PIPP Skippers: Navigating Case Management

Seas the Day

BPRO 2026 Fall Conference

Set sail with us on a guided voyage through:

- Real-world PIPP scenarios
- Workflow walkthroughs
- Tools for steering cases smoothly

SECTION 1 — On Deck: PIPP at a Glance

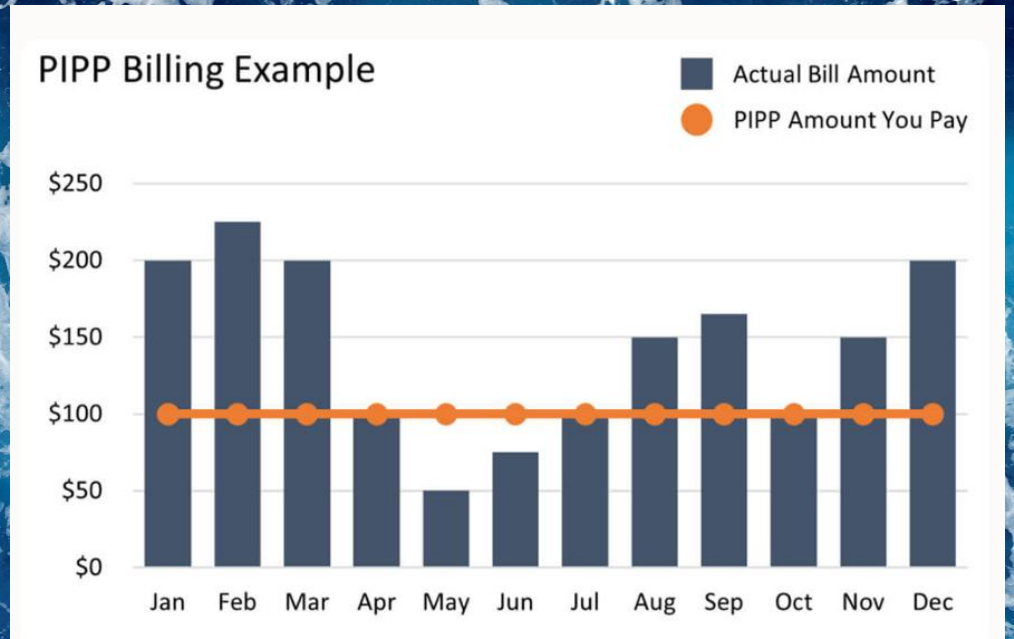
The PIPP is for helping Dominion and APCo customers manage their electric bills year-round.

Income-based monthly payments

Supports arrearage elimination

Promotes energy stability

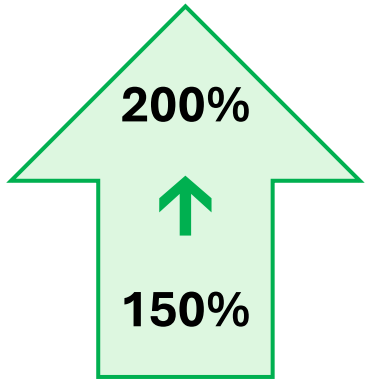
LDSS and Vendors navigate PIPP clients



PIPP Changes coming January 1, 2027

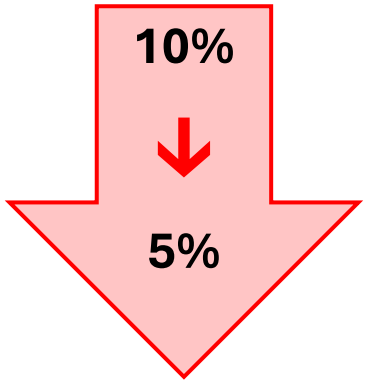
Legislation (HB884) was passed by the House and the Senate during the most recent General Assembly session to make some changes to the PIPP ***effective January 1, 2027.***

Income Limits

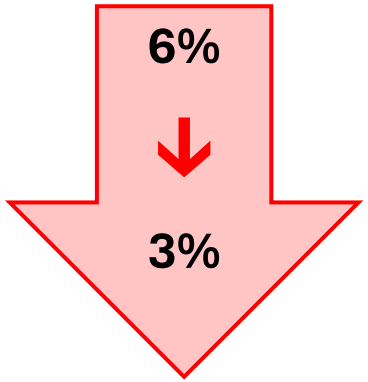


No EAP Changes

Primary Electric



Non-Electric



Minimum PIPP Amount remains $10 per month

LDSS as Navigator

- Guide clients through applications & enrollment
- Provide examples of how the PIPP Amount is determined
- Remain impartial during the application process

- Request and verify eligibility information
- Do initial triage to identify issues
- Work with consultants to mitigate technical issues

- Communicate clearly with vendors & clients
- When errors occur, provide transparency of the issue
- Provide additional resources where appropriate

- Keep cases moving and documented
- Track issues to note trends
- Revisit training materials

SECTION 2 — Charting the Course

A typical LDSS PIPP day

- New Applications
  - Review MWS and the agency dropbox
  - Send a VCL if needed
  - Process new applications (and renewals) that do not require additional verifications
- Review the Pending by Component/Program list
  - Process oldest cases first
- Review the Transaction Report
  - Add cases for your FIPS to your master spreadsheet
- Client calls/questions

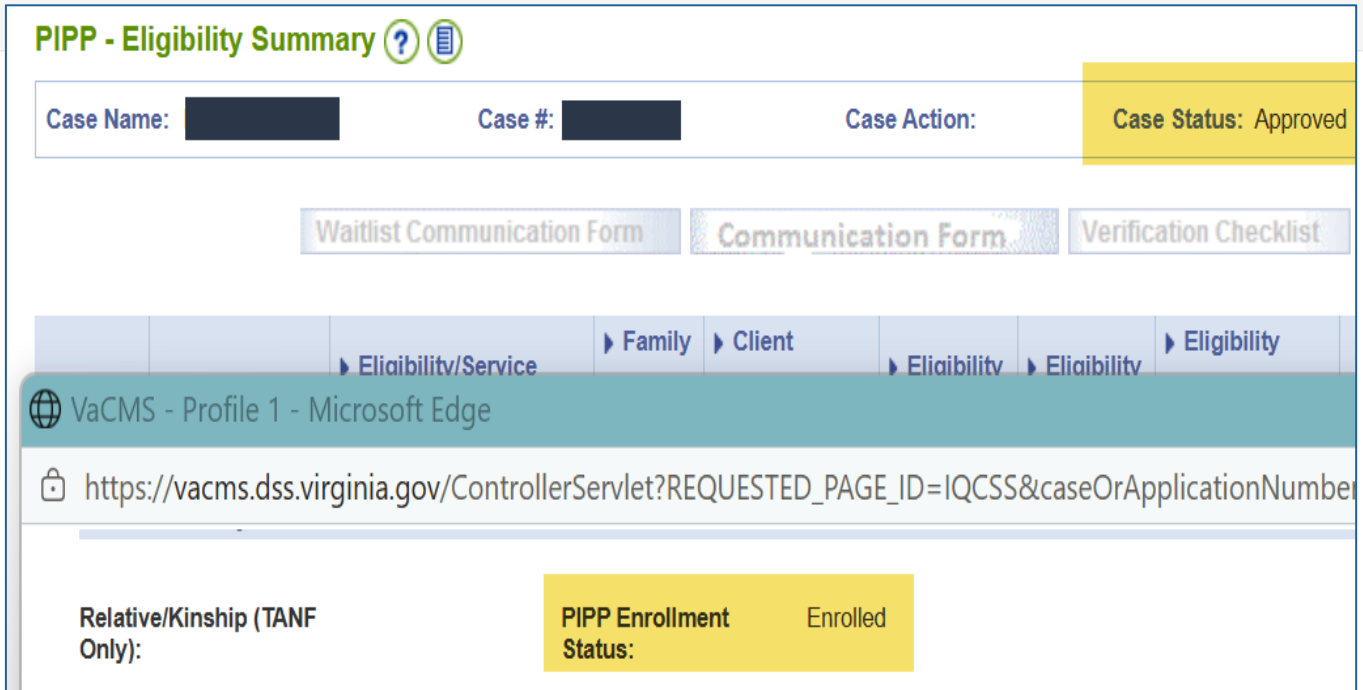
Scenario: Smooth Seas

Happy Path

- Eligibility verified
- Enrollment processed
- VaCMS displays Approved/Enrolled

Your role:

- Confirm details
- Document contact you have with the vendor and the customer
- Complete follow-up tasks



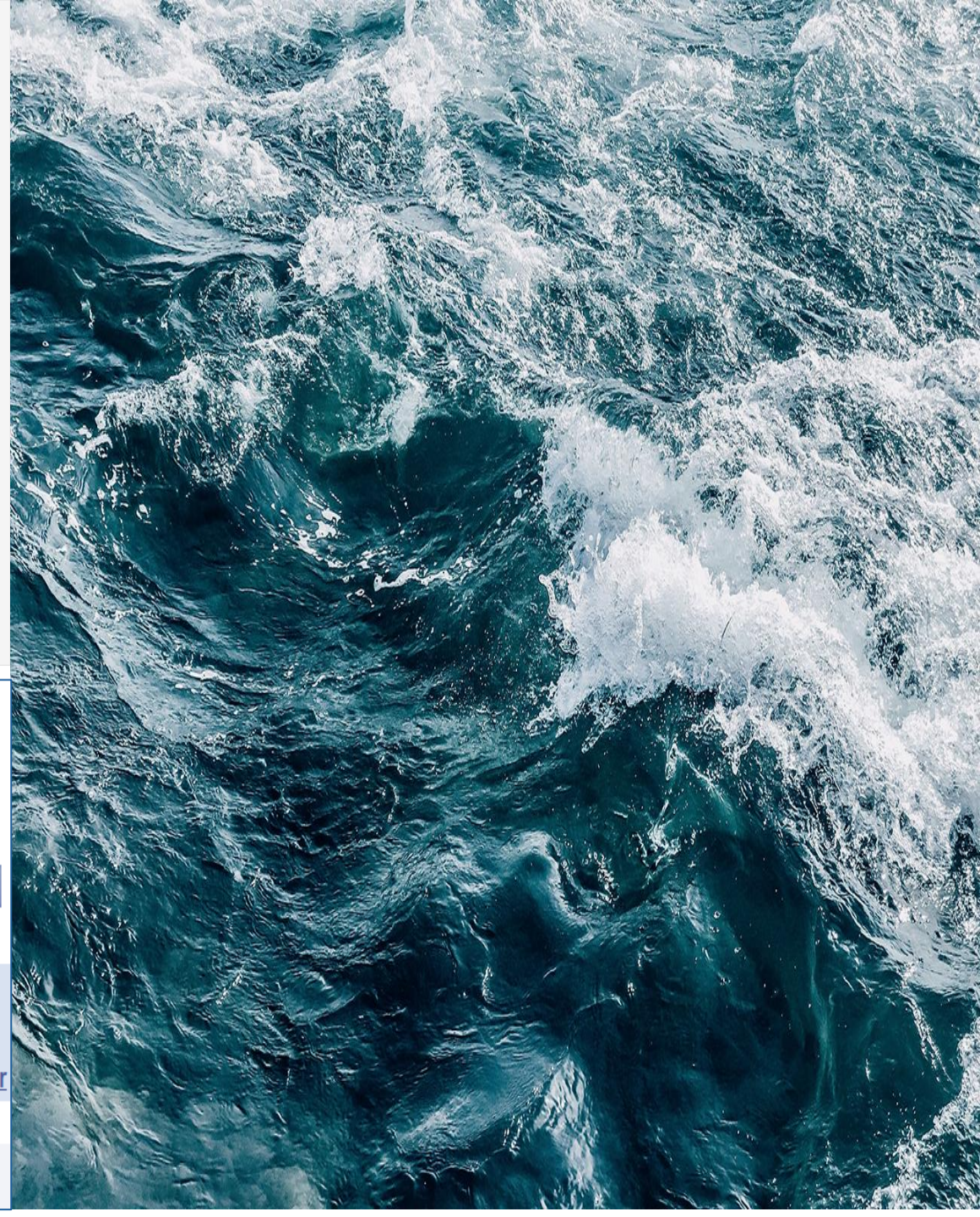
Scenario: Rough Waters

Processing barriers

- Application incomplete
- Verification needed
- Screen instructional messages

Your role:

- Send Verification Checklist (VCL)
- Contact vendor, view account data if needed
- Review Eligibility Summary details before cert/auth
- Contact your PIPP Consultant to determine if a ticket is needed



PIPP - Eligibility Summary

Case Name: [redacted] Case #: [redacted] Case Action: Case Change/Closure **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
1045231179	PIPP	10/01/2026 -	4	$ 100.00	Pending		09/22/2026		NA
1045231179	PIPP	12/01/2025 - 12/31/2025	4	$ 97.00	Approved	Authorized	03/02/2026	NA	NA

Scenario: Full Storm

Batten down the hatches

- Vendor rejection
- VaCMS mismatch
- Unresolved technical issue

Your role

- Review rejection reason
- Correct data in VaCMS and rerun EDBC
- Contact PIPP consultant for ticket management

EAP/PIPP Application Details

Screen is opened in read-only mode

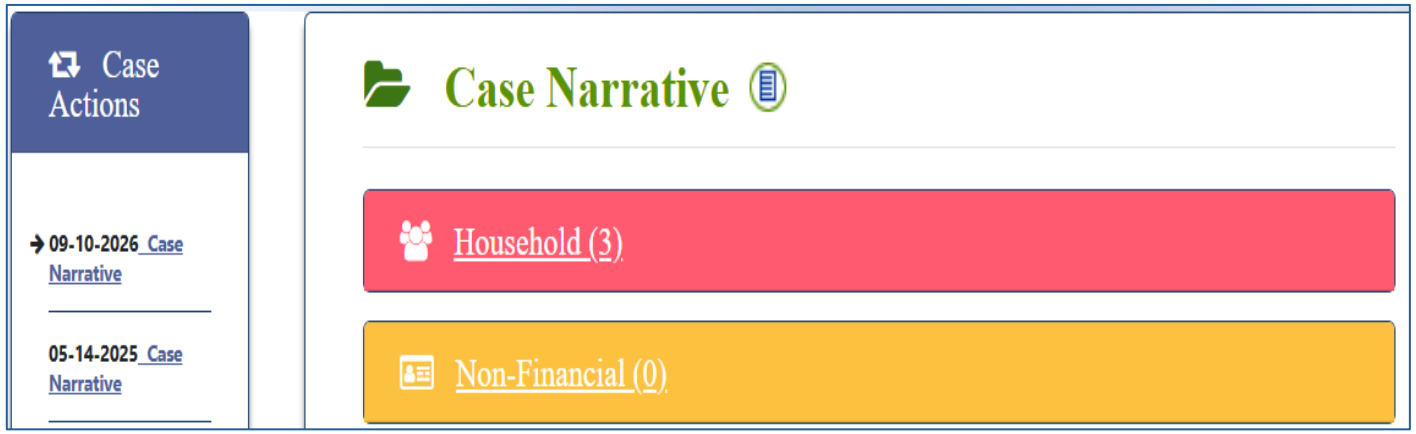
Application/Case #: [redacted] Case Name: [redacted] Program: PIPP **Case Status:** Pending

Program Year	Component Type/Program Type	EAP/PIPP Application ID	Crisis Or Cooling Request Type	Application/Screening Date	PIPP Application Type	Status	Dispose
2026	PIPP	E08267964		08/17/2026	Apply	Denied	
2026	PIPP	E08229957		07/27/2026	Case Change/Closure	Closed	
2025	PIPP	E07659447		07/07/2025	Apply	Approved	

SECTION 3 — Crew Communication

Ship-to-Shore

- Collaborate with team and supervisors
- Add descriptive case notes
- Consult consultants
- Clarify account details with vendor if needed
- Support each other through challenging cases



SECTION 4 — Steering Tools

Navigation Toolkit

- PIPP Pointers (bi-weekly)
- Training materials on Fusion
- Consultant consultation

Case Review Checklist

When reviewing a case to ensure eligibility and enrollment actions were processed correctly, be sure to pay attention to the following key areas:

PIPP Office Visit workshop materials

Refer to PIPP 101 for New Worker and Refresher training

Scenario: Avoiding Icebergs

Common challenges:

- Technical issues
- Processing delays
- Client confusion

Your role:

- Timely identification and reporting
- Understanding processing timeline
- Proactive communication

PIPP - Notice Reasons

Eligibility Summary

Case Name: [redacted] Case #: [redacted] Case Mode: Ongoing Case Status: Closed

EDG #: 1060043091
Eligibility Result: Closed
Redetermination Date:

Program/TOA: PIPP
Eligibility Status: Certified
Interim Report Date: N/A

Eligibility/Service Period: 10/01/2026-

EDG Information:

Eligibility Begin Date: 01/01/2025

Eligibility / Patient Pay End Date: 09/30/2026

Notice Reason(s) for EDG:

1 Customer account finalized by PIPP Vendor

SECTION 5 — Staying Afloat

Worker Wellness

- Structure caseload tasks
- Lean on team support
- Celebrate your wins

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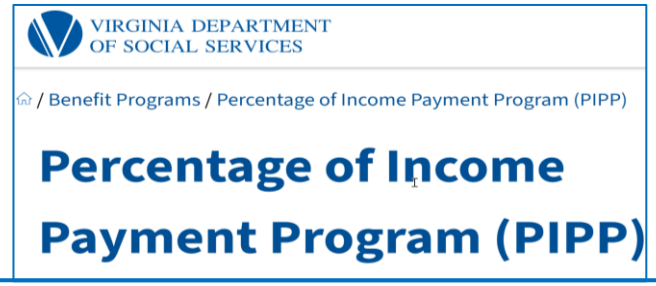
2025 2026

SECTION 6 — Smooth Sailing

Key Takeaways

- You're the navigator
  - Understand the end-to-end process
- Tools keep cases moving
  - Transaction Report and Pending by Component List
- Clear communication prevents rough waters
  - Deep dive in the case and identify the barrier
- Confidence = smooth sailing
  - You Got This


VIRGINIA DEPARTMENT OF SOCIAL SERVICES

/ Benefit Programs / Percentage of Income Payment Program (PIPP)

Percentage of Income Payment Program (PIPP)

Notice of Action on Benefits

Which benefit?	Status of the benefit?
	Your 03/03/2026 application for PIPP has been approved and determined eligible.

Q&A

Docking at the Harbor

Thank You for Sailing with Us Today!

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

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(804) 922-3305	(804) 726-7392

Be sure to include <u>both</u> 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 include the case # in the subject line when sending an email