



BPRO Energy Assistance Committee Meeting  
01/16/19



# Fuel Case Changes

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Find the case in the EAP Inbox and click the radio button in the search results.

- On the **EAP Application Details** page, update the household address and **Save+Continue** (if appropriate/the customer has moved)
  - If the hh has moved out of your locality, mark all the hh members "out of household" on the **EAP Client Additional Information** screen.
- Navigate to the **Fuel Assistance** detail page, and click the pencil icon next to the approved Fuel data line for this year.
  - Update the Fuel type and Vendor, and any other applicable fields (such as the direct pay reason).
  - Click update.
- Continue through the remaining screens and re-run eligibility
- Certify the results.

Essentially, Fuel changes after BD are processed the same as changes before BD.



# Fuel Changes (continued)

## 10-Day Final Bill process – Vendor to Vendor change

Changing vendors on an approved Fuel Assistance case will initiate the 10-day Final Bill process.

The Final Bill letter alerts the vendor that a change in the case has occurred. [VOLUME IX, CHAPTER D, PAGE 9](#).

The original vendor has the opportunity to bill the program against the customer's Fuel Assistance benefits for any outstanding charges the customer may owe them. If no charges are owed, the vendor will return the Fuel voucher/credit authorization to the state.

The new vendor will receive a Fuel Voucher for the case (for the remaining fuel benefit) after the Final Bill process has been completed.

To view the new Fuel voucher for the new vendor, you'll need to go in and look under the vendor's forms (not under the case #). Use a date range to narrow down when the new Fuel voucher was sent.

-- **Keep in mind that there would have to be some benefit remaining for a new voucher to be sent to the new Fuel vendor.**



# Fuel Changes (continued)

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## 10-Day Final Bill process – Vendor to Direct Pay change

If the case is changed from vendor pay to direct pay (check sent to the customer), the customer will receive a check for any remaining fuel benefits following the 10-day Final Bill process.

After the 10-Day Final bill process has expired, it takes about three weeks for a check to be generated and sent to the customer, if there is a benefit remaining.

Note: Account number changes do not initiate the Final Bill process. The worker should contact the vendor directly regarding account number updates.

\*Some vendors require additional information for local agencies.



# How Fuel benefits are disbursed

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After BD, the vendors are notified of the customer's benefit. Then it is up to the vendor to request payment from the State based on the customer's account balance or delivery provided.

Keep in mind that Fuel Assistance benefits are not paid out until the vendor requests payment from the State.

Direct pay customers' checks are mailed a few days after BD.



# Looking up Fuel Assistance cases to see payments

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- Go to Benefit Issuance on the Left Nav
- Choose EAP, then click EAP Credit Authorization Summary
  - Enter the case number and component (the system will default to populate Fuel Assistance with the current Program Year)

You can see if there was any amount issued by looking at the 'Total Issued Amount'

The screenshot shows the 'EAP Credit Authorization Summary' screen. The left navigation pane is expanded to 'Benefit Issuance' > 'EAP' > 'EAP Credit Authorization'. The main content area has search criteria: Case Number (redacted), EDG Number (empty), Component (Fuel Assistance), Service (empty), and Program Year (2019). Below the search criteria is a table with the following data:

| Case Number | Component       | Service     | Vendor Name                       | Program Year | Authorization Date | Authorized Credit Amount | Total Issued Amount |
|-------------|-----------------|-------------|-----------------------------------|--------------|--------------------|--------------------------|---------------------|
| [REDACTED]  | Fuel Assistance | Electricity | Rappahannock Electric Cooperative | 2019         | 12/14/2018         | \$552.30                 | \$268.55            |

Buttons for 'Reset' and 'Search' are visible above the table. At the bottom right, it says 'Record Set 1 of 1'.

If the customer applies for Crisis and the Fuel benefit does not show as exhausted in the Benefit Issuance screens, the worker should contact the vendor to see if they have/or will bill the state for the Fuel benefit (and the amount billed). If they have, that is verification that the benefit has been exhausted.



# Hierarchy for asking questions

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- **Search the EAP manual and trainings**
  - The Energy Assistance page on FUSION offers resources and guidance manuals, Frequently Asked Questions, and forms.
  - Several EAP guides and processing tools are available in VaCMS under Procedure Help, Quick Reference Guides, and Interim Business Process.
- **Check with your Co-Workers**
  - Your co-workers have been using the system and they may have encountered the same/similar issue
- **Ask experienced workers in agency**
- **Check with your supervisor**
- **Regional Consultant**
  - Regional Consultants may have seen the error before and provide appropriate guidance

## Quick Reference Guides

(located in VaCMS)

- There is a QRG covering common errors in the VaCMS
- Check Handling in the VaCMS
- Returned, Cancelled, and Lost/Stolen/Mutilated checks



# VaCMS issues

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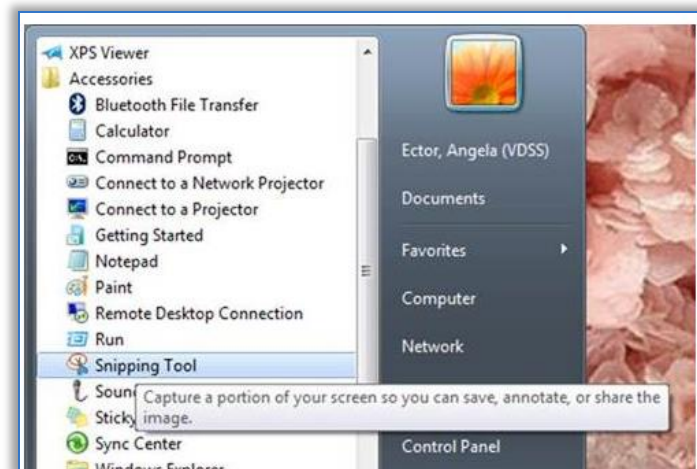
If you have determined that the system is not operating as expected, you will need to put in a ticket.

The ticket should be submitted by e-mail to VCCC in order to have a paper trail of what you reported

Make sure to include corresponding screenshots and details about actions taken and the expected results.

[vccc@vita.virginia.gov](mailto:vccc@vita.virginia.gov)

to take a screenshot --  
Go to your start menu, find the accessories folder, then go to the Snipping Tool -- a whole new world of screenshots awaits!



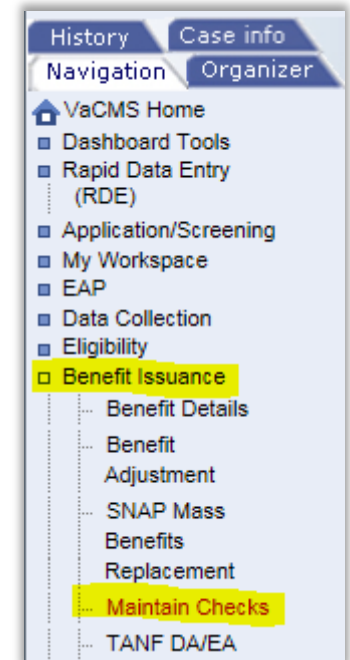


# Returned Checks

To check to see if a check has been returned:

- Go to the **Benefit Issuance>Maintain Check** pages and search by case #.
  - If the check has been returned, the Finance Status will be **"Returned to FPU"**.
  - Click the pencil icon to edit the record.
  - On the **Check/Direct Deposit Detail** page,
  - enter the **Action Requested:**
  - **"Remail to same address"**, or
  - **"Remail to new address"** (key the new address in the Comment section.
  - Click save+continue.

It's a good idea to go back to the **Check/Direct Deposit Summary page**, and make sure the **Action Requested** column has been updated. If your update isn't displayed, check that you have the correct finance/security role to make changes.



[https://vacms.dss.virginia.gov/vacmsTraining/WebHelp/QuickReferenceGuides/QRGs/Returned\\_Cancelled\\_and\\_Lost-Stolen-.htm](https://vacms.dss.virginia.gov/vacmsTraining/WebHelp/QuickReferenceGuides/QRGs/Returned_Cancelled_and_Lost-Stolen-.htm)



# Lost/Stolen checks

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If the missing check has not been returned to Finance, after the seventh mail delivery day the customer should complete the Lost/Stolen check process . (The steps for the process is found in the EAP Manual, Chap E, page 5).

In addition to completing and pouching the paperwork to Finance, update the **Benefit Issuance/Maintain Check** pages in VaCMS (the **Returned, Cancelled, Lost/Stolen/Mutilated** QRG has step-by-step instructions, if needed).

This will start the process of cancelling the check, so a new one can be issued.

**COMMONWEALTH of VIRGINIA**  
*Department of Social Services*  
**Affidavit on Check Endorsement**


Locality: \_\_\_\_\_ ADAPT Case No: \_\_\_\_\_

Category: \_\_\_\_\_

I hereby state that the Commonwealth of Virginia  
No. \_\_\_\_\_, dated \_\_\_\_\_

\_\_\_\_\_

not authorize any other person to endorse this check.

**Bank of America**   
**Merrill Lynch**

**Letter of Circumstance**  
CLAIM NUMBER (for Bank use only): \_\_\_\_\_

Describe in detail the circumstances of the fraudulent activity and how you became aware of the activity. For example, consider how someone could have obtained your checks and/or your identification. Was your home or office burglarized? If more space is needed, feel free to attach additional sheets of paper.



Questions should be submitted to your EAP Regional Consultant by email.

- ✓ Don't know who your contact is or their email address is?
  - ❖ Contact information and regional assignments are found at:  
<http://spark.dss.virginia.gov/divisions/bp/ea/contacts.cgi>
  - ❖ Include Case Name and Case Number in your e-mail.

