



VIRGINIA DEPARTMENT OF
SOCIAL SERVICES

PIPP BPRO 2025 Fall Conference
A Stitch in Time



Weaving Together PIPP Renewals, Communication, and Reporting

This workshop will guide participants through the renewal process, emphasizing how effective communication with vendors and strategic use of reports are essential threads in the fabric of case management.

Attendees will be provided with best practices and quick-reference tips to support everyday tasks that weave a resilient program centered on shared purpose and service.

Agenda

✓ PIPP Tips

- How to Deny an Application
- How to Close a Case
- How to do a Case Change

✓ Handling Renewals - Scenarios

✓ Communications with Vendors

✓ PIPP Reports

- Using the Transaction Report
- Using the Pending by Component List

✓ Questions, Comments, Concerns

PIPP Tips

PIPP Tips

Use the **EAP/PIPP Program Denial** screen to deny an **initial/intake** PIPP Application Type = Apply for the following reasons:

- Customer application withdrawal (Case Status = Pending)**
 - EAP/PIPP Application ID = Pending
- Non-PIPP vendor**
- Failed to return requested verification if a system-generated Verification Checklist has not been sent.**

On the EAP/PIPP Application Details page, in the Component/Program section,

Select PIPP from the drop-down

Key the Application date

Click ADD

A new EAP/PIPP Application ID with a pending status will be added.

Click Save + Continue

How to Deny an Application

The screenshot displays the 'EAP/PIPP Application Details' interface. On the left is a navigation menu with 'EAP/PIPP Program Denial' highlighted. The main area shows application details for 'Sun, Samantha' with a 'Pending' status. Below this is a table for 'Components/Program' with one entry: '2023 PIPP E00110617' with a status of 'Pending'. A yellow arrow points to the 'ADD' button in the table. Below the table is a form for applicant information, including fields for First Name (Samantha), Last Name (Sun), and Application Date (07/18/2023).

Program Year	Component Type/Program Type	EAP/PIPP Application ID	Crisis Or Cooling Request Type	Application/Screening Date	PIPP Application Type	Status	Dispose
2023	PIPP	E00110617		07/18/2023	Apply	Pending	<input type="checkbox"/>

How to Deny an Application, cont.

The EAP/PIPP Client Details page will display

- Go to the left nav and click **EAP/PIPP Program Denial**
- Select PIPP from the Component/Program drop-down list

The Denial Date will be pre-populated with the date the application is being processed

- a) Use the comment box to include information on the client notice. For example, “You have requested to withdraw your application for PIPP.” Or, “Your electric vendor does not participate in the Percentage of Income Payment Program.”

- Select the appropriate Denial Reason
- Click **ADD**

Note: EAP/PIPP Program Denial can also be used for Admin Error or Duplicate Application denials if the EAP/PIPP Application ID = Pending.

The screenshot shows the 'EAP/PIPP Program Denial' form. At the top, it displays 'Application/Case #: T15186548', 'Case Name: Falanna, Lola', 'Program: PIPP', and 'Case Status: Pending'. Below this, there are several required fields: '* Component/Program' (set to PIPP), '* Denial Reason' (set to 'Invalid vendor for service requested'), and '* Denial Date' (set to 12/19/2023). A 'Comments' box is highlighted in yellow and contains the text 'Danville Utilities does not participate in PIPP'. At the bottom right of the form, there is a red arrow pointing to the 'Add' button. The form also includes a table with columns for Program Year, Component/Program, EAP Appln ID, Crisis Or Cooling Request Type, Denial Reason, and Denial Date. A 'Submit' button is located at the bottom right of the form.

As a best practice, enter some **Case Comments** about the EAP/PIPP Program Denial function being used because there will be no history shown on the EAP Program Denial page after the process is completed.

How to Deny an Application, cont.

A Program Denial summary line is added for the pending EAP/PIPP Application ID

- Click **Submit**.

An informational message will display indicating that the system has processed the denial request.

For **intake/new** applications that have never been run through Wrap-Up eligibility, no further action is required. Note that no data will display on the Eligibility Summary screen for the application because eligibility has not been run.

The Denial notice is immediately generated from the EAP/PIPP Program Denial screen on click of **Add**, then **Submit** for new/intake applications.

The notice can be review under [Forms > View Pending forms](#).

How to Close a Case

For ongoing **Approved/Enrolled** PIPP case
Client Request or New/Different Account #

PIPP Assistance

Application/Case #: 114748862 Case Name: Thomas, [REDACTED] Program: PIPP Case Status: Approved

New Data + Previous + Continue

PIPP Request

PIPP Application ID: E00119040 PIPP Application Status: Pending

* Fuel used to Heat Home?: Electricity Equipment to Heat Home: Furnace

* Living Situation: Homeowner, pays heating

PIPP Assistance

Are you responsible for paying to heat your home? YES

Is Fuel delivered to your home? NO

* Which of the following renewable home energy or competitive energy supply projects/programs does your household currently participate in?: None

Fuel Tank Size (gallons):

If Other, what is the name of the program?:

PIPP Billing Information

Name on the account: Thomas, Ronald 40M

First: Middle: Last:

* Account number on the Bill: 542458965645

PIPP Vendor Details

* Vendor: 900100394 * Vendor Name: American Elec

Do exactly this:

1. In the EAP/PIPP Inbox, search for the case and select Update Application/Case
 2. On the EAP/PIPP Application Details page, add a Case Change/Closure. Click Save + Continue
 3. Click Save + Continue on the EAP/PIPP Client Details, Worker Assignment, and EAP/PIPP Client Additional Information pages
 4. **NEW** - On the PIPP Assistance screen, complete all the fields in the PIPP Request and PIPP Assistance sections.
- ★ Be sure to *carefully enter the Account Name and Account Number that are currently Approved/Enrolled* on the case.
- Click Add and then Save + Continue

How to Close a Case, cont.

The screenshot shows the 'EAP/PIPP Program Denial' form. At the top, it displays 'Application/Case #: 1147', 'Case Name: Thomas', 'Program: PIPP', and 'Case Status: Approved'. Below this, there are several input fields: 'Component/Program' (set to PIPP), 'Crisis Or Cooling Request Type', 'Denial Reason' (set to Client Request), and 'Denial Date' (set to 06/27/2025). A 'Comments' field contains the text: 'You have requested PIPP for a new account #. Enrollment on the old account must be closed first.' At the bottom right, there are 'Reset' and 'Add' buttons. A red arrow points to the 'Add' button.

This screenshot shows the same form as above, but with the 'Add' button highlighted by a red arrow. Below the form, a table displays the added entry:

Program Year	Component/Program	EAP Appln ID	Crisis Or Cooling Request Type	Denial Reason	Denial Date
2025	PIPP	E00119040	Client Request (Pending EDBC run)		2025-06-27

- Go to the left nav and click **EAP/PIPP Program Denial**
 - Select PIPP from the Component/Program drop-down. The Denial (closure) Date will be pre-populated with the date the case is being processed
 - Select the appropriate Denial Reason
 - Include any comments for the client notice. For example:
 - “You have requested PIPP for a new account #.
 - Enrollment on your old account must be closed first.” **OR**
 - “You have requested the PIPP Enrollment be closed on your electric account. You will be responsible to continue paying your monthly PIPP Amount until the vendor has removed the Enrollment from your account which may take one or more billing cycles.”
 - Click ADD. An instructional message will display that the denial/closure is (Pending EDBC run)
 - Click Submit.
- Go to the EAP/PIPP Income screen. Click Save + Continue on the EAP/PIPP Income and Auth Rep screens
- Run EDBC

How to Close a Case, cont.

For ongoing **Approved/Enrolled** PIPP case
Client Request or New/Different Account #

PIPP - Eligibility Summary

Case Name: Pipperson, New Case #: 115172316 Case Action: Case Status: Closed

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		Overridden
								VCL	Other	
97908211	PIPP	10/01/2023 - 10/31/2023	2	\$ 138.00	Approved	Cancelled	12/04/2023	NA	NA	NO
97908211	PIPP	10/01/2023 - 10/31/2023	2	\$ 83.00	Approved	Cancelled	12/13/2023	NA	NA	NO
97908211	PIPP	10/01/2023 - 10/31/2023	2	\$ 0.00	Denied	Authorized	12/13/2023	NA	NA	NO
97908211	PIPP	11/01/2023 - 11/30/2023	2	\$ 138.00	Approved	Cancelled	12/04/2023	NA	NA	NO
97908211	PIPP	11/01/2023 - 11/30/2023	2	\$ 89.00	Approved	Cancelled	12/13/2023	NA	NA	NO
97908211	PIPP	11/01/2023 - 11/30/2023	2	\$ 0.00	Denied	Authorized	12/13/2023	NA	NA	NO
97908211	PIPP	12/01/2023 - 12/31/2023	2	\$ 138.00	Approved	Cancelled	12/04/2023	NA	NA	NO
97908211	PIPP	12/01/2023 - 12/31/2023	2	\$ 71.00	Approved	Cancelled	12/13/2023	NA	NA	NO
97908211	PIPP	12/01/2023 - 12/31/2023	2	\$ 0.00	Denied	Authorized	12/13/2023	NA	NA	NO
97908211	PIPP	01/01/2024 -	2	\$ 138.00	Approved	Cancelled	12/04/2023	NA	NA	NO
97908211	PIPP	01/01/2024 -	2	\$ 71.00	Approved	Cancelled	12/13/2023	NA	NA	NO
97908211	PIPP	01/01/2024 -	2	\$ 0.00	Denied	Authorized	12/13/2023	NA	NA	NO

- On the **PIPP Eligibility Summary** page, the EDG and Eligibility/Service Period should be **Closed or Denied**.
 - The Case Status will remain Approved until the closure has been cert/auth'd on the next page
- Click Next
- Click Accept Results check box, then click the Cert/Auth button. The Case Status will update to **Closed**
 - The case closure will be sent to the vendor the first business day of the next month

NOTE – PIPP Enrollment cannot transfer from the old account to the new account.

If the customer has a new account number, the PIPP Enrollment on the old account number MUST be closed first.

***The application for the new account number can only be processed after the PIPP Enrollment flag has been dropped from the account on the vendor's side, and the effective date of the closure has passed in VaCMS.**



How to enter a change that will not result in case closure

PIPP cases for clients who report changes in **household composition**, **fuel type**, or **income**, will need to be processed in VaCMS and fields updated in the EAP/PIPP module. The change will go to the vendor on the first business day of the next month.

The PIPP enrollment process must be completed and the case **Approved/Enrolled** *before* any changes can be done on the case.

What to do:

- In the EAP/PIPP Inbox, search for the case and select Update Application/Case
- On the EAP/PIPP Application Details page, add a PIPP Case Change/Closure and key the application date (screenshot next page). Click Save + Continue

Continue through all the screens in the EAP/PIPP module

Review each screen and each field to update the change(s) that have been reported.

- For example, on the EAP Client Additional Information screen, be sure to use the View VaCMS button or the paper application to see if the customer submitted an application that reported demographic **changes to the household**.

The image shows two screenshots of the EAP/PIPP system interface. The top screenshot is the 'EAP/PIPP Inbox' search criteria page, which includes fields for Prefix, First Name, Middle Name, Last Name, Suffix, Tracking #, Case # (114746868), Source, SSN, DOB, Component/Program, Worker, and Locality. The bottom screenshot is the 'EAP/PIPP Application Details' page for case 114746868, showing Case Name (Cmreport, Tia), Program (PIPP), and Case Status (Approved). Below this, there are fields for Component Type/Program Type, Crisis Or Cooling Request Type, and PIPP Application Type. At the bottom, a table lists application details:

Program Year	Component Type/Program Type	EAP/PIPP Application ID	Crisis Or Cooling Request Type	Application/Screening Date	PIPP Application Type	Status	Dispose
2025	PIPP	E00114875		03/03/2025	Case Change/Closure	Approved	<input type="checkbox"/>
2025	PIPP	E00111837		02/10/2025	Apply	Approved	<input type="checkbox"/>
2025	PIPP	E00118839		06/23/2025	Case Change/Closure	Pending	<input type="checkbox"/>

How to enter a change that will not result in case closure, cont.

NOTE: For ALL changes, *be sure to carefully complete the **PIPP Assistance screen** with the **Account Name and Account Number** that are currently Approved/Enrolled on the case.*

★ Remember, if the customer has a new or different account #, enrollment on the old account # must be closed first.

- Update the **fuel type** field if needed.

Follow these two steps for **income changes** on the EAP/PIPP Income screen;

1) **End-date** the original income record.

- This record was used in determining the previous eligibility and PIPP customer payment amount for the case.

2) Create a new income record for the change. This new income will be used to determine ongoing eligibility and the PIPP customer payment amount.

- Make any updates needed to the Auth Rep screen.
- Run EDBC.

PIPP Assistance

Application/Case #: 114748862 Case Name: Thomas, [REDACTED] Program: PIPP Case Status: Approved

New Data + Previous + Continue

PIPP Request

PIPP Application ID: E00119040 PIPP Application Status: Pending

* Fuel used to Heat Home?: Electricity Equipment to Heat Home?: Furnace

* Living Situation: Homeowner, pays heating

PIPP Assistance

Are you responsible for paying to heat your home? YES Fuel Tank Size (gallons):

Is Fuel delivered to your home? NO

* Which of the following renewable home energy or competitive energy supply projects/programs does your household currently participate in?: Community Solar, Energy Choice, Green Pricing, None, Other, Shared Solar

If Other, what is the name of the program?:

PIPP Billing Information

Name on the account: Thomas, Ronald 40M

First: Middle: Last:

* Account number on the Bill: 542458965645


PIPP Vendor Details

* Vendor: 900100394 * Vendor Name: American Elec

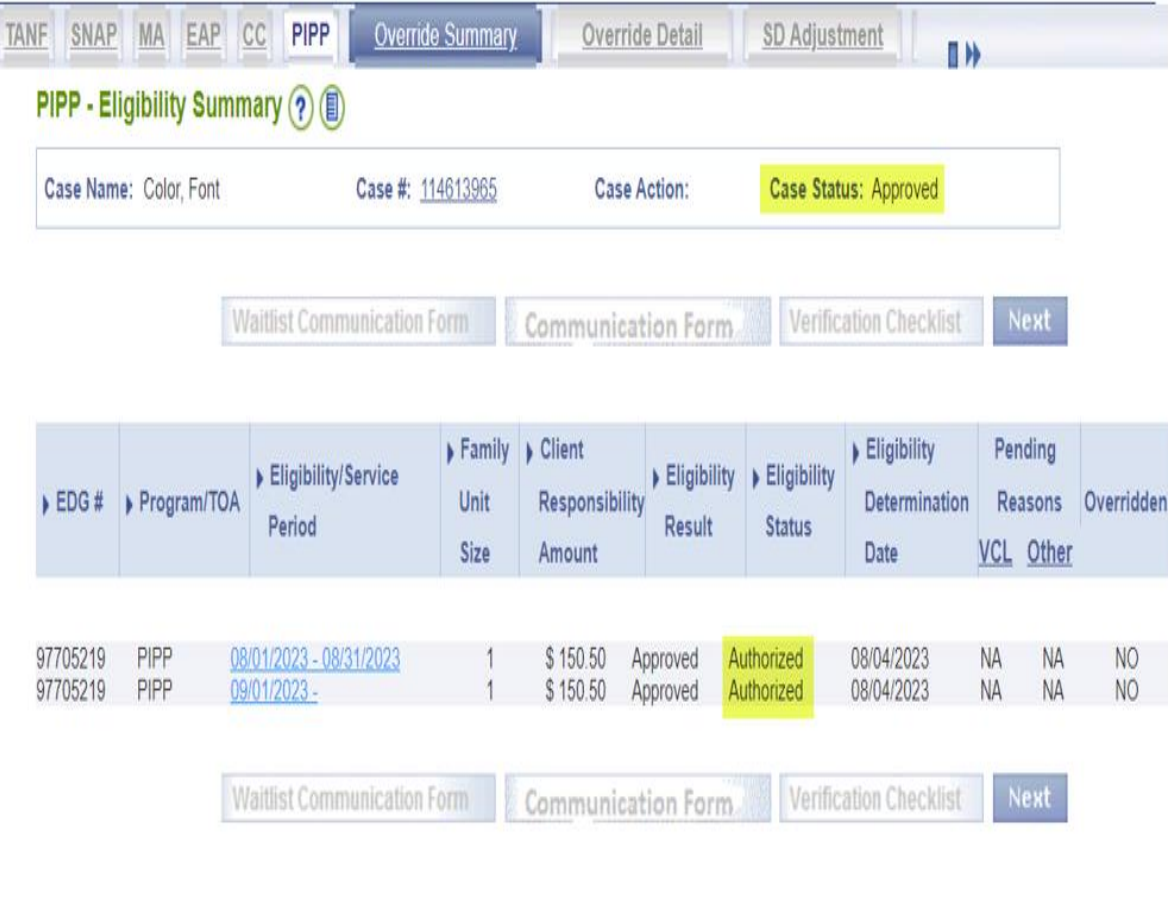
How to enter a change that will not result in case closure, cont.

On the **PIPP Eligibility Summary** page, the Service/Eligibility Period for the change will be updated.

- Click Next to Certify and Authorize the change.
 - The change for the case will go to the vendor on the first business day of the next month.

 **NOTE – PIPP Enrollment cannot transfer from the old account to the new account. If the customer has a new account number, the PIPP Enrollment on the old account number MUST be closed first.**

***Refer to PIPP Tips [How to close an ongoing Approved/Enrolled PIPP case - Client Request or Different Account #](#) and the [PIPP Procedural Guide 1-2-24.pdf](#) (virginia.gov) on FUSION.**



TANF SNAP MA EAP CC PIPP Override Summary Override Detail SD Adjustment

PIPP - Eligibility Summary ?

Case Name: Color, Font Case #: 114613985 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	Overridden
								VCL Other	
97705219	PIPP	08/01/2023 - 08/31/2023	1	\$ 150.50	Approved	Authorized	08/04/2023	NA NA	NO
97705219	PIPP	09/01/2023 -	1	\$ 150.50	Approved	Authorized	08/04/2023	NA NA	NO

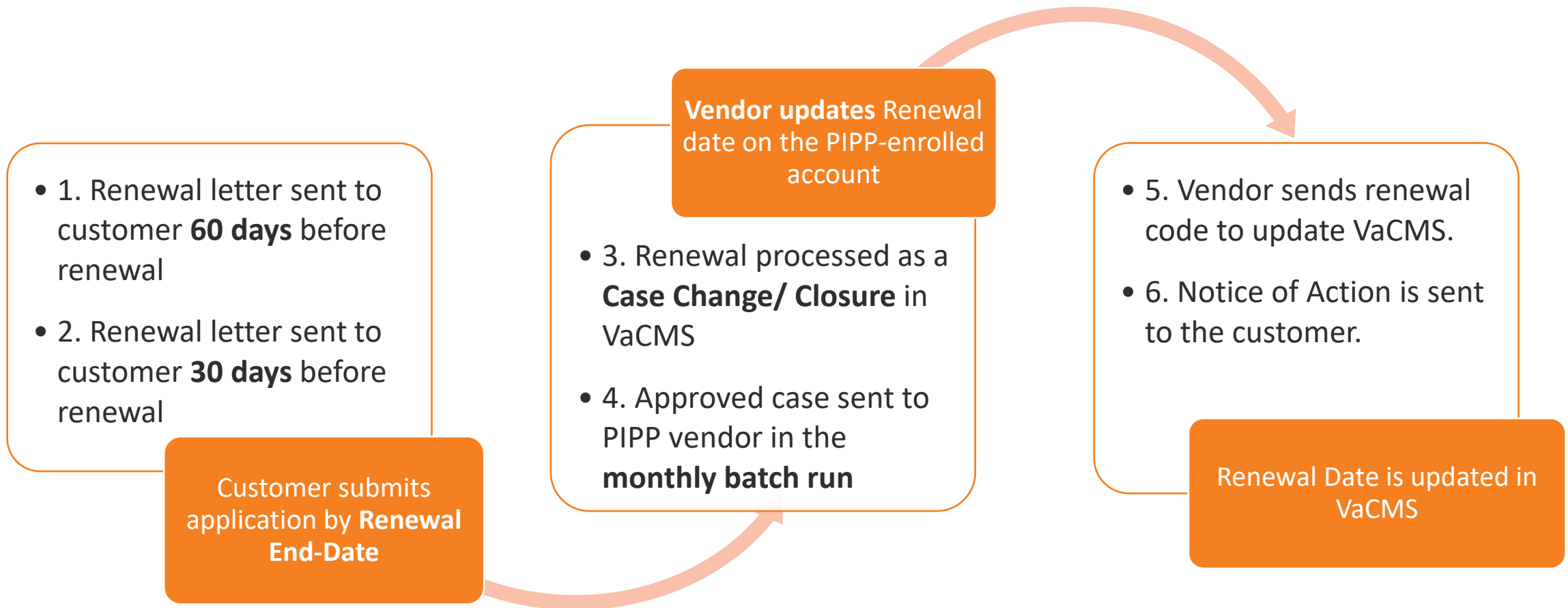
Waitlist Communication Form Communication Form Verification Checklist Next

Handling Renewals - Scenarios

PIPP Renewal Cycle

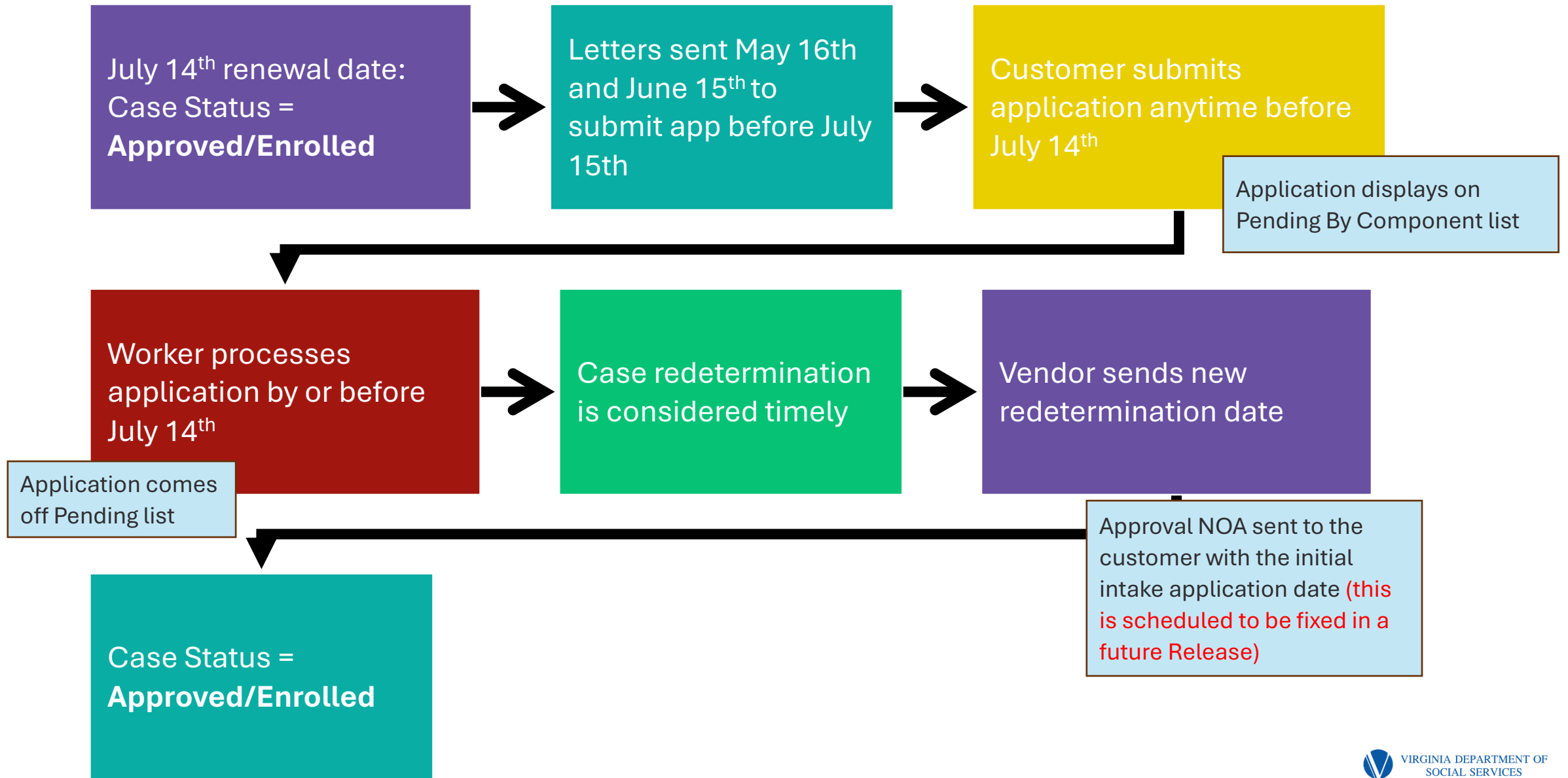
Eligibility for continued PIPP participation must be renewed at least annually

Case must be in **Approved/Enrolled** status

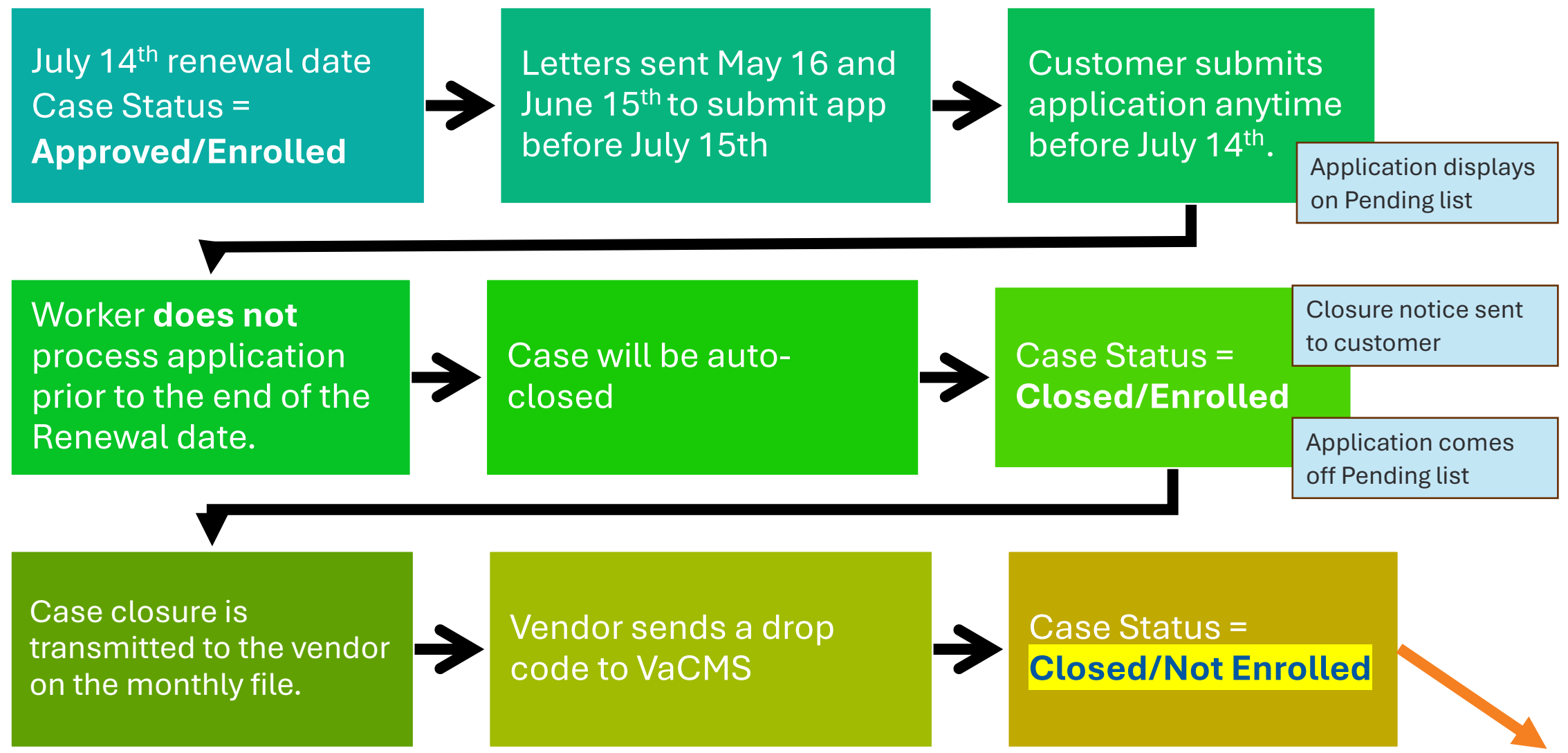


Cases that do not complete the PIPP Renewal by the recertification date will be auto-closed in VaCMS after the due date has expired.

1. Timely Renewal, Timely processing

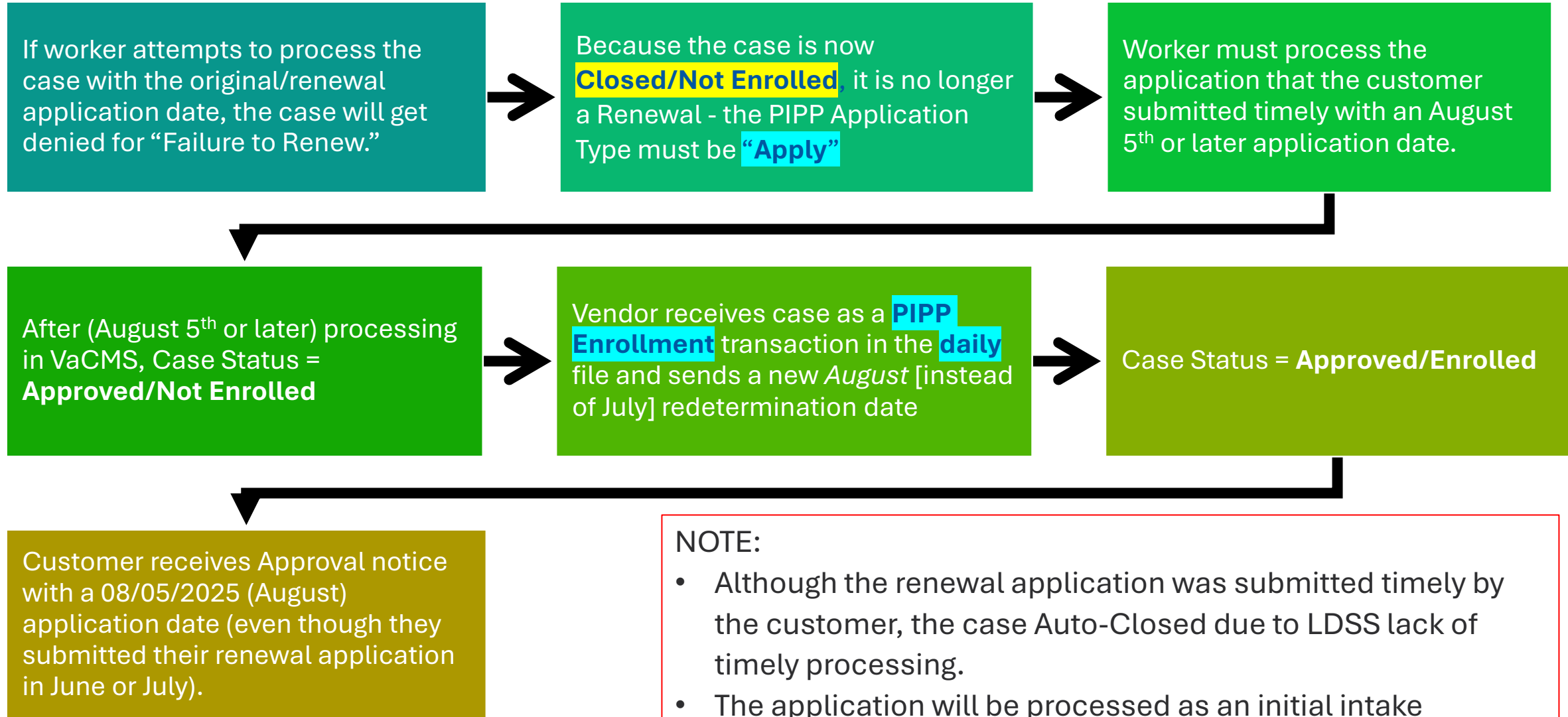


2. Timely Renewal, Untimely processing

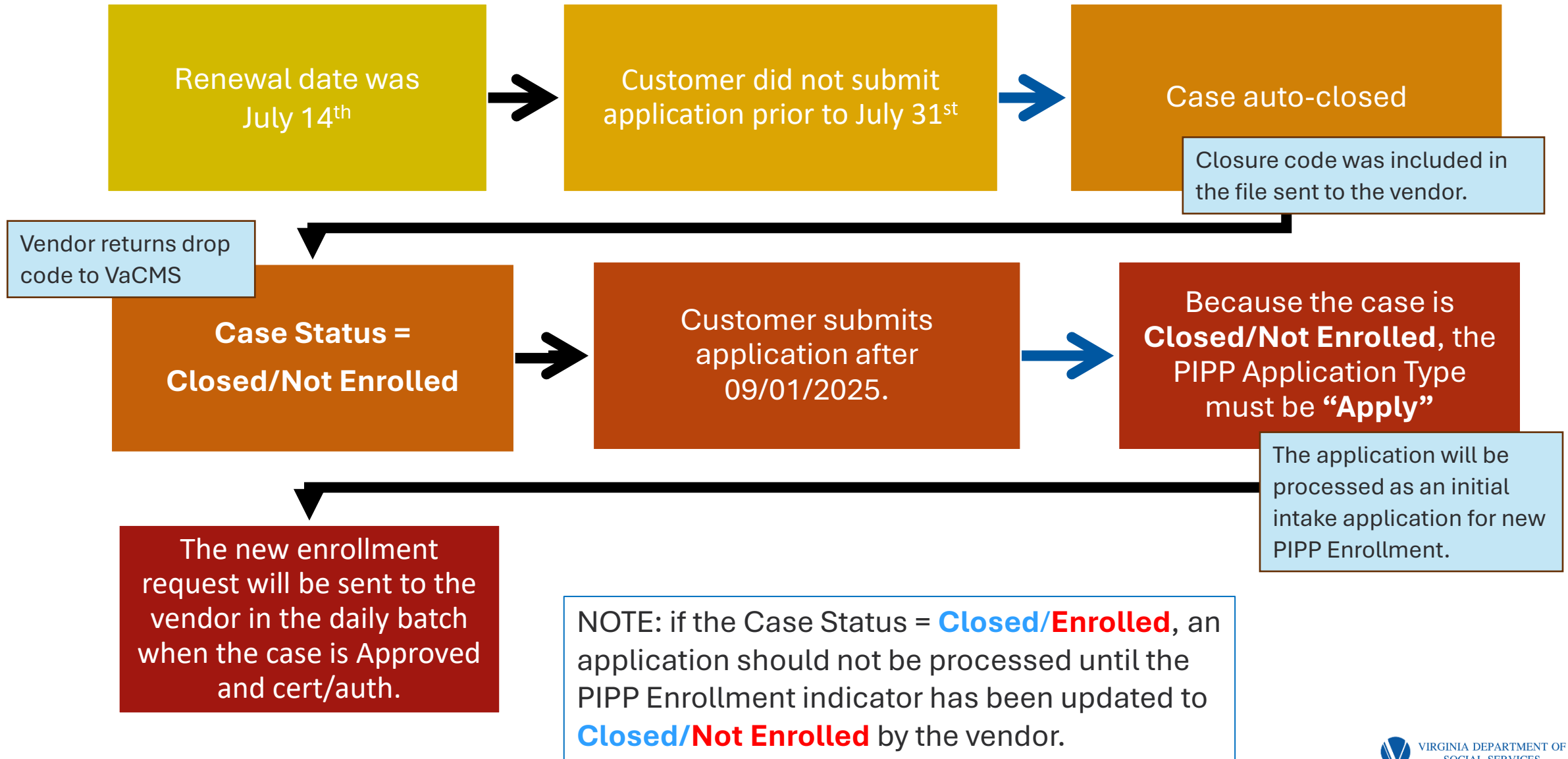


PIPP Renewal – scenario #2, cont.

2. Timely Renewal, Untimely processing, part 2



3. Untimely renewal, Case Status = Closed/Not Enrolled



Communications

Communication with PIPP Vendors



Contact with the vendor should be limited to account information inquiries that cannot be found on the vendor's customer portal.

- Because the vendors are not familiar with VaCMS functionality:
 - avoid asking the vendor what need to happen in VaCMS to 'send' the case to them.
 - VaCMS instructions offered from the vendor should be referred to the PIPP consultants.
- Do **NOT** ask the PIPP vendor to:
 - Manually enroll or un-enroll a client/account
 - This creates errors for the case in VaCMS and will impact payment of PIPP credits to the customer's electricity account and continued eligibility.
 - Correct PIPP amounts due to errors made by the agency OR due to eligibility time frames.
 - Manual correction of the PIPP amount creates errors for the case in VaCMS and will impact payment of PIPP credits to the customer's electricity account.

PIPP Reports

Using the Transaction Report

PIPP Transaction Report – Description

When a PIPP case is processed in VaCMS by the LDSS, the case information is included a demographic file to the PIPP vendor for enrollment advice.

The PIPP Transaction Report is the *vendor's response* for cases that have been sent to the vendor for Enrollment, Case Changes/Closures - including Renewals (Reverification), and vendor-initiated drops.

PIPP participation is a 2-step process:

1.

LDSS determines
PIPP **Eligibility**

2.

PIPP **vendor** determines
PIPP **Enrollment**

If the vendor completes the PIPP Enrollment (or Reverification of the Enrollment) for the account, the vendor's response for the case will display on the Transaction Report.

If the vendor rejects the Enrollment (or Reverification), the vendor will include the reason for the rejection on the Transaction Report.

All cases that have been processed through VaCMS *and* have had a response from the PIPP vendor will display on the **PIPP Transaction Report**.

Using the Transaction Report, cont.

PIPP Transaction Report	CASE Number	Case	City	Account	Account Last	Vendor ID	Vendor Name	Transaction Type	Reject Reason
Create Date: 01/03/2025									
Report End Date: 01/02/2025									
FIPS	VaCMS CASE Number	Case Last	City	Account Number	Account Last Name	Vendor ID	Vendor Name	Transaction Type	Reject Reason
Alleghany County (005)	130877788	Knave	Covington	210014770205	Knave	900100392	Dominion Virginia Power	PIPP Enrollment	For Dominion Energy Vendor Only: Enrolle
Alleghany County (005)	131021586	BOYD	Covington	6429938985	BOYD	900100392	Dominion Virginia Power	PIPP Enrollment	For Dominion Energy Vendor Only: Enrolle
Alleghany County (005)	131117341	Brady	Clifton Forge	210013465351	Dunbar	900100392	Dominion Virginia Power	PIPP Enrollment	For Dominion Energy Vendor Only: Enrolle
Augusta County (015)	131006452	Allen	Staunton	210015372316	Allen	900100392	Dominion Virginia Power	PIPP Enrollment	For Dominion Energy Vendor Only: Enrolle
Botetourt County (023)	131316769	Parson	Roanoke	02742411172	Parson	900100394	American Electric Power	PIPP Enrollment	Account name does not match
Brunswick County (025)	128872605	EASTER	Lawrenceville	4107385116	EASTER	900100392	Dominion Virginia Power	PIPP Enrollment	For Dominion Energy Vendor Only: Enrolle
Caroline County (033)	129162266	Vargas	Port Royal	272626508716	Vargas	900100392	Dominion Virginia Power	PIPP Enrollment	Account number does not exist
Charlotte County (037)	128328072	Price	Keysville	2100014018902	Price	900100392	Dominion Virginia Power	PIPP Enrollment	Account number does not exist
Chesapeake City (550)	128943357	JONES	Chesapeake	7761428411	JONES	900100392	Dominion Virginia Power	PIPP Enrollment	Customer already enrolled in another Pro
Chesapeake City (550)	129849230	Gray	Chesapeake	210009842217	Gray	900100392	Dominion Virginia Power	PIPP Enrollment	Customer already enrolled in another Pro
Chesterfield County (041)	129096966	Jones	South Chesterfield	9433092955	Jones	900100392	Dominion Virginia Power	PIPP Enrollment	Customer already enrolled in another Pro
Chesterfield County (041)	130108925	Taylor	North Chesterfield	210005221895	Taylor	900100392	Dominion Virginia Power	PIPP Enrollment	Customer already enrolled in another Pro
Chesterfield County (041)	130373329	Moore	North Chesterfield	210015660488	Henry	900100392	Dominion Virginia Power	PIPP Enrollment	Account is inactive
Chesterfield County (041)	130862476	Gaines	Chester	123	Gaines	900100392	Dominion Virginia Power	PIPP Enrollment	Account number does not exist
Culpeper County (047)	130794239	Rogers	Culpeper	6152191190	Bush	900100392	Dominion Virginia Power	PIPP Enrollment	For Dominion Energy Vendor Only: Enrolle
Dickenson County (051)	131284531	Harris	Haysi	02339453272	Harris III	900100394	American Electric Power	PIPP Enrollment	Account name does not match
Dinwiddie County (053)	131287548	Isom	Sutherland	3489281950		900100392	Dominion Virginia Power	PIPP Enrollment	Account name does not match
Essex County (057)	128430479	VESSELS	Tappahannock	3484036094	VESSELS	900100392	Dominion Virginia Power	PIPP Enrollment	For Dominion Energy Vendor Only: Enrolle
Essex County (057)	12884042	Barker	Tappahannock	210015527248	Barker	900100392	Dominion Virginia Power	PIPP Enrollment	For Dominion Energy Vendor Only: Enrolle

Using the Transaction Report, cont.

Successful Transactions

VaCMS will be updated by the following triggers

PIPP Enrollment	PIPP Reverification	PIPP Drop/Closure
Redetermination/Renewal Date will be added	Redetermination/Renewal Date will be updated	Case Status will be updated to Closed
PIPP Enrollment status will be updated from blank to Enrolled	PIPP Enrollment status will remain Enrolled	PIPP Enrollment status will be updated to Not Enrolled
Eligibility/Service Period continues to display the effective date of eligibility.	Eligibility/Service Period displays the effective date of the Change or Redetermination.	Eligibility/Service Period will be Closed (effective the first day of the month following the closure).
Approval notices sent to the customer that includes information about their monthly PIPP Amount and general program participation instructions	Approval notice will be sent to the customer that includes information about the monthly PIPP Amount and general program instructions	Closure notice will generate to the customer when the Case Status is updated

No LDSS action required

Using the Transaction Report, cont.

Rejected Transactions - LDSS

If the PIPP Enrollment, Reverification, or Drop/Closure is rejected by the vendor, LDSS staff may have additional actions required to complete the desired transactional result:

A. Vendor's Reject Reason	B. VaCMS Action	C. LDSS Staff Action Required
Acct Name does not match, Acct # does not exist	<ul style="list-style-type: none">• EAP/PIPP App ID is flipped from Approved to Pending,• Eligibility/Service Period is flipped from Approved to Pending• Verification Checklist is triggered• PIPP Enrollment status goes from blank to Not Enrolled,• Case displays on Pending by Component report	<ol style="list-style-type: none">1. Correct account information fields on the PIPP Assistance screen,2. Rerun EDBC,3. Cert/auth <p>The case will be included in the demographic file to the vendor according to the schedule for the Transaction Type</p>
Acct # is inactive, acct is not residential, acct holder deceased, enrolled in another program	<ul style="list-style-type: none">• Case is flipped from Approved to Denied• PIPP Enrollment status goes from blank or Enrolled to Not Enrolled	No action required

When the VaCMS action to a vendor's rejection is incorrect, contact your PIPP Consultants

Using the Transaction Report, cont.

Approvals flipped to Pending

When the PIPP enrollment is rejected by the vendor and 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
- (re)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
117	Customer enrolled with another account	Y

NOTE: For PIPP, an *update* can be done if the EAP/PIPP Application ID is in a Pending status. A PIPP *change* is sent to the vendor on a different schedule.

Using the Transaction Report, cont.

Enrollment Transaction Rejects

Reject Code	Description	Denial Y/N
102	Account is inactive	Y
103	Account holder flag as deceased	Y
106	Account number is already enrolled	Y
107	Account number is not residential	Y
108	Account number is collective bill	Y
109	Account number is master meter	Y
110	Location is not valid (non-VA account)	Y
122	Enrolled in Solar Project/Program	Y

When the PIPP enrollment rejection is a denial/drop code from the vendor, VaCMS will perform the following actions:

- Update the Case Status and EAP/PIPP Application ID to Denied
- Update the PIPP Enrollment status to Not Enrolled
- End-date the EDG-Eligibility/Service Period
- Generate and send a denial notice to the applicant.

PIPP does not currently have a Reinstate function. If a case that has been denied incorrectly and 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.

Using the Pending By Component list

The Pending list displays a list of records where an EAP/PIPP Application ID is in pending status and the case requires additional actions for eligibility determination.

From the left nav in VaCMS: Inquiry > EAP/PIPP > Pending by Component.

Select your locality and PIPP.

- Sort your PIPP Pending By Component list on the last column so that the oldest pending case is first
 - Click the swirly arrow in the page count to display all the pages.
 - Click the triangle on the Days pending column.
- Copy the case # for the first/oldest case on the list.

Pending by Component Search

Pending by Component Search Reports ?

Locality: Henry County (089) EAP Component/Program: Percentage of Income Payment Program

Reset Search



Pending by Component Report Search Results

FIPS	Worker	Last Name	First Name	Middle Initial	Case/Application #	Application	Days
760	slw760	McVicker			133024827	08/31/2025	22
760	slw760	Tench		E	133039076	09/03/2025	19
760	slw760	James		M	133058929	09/04/2025	18
760	slw760	Brown		E	133074429	09/08/2025	14
760	flm760	James		Tamir	133092244	09/08/2025	14
760	mog760	Harris		M	133096504	09/09/2025	13
760	slw760	Mills			133099434	09/10/2025	12
760	slw760	Morris		C	133106562	09/12/2025	10
760	slw760	Hendrick			133110414	09/15/2025	7
760	slw760	Charles		D	133116768	09/16/2025	6

Record Set 16 of 47


Using the Pending By Component list, cont.

3. Go to Eligibility Search to review why the case is pending
 - If the case was processed and Approved, the PIPP Transaction Report will provide the vendor's Rejection Reason for the case.
 - c. Generally, there will be goggles for a VCL. The majority of these cases are pending because the vendor has rejected the PIPP enrollment due to VaCMS account information mismatch with the vendor's portal.
4. Check the vendor's website for the correct account information for the case.

PIPP - Eligibility Summary  

Case Name: James, [REDACTED] Case #: [133092244](#) 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		Overridden
								VCL	Other	
1065735936	PIPP	09/01/2025 - 09/30/2025	1	\$ 10.00	Approved	Cancelled	09/09/2025	NA	NA	NO
1065735936	PIPP	09/01/2025 - 09/30/2025	1	\$ 10.00	Approved	Cancelled	09/11/2025	NA	NA	NO
1065735936	PIPP	09/01/2025 - 09/30/2025	1	\$ 37.00	Approved	Cancelled	09/16/2025	NA	NA	NO
1065735936	PIPP	09/01/2025 - 09/30/2025	1	\$ 37.00	Approved	Cancelled	09/18/2025	NA	NA	NO
1065735936	PIPP	09/01/2025 - 09/30/2025	1	\$ 37.00	Approved	Cancelled	09/19/2025	NA	NA	NO
1065735936	PIPP	09/01/2025 - 09/30/2025	1	\$ 0.00	Pending		09/22/2025		NA	NO

Using the Pending By Component list, cont.

5. Go into the case in VaCMS. On the [EAP/PIPP Application Details](#) page, there should be an EAP/PIPP Application ID that is in a Pending status.
6. On the PIPP Assistance screen, update the pending EAP/PIPP Application ID line with the correct account information exactly as it appears in the vendor's portal.
7. Save + Continue, rerun EDBC, and cert/auth the update.
 - This will send the file back to the vendor for PIPP Enrollment on their side.
 - This will also remove the case from the Pending list.
8. Repeat steps 1-7 for other cases on the Pending by Component list.

EAP/PIPP Application Details ? [Icons]

Screen is opened in read-only mode

Application/Case #: 133092244 Case Name: James, [Redacted] Program: PIPP Case Status: Pending

Reset Cancel Next

Components/Program

* Component Type/Program Type: Crisis Or Cooling Request Type: PIPP Application Type: * Application/Screening Date:

[Dropdown] [Dropdown] [Dropdown] [mm/dd/yyyy]

Reset Add

Program Year	Component Type/Program Type	EAP/PIPP Application ID	Crisis Or Cooling Request Type	Application/Screening Date	PIPP Application Type	Status	Dispose
2025	PIPP	E07737524		09/08/2025	Apply	Pending	<input type="checkbox"/>

Using the **Pending by Component Report** beginning on page 197 of [PIPP Procedural Guide](#) has screenshots along with detailed instructions

Questions, Comments, and Concerns

Questions should be submitted to the PIPP Consultants. Email is preferred.

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(804) 726-7392

Be sure to include both PIPP consultants on ALL emails and correspondence.

Helpful information to include in your email:

- ✓ Your agency name and your direct phone number, if it's not in your email signature
- ✓ Please complete the subject line and include the case # when sending an email