income Data to Renew Coverage	No
The caseworker certifies that PIPP household details, Income details, and PIPP assistance details have been reviewed with the household prior submitting this application	Yes

Approval and Enrollment

Remember:

- The LDSS determines PIPP Eligibility
- Dominion determines PIPP Enrollment

Although the case has been processed and approved in VaCMS, the Approval Notice will not go out to the customer until PIPP has been enrolled on the account.

Please do not share with the customer that they are approved or their PIPP amount until they are enrolled to alleviate any issues.

The customer will also receive a PIPP Enrollment letter from Dominion Energy.

Questions and concerns regarding eligibility (including household composition, income, etc.) should be referred to staff in your agency first (senior worker, supervisor) and then to your PIPP consultant.

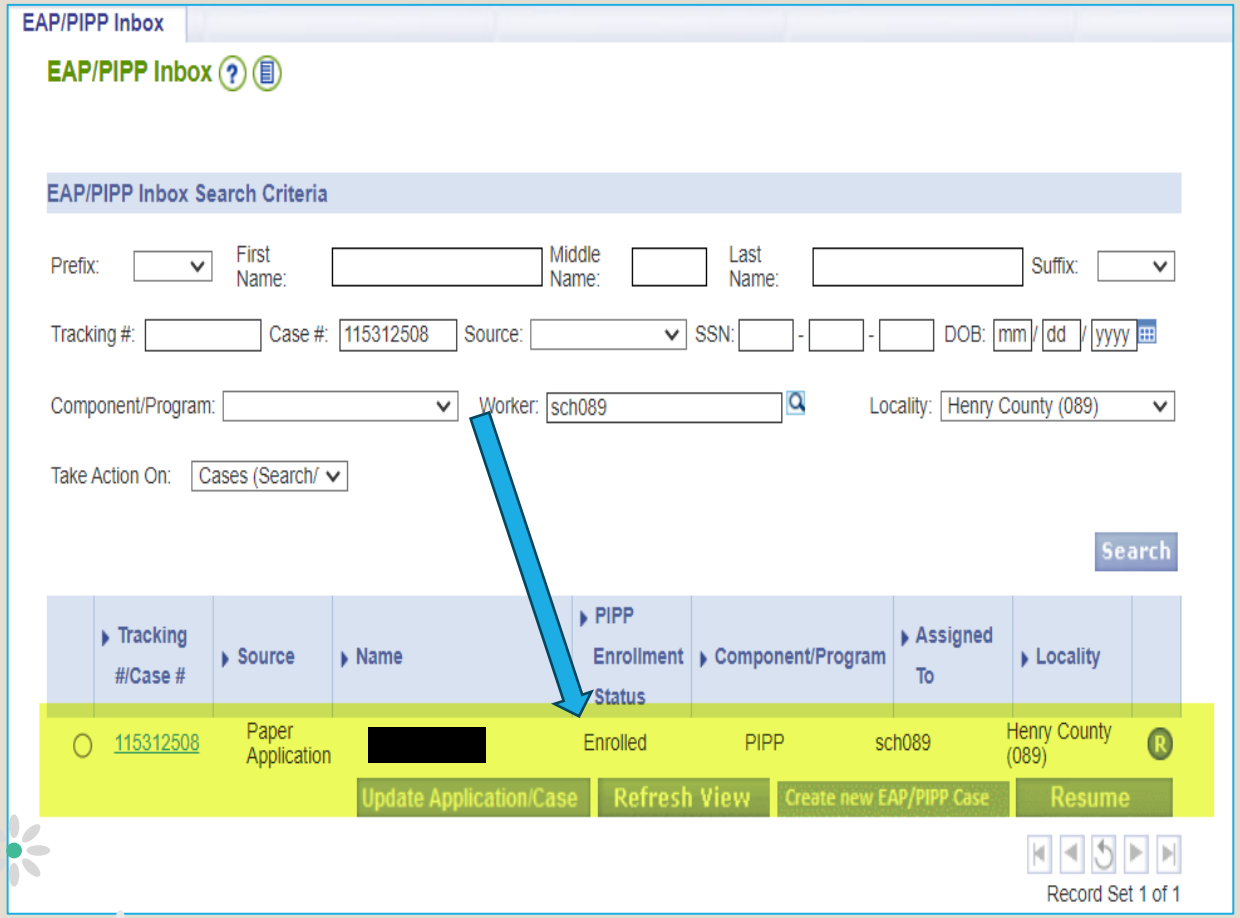
Reach out to Dominion for questions about the customer's account that cannot be found on the Dominion customer portal AWA.

EAP/PIPP Inbox

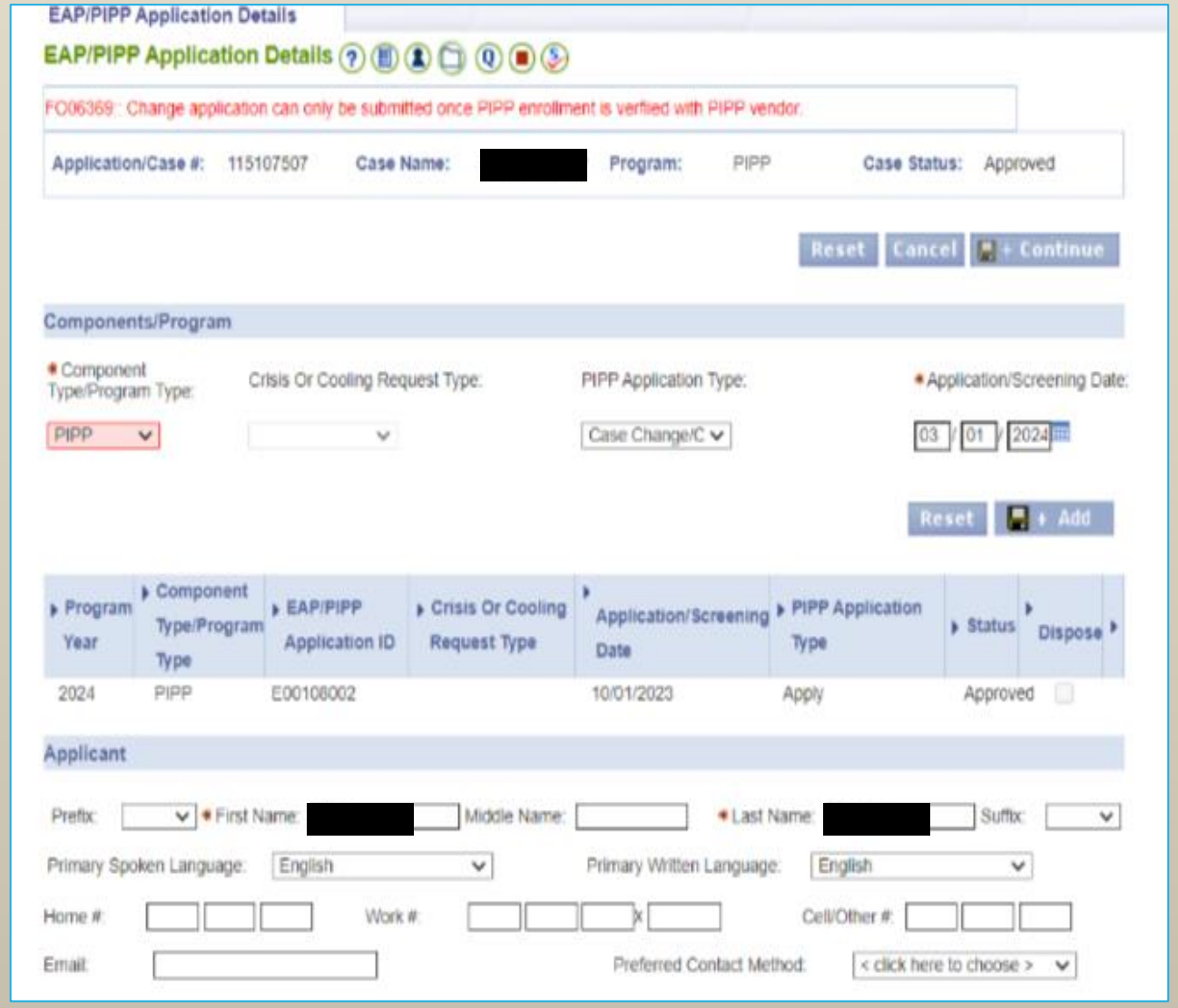
The EAP/PIPP Inbox has been updated with a PIPP Enrollment Status column.

Values in this column will display:

- **Blank** if the case is not enrolled in PIPP, or has been Denied.
- **Enrolled** if the case is currently enrolled in PIPP, and
- **Not Enrolled** if the case has been rejected or has previously been enrolled in PIPP, but has closed and the enrollment has been removed from the electric account by the electricity provider.



PIPP Enrollment status will also display under Inquiry > Case > Case – Search/Summary for the case.



EAP/PIPP Application Details

VaCMS will not allow user to enter new PIPP application or change while the prior application is pending enrollment.

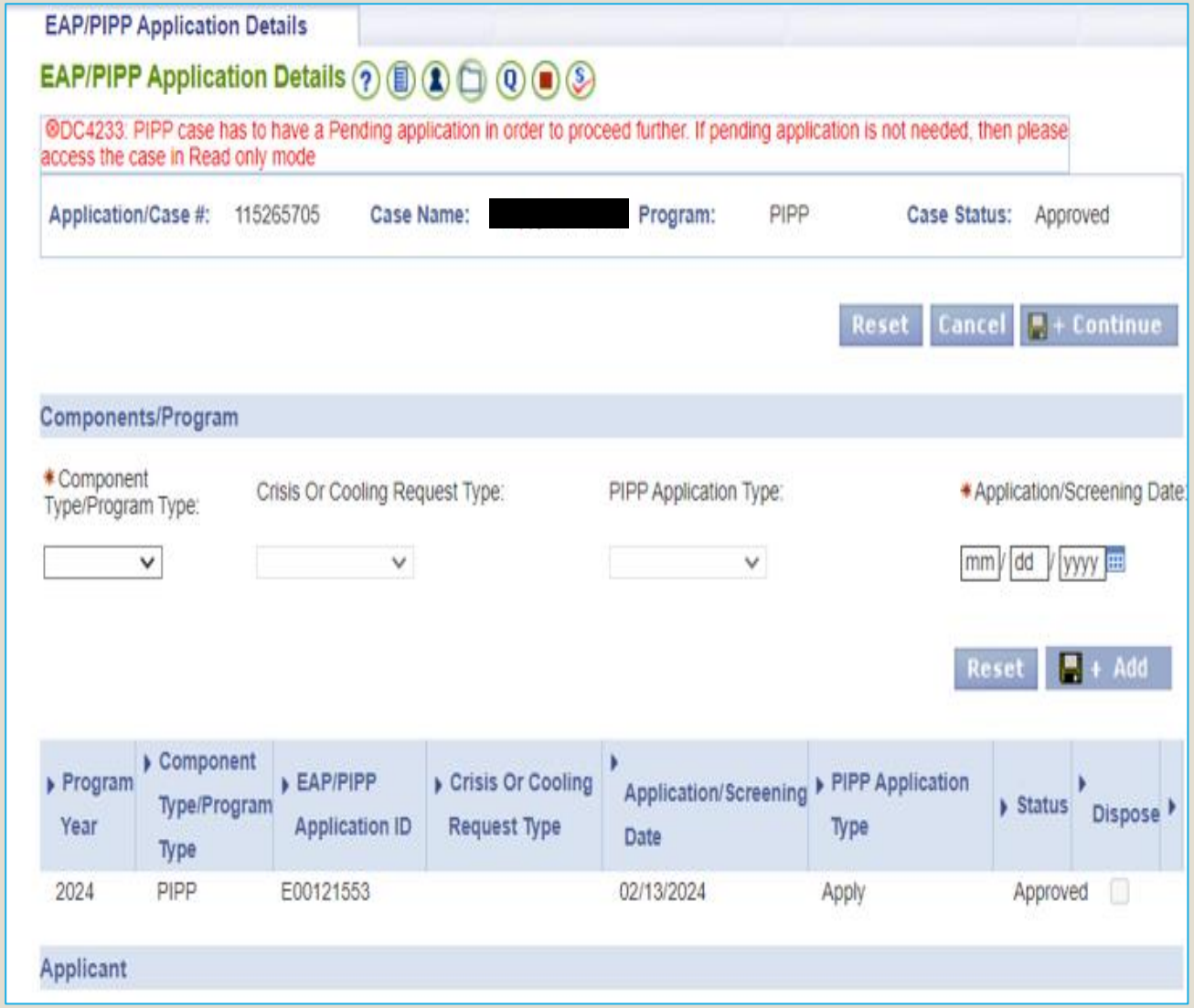
An error message "Change application can only be submitted once PIPP enrollment is verified with the PIPP vendor." will display if the worker attempts to move forward in Data Collection.

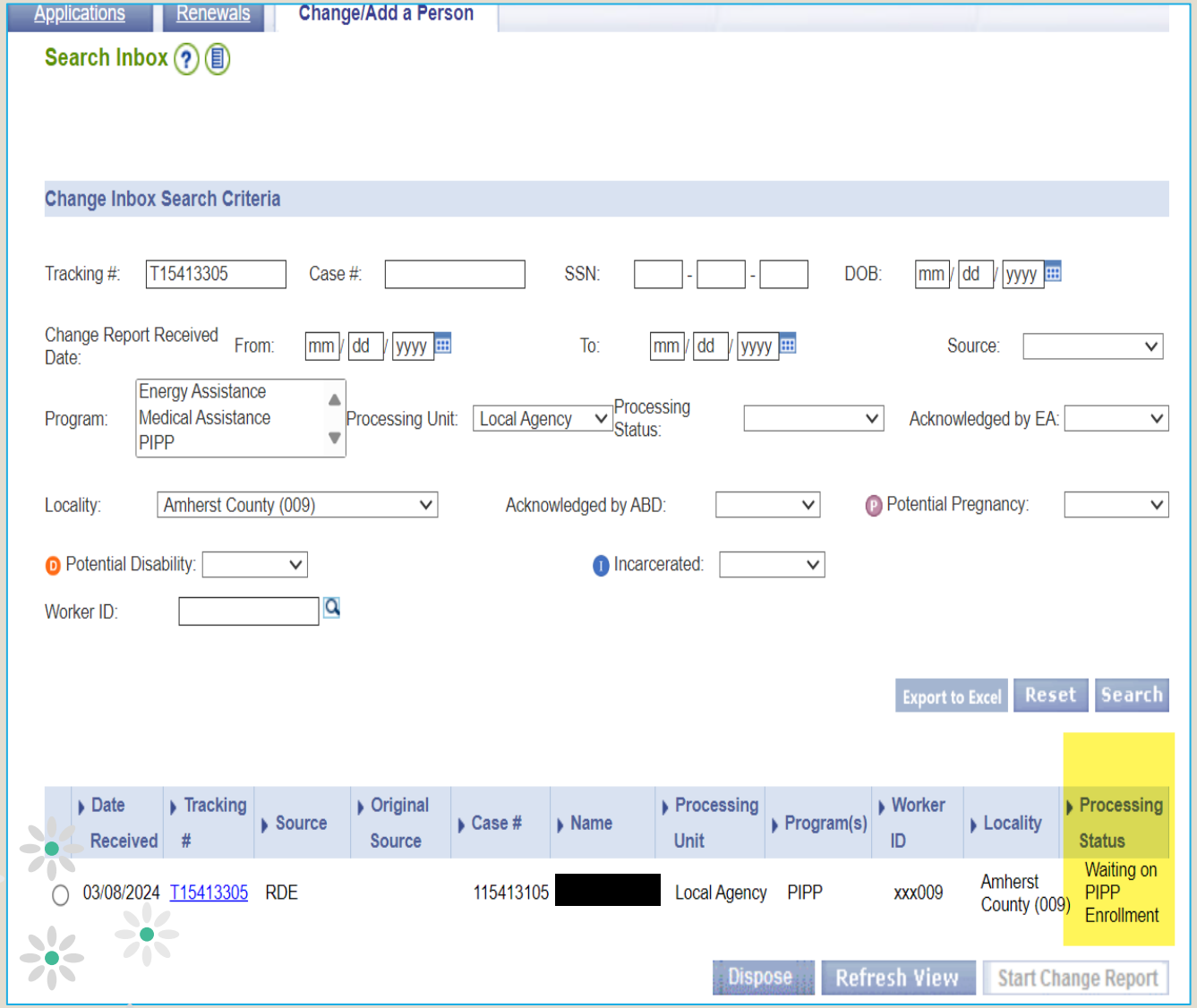
For tracking purposes, encourage customers to submit updates and changes for their PIPP case through CH.

EAP/PIPP
Application Details, cont.

- VaCMS will not allow user to update a PIPP case without a pending application.

- VaCMS will display an error message "PIPP cases must have a Pending application in order to proceed further. If pending application is not needed, then please access the case in "Read-Only mode" on 'EAP/PIPP Application details' screen." when user tries to make an update without a pending application.





CH/RDE Report My Changes

CommonHelp Report My Change (RMC) enhancements include information about the PIPP case enrollment status.

Report My Change applications will be held in MWS if PIPP Enrollment has not been completed by the electricity provider.

In the MWS Change/Add a Person tab, the application will display as Waiting on PIPP Enrollment in the Processing Status column.

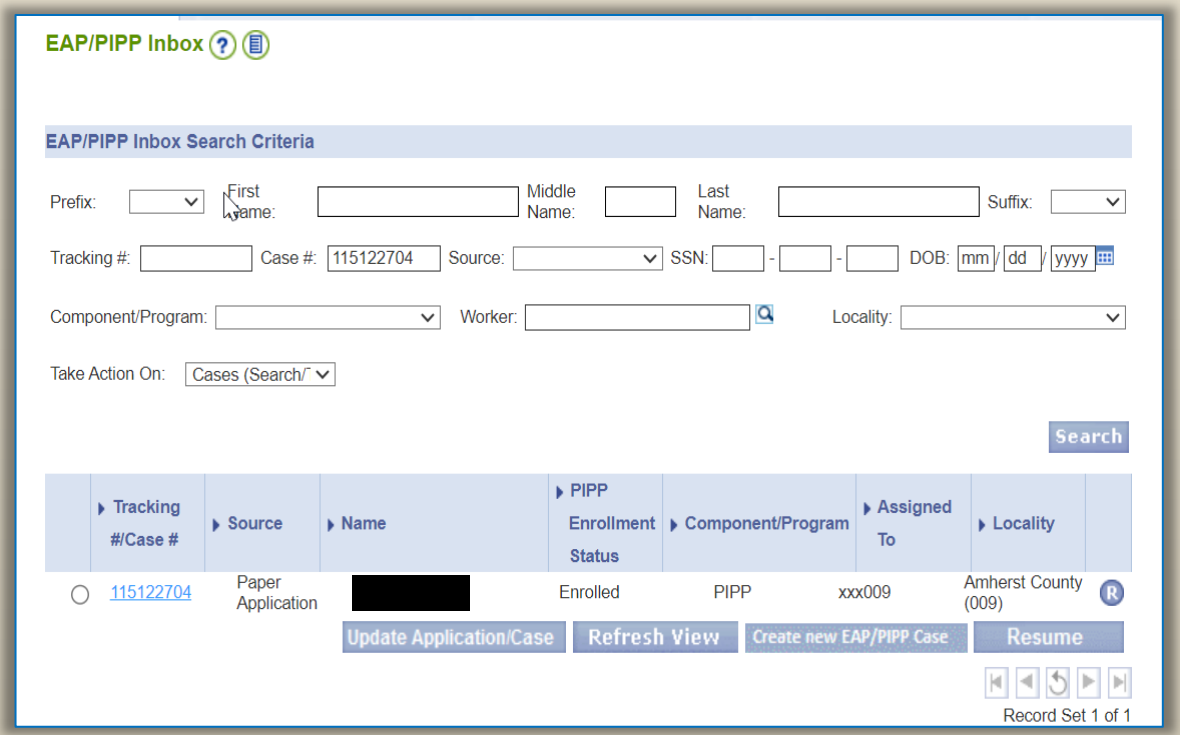
Rapid Data Entry (RDE) has been updated with a 'PIPP Report Changes/Renewal' button on Case Summary screen.

Processing Changes

Once the case has been successfully enrolled in PIPP by Dominion, VaCMS can be updated with any changes that may be needed.

Scenario 1: Client applied for PIPP and is successfully enrolled.

Client reports new income that makes the case ineligible.



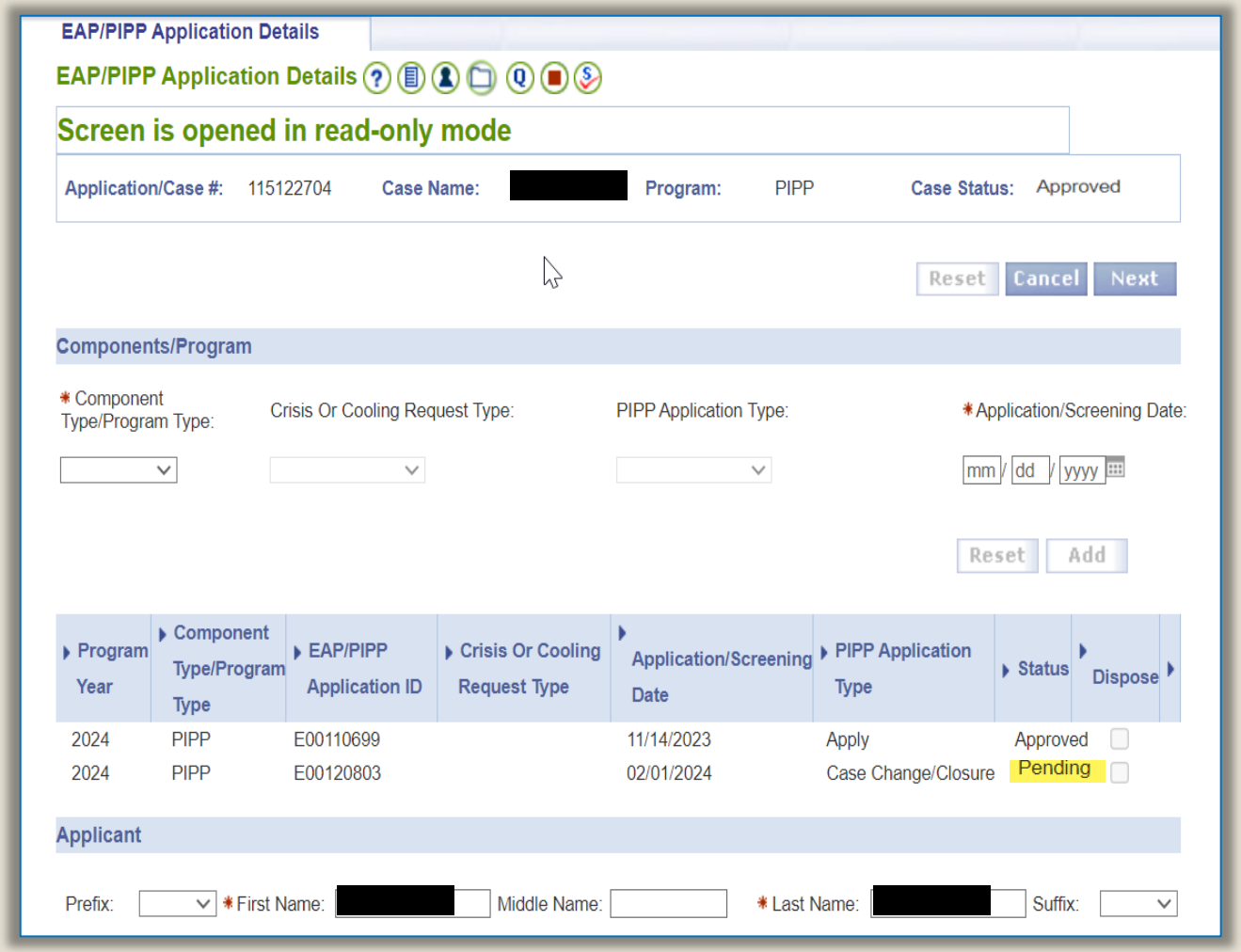
PIPP Changes

Case changes become effective the month following the change.

Special consideration for Client Withdraws:

- Process the closure as a “Change” in VaCMS using EAP/PIPP Program Denial.
- Also, encourage customers to contact Dominion customer service to request PIPP enrollment be dropped from their account.

Dominion will remove the PIPP enrollment within 3 business days, and the customer will owe their current account balance plus any past due charges/arrearages.

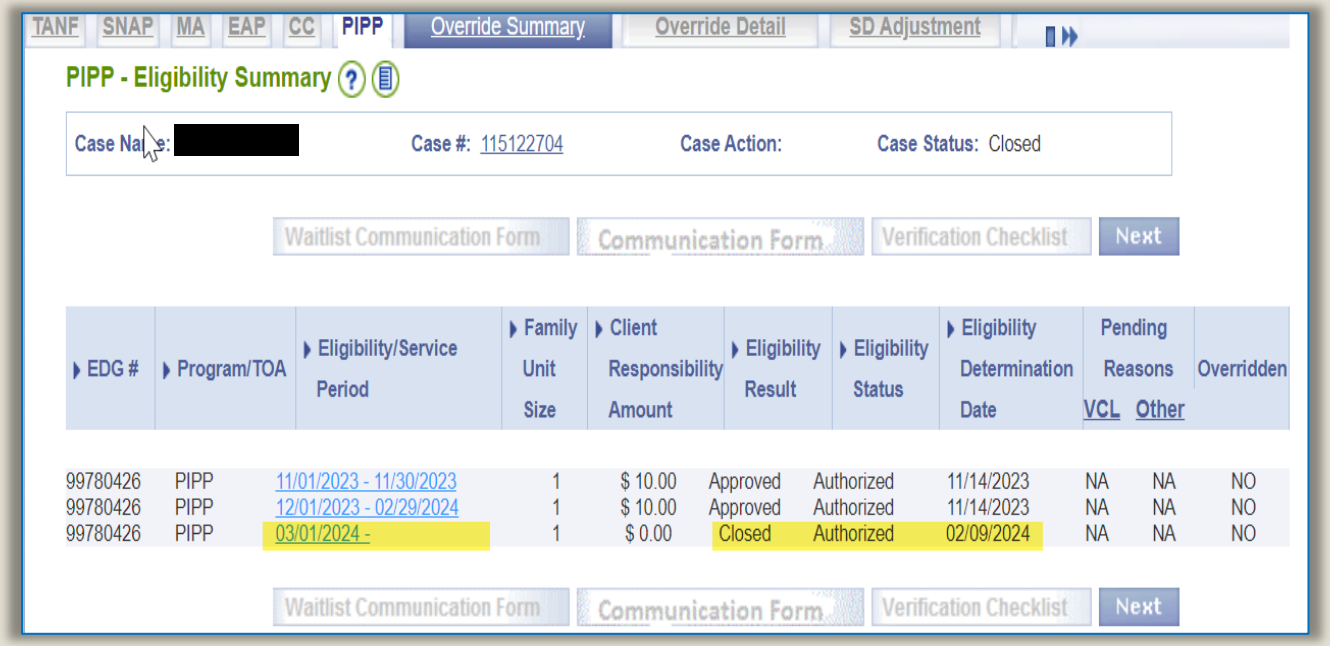


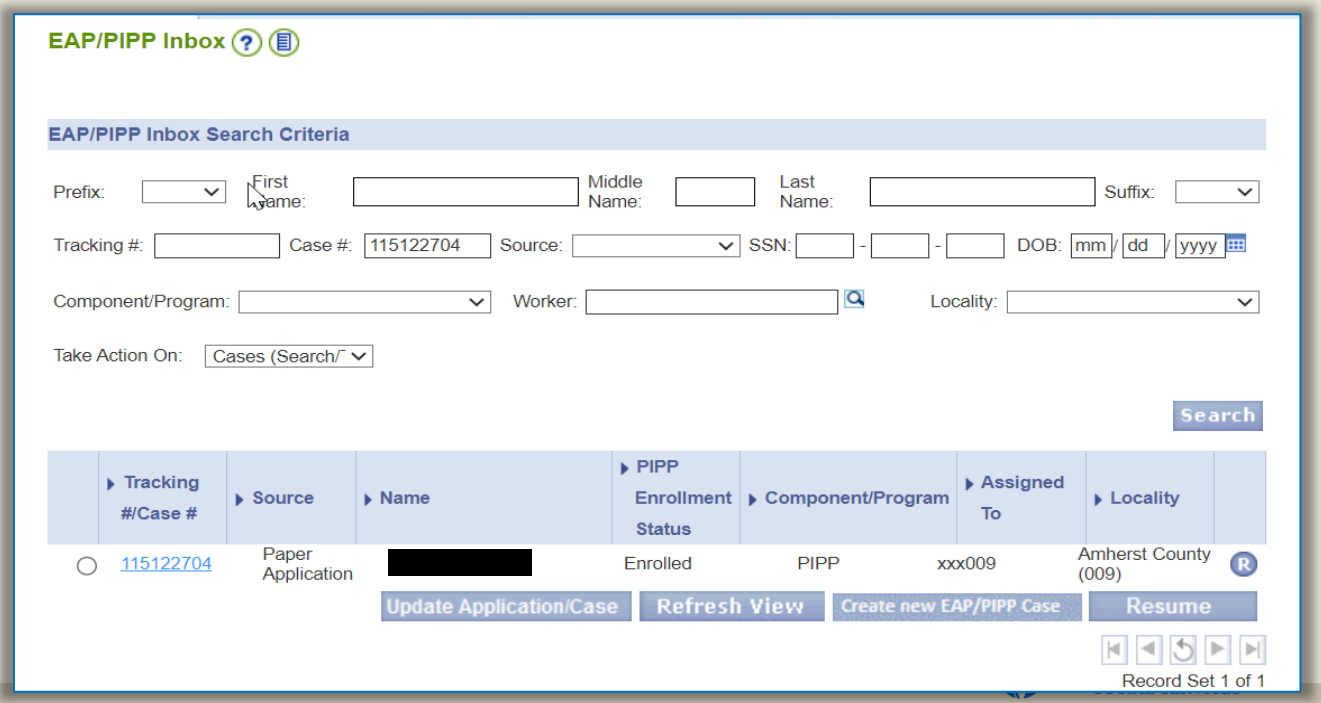
Processing Changes, cont.

After the EDBC has been run for the change, the Service/Eligibility Period will be updated.

Click Next to Certify and Authorize the change.

The Case Status will be updated according to the action – in this instance, the case has been closed.





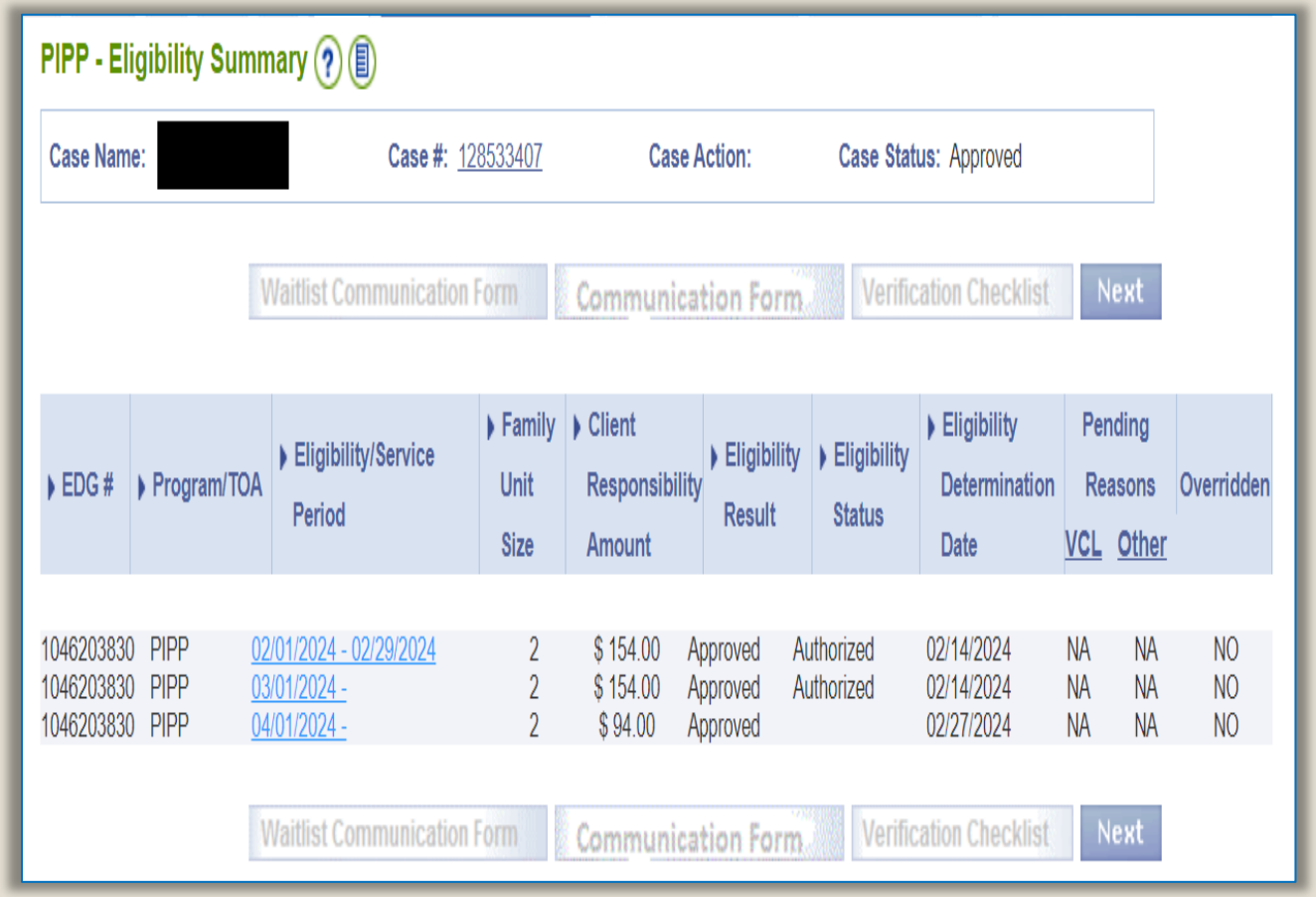
The PIPP Enrollment Status will not be updated in VaCMS until the drop code has been successfully received from Dominion.

Eligibility Segments
Effective Date of Changes

PIPP case changes are impacted by Cut-off which is scheduled for the third day before the end of the month.

Changes processed after cut-off are consider to be processed the following month and will have an effective Eligibility/Service period the first day of the second month.

Cases with a change in the PIPP Amount and Closures/Denials are sent to Dominion once a month.



PIPP - Eligibility Summary

Case Name: [redacted] Case #: 128533407 Case Action: Case Status: Approved

Waitlist Communication Form | Communication Form | Verification Checklist | Next

EDG #	Program/TOA	Eligibility/Service Period	Family Unit Size	Client Responsibility Amount	Eligibility Result	Eligibility Status	Eligibility Determination Date	Pending Reasons VCL	Pending Reasons Other	Overridden
1046203830	PIPP	02/01/2024 - 02/29/2024	2	$ 154.00	Approved	Authorized	02/14/2024	NA	NA	NO
1046203830	PIPP	03/01/2024 -	2	$ 154.00	Approved	Authorized	02/14/2024	NA	NA	NO
1046203830	PIPP	04/01/2024 -	2	$ 94.00	Approved		02/27/2024	NA	NA	NO

Waitlist Communication Form | Communication Form | Verification Checklist | Next

Enrollment Transaction Rejects		
Reject Codes	Description	Denial - Y/N
102	Account is inactive	Y
103	Account holder flag as deceased	Y
107	Account number is not residential	Y
108	Account number is collective bill	Y
109	Account number is master meter	Y
110	Location isn't valid (Non-VA account)	Y

Transaction Reports

VaCMS will auto-process the denial, closure, or pending of cases that appear on the Transaction Report because they could not be enrolled by the vendor.

PIPP does not currently have a Reinstate function. If a case that has been denied needs to be reprocessed, the following worker actions are required:

- Add/register a new "apply" EAP/PIPP ID on the EAP/PIPP Application Details page.
  - Use the original application date.
- Process the case through the data collection module.
- Run Eligibility.
- Cert/Auth the results.
- The case will go over with the regular daily demographic file.

Enrollment Transaction Rejects		
Reject Codes	Description	VCL - Y/N
101	Account number does not exist	Y
105	Account name does not match	Y
106	Account number is already enrolled	Y
117	Customer enrolled with another account	Y

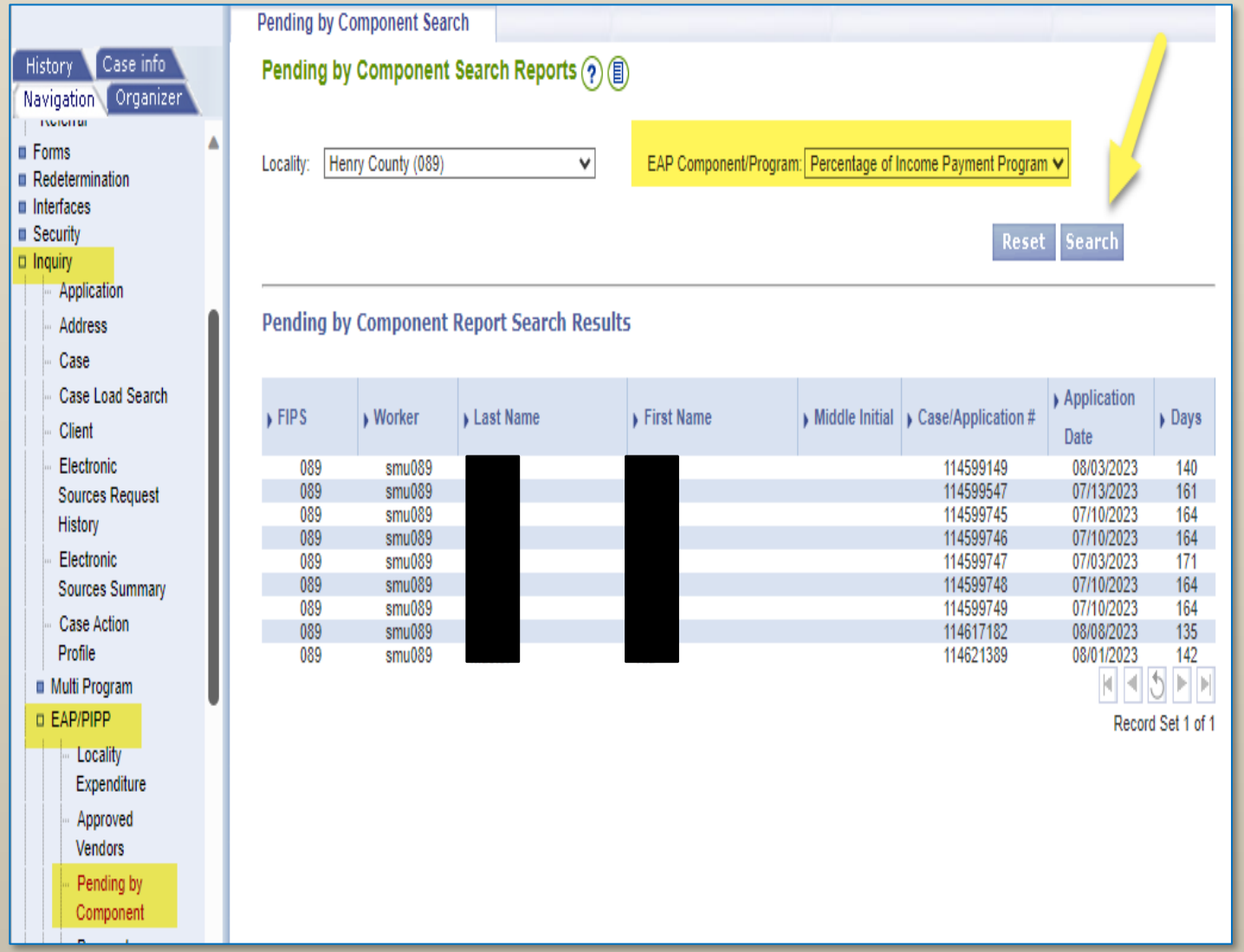
Transaction Reports, cont.

The cases that are placed in a pending status during the automated process will:

- Auto-generate a Verification Checklist (VCL), and
- Display on the Pending by Component Report.

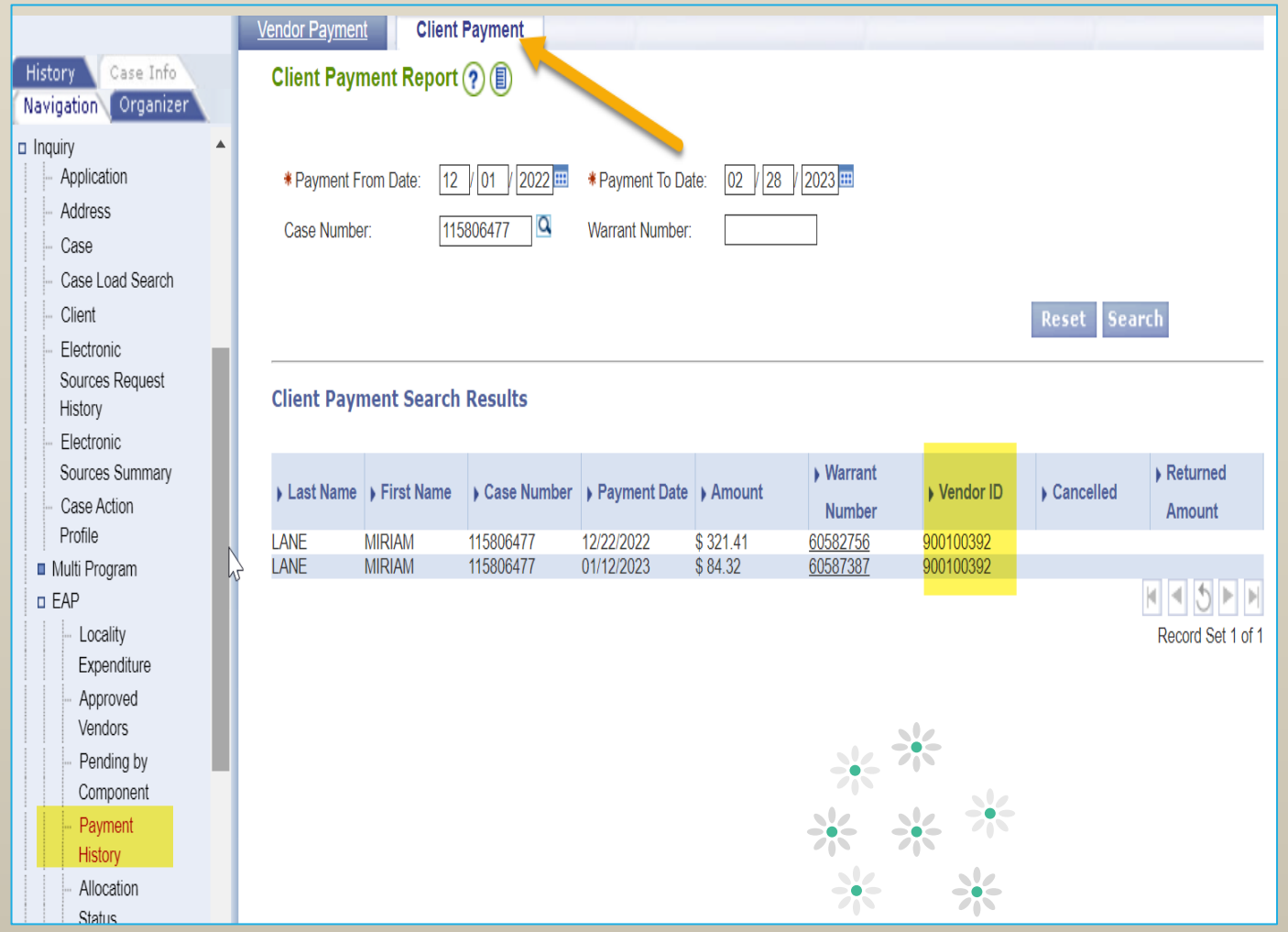
An alert will be generated to the primary worker if action is required.
Although a VCL has been generated and sent to the customer, because the EAP/PIPP Application ID has flipped from approved to pending, the following actions can be taken by the worker

- Process the case through the data collection module.
- Make the necessary updates to the account information on the PIPP Assistance screen
- Run Eligibility.
- Cert/Auth the results.
- The case will go over with the regular daily demographic file.



Pending by Component

The PIPP applications and cases that have unprocessed/pending EAP/PIPP Application IDs with PIPP Application type of Apply or Change/Renewal are displayed in the Search Results section.



Payment History

PIPP credit that have been applied to customer accounts will display in VaCMS in two places in VaCMS; Benefit Issuance > Maintain checks, and Inquiry > EAP > Payment History.

Client Management Report - Future Release

PIPP Reinstate – Future Release

PIPP VCL Auto Closure

- VaCMS will now auto-close PIPP applications/cases that have pending VCLs with an overdue date.
- The Case Status will change from Pending to Closed (or Denied).
- The Eligibility Service Period will update to Closed with the effective date of the closure.
- A Notice of Action will be generated.

PIPP - Eligibility Summary

Case Name: [redacted] Case #: 115238910 Case Action: Intake/Screening Case Status: Pending

Waitlist Communication Form | Communication Form | Verification Checklist | Next

EDG #	Program/TOA	Eligibility/Service Period	Family Unit Size	Client Responsibility Amount	Eligibility Result	Eligibility Status	Eligibility Determination Date	Pending Reasons VCL	Pending Reasons Other	Overri
100280934	PIPP	02/01/2024 - 02/29/2024	1	$ 18.00	Pending		02/08/2024		NA	N
100280934	PIPP	03/01/2024 -	1	$ 18.00	Pending		02/08/2024		NA	N

PIPP - Eligibility Summary

Case Name: [redacted] Case #: 115238910 Case Action: Case Status: Denied

Waitlist Communication Form | Communication Form | Verification Checklist | Next

EDG #	Program/TOA	Eligibility/Service Period	Family Unit Size	Client Responsibility Amount	Eligibility Result	Eligibility Status	Eligibility Determination Date	Pending Reasons VCL	Pending Reasons Other	Overr
100280934	PIPP	02/01/2024 - 02/29/2024	1	$ 0.00	Denied	Authorized	02/08/2024	NA	NA	N
100280934	PIPP	03/01/2024 -	1	$ 0.00	Denied	Authorized	02/08/2024	NA	NA	N

When Things Go Sideways

Denied in error	Data entry error Acct Name or Acct Number	Income errors Incorrect PIPP Amount	Client Request closures	Delays in processing	Disconnections
Case Status must be Denied/Closed	Case Status must be Approved and PIPP Enrolled.	Case Status must be Approved and PIPP Enrolled.	Case Status must be Approved and PIPP Enrolled.	Approved but Not Enrolled not display	Explain the Program, PIPP isn't a benefit program – it's a payment - billing plan
Add/Register a new PIPP Application	Add/Register a "Change" PIPP Application	Add/Register a "Change" PIPP Application	Add/Register a "Change" PIPP Application	Ensure case has been approved and authorized	Refer to Dominion to request extension
Process through data collection	Process through data collection	Process through data collection	Use EAP/PIPP Program Denial with "Client Request"	Confirm Case Status	Refer to Community Resources
Run EDBC	Make correction to the appropriate field(s)	Make correction to the appropriate field(s)	Run EDBC from the left nav – Eligibility > Run Eligibility	Review the effective date of Eligibility Period	
Cert/Auth the results	Run EDBC	Run EDBC	Cert/Auth the Eligibility results	Contact Consultant	
Sent to Dominion according to the Eligibility/Service Period effective date for the change	Cert/Auth the Eligibility results	Cert/Auth the Eligibility results	Sent to Dominion according to the Eligibility/Service Period effective date for the change		
	Sent to Dominion according to the Eligibility/Service Period effective date for the change	Sent to Dominion according to the Eligibility/Service Period effective date for the change			

Questions, Comments, Concerns

Questions should be submitted to your PIPP Consultants by email.

Don't know who to contact or their email address?

Kisha Owens	**Angela Ector**
Nakisha.Owens@dss.virginia.gov	Angela.C.Ector@dss.virginia.gov
(804) 922-3305	(804) 726-7392

Helpful information to include in your email:

- ✓ Case number related to your question
- ✓ Your agency name and your direct phone number, if it's not in your email signature
- ✓ Please complete the subject line when sending an email
- ✓ Screenshots/copy of error message received