



**The Low-Income Home
Energy Assistance
Program
(LIHEAP)**

Supplier Policy Manual

*Federal Fiscal Year 2025
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Office of Workforce and Community Initiatives
LIHEAP Team
PO Box 2320
Jefferson City, MO 65102
FSD.LIHEAP@dss.mo.gov
Fax: (573) 522-9557

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ACRONYMS

Below is a list of common acronyms you will find in this manual.

- ACH – Automated Clearing House
- CAA – Community Action Agency
- CEL – Customer Eligibility Listing
- COB – Close of Business
- COD – Cash on Delivery
- CST – Central Standard Time
- CWR – Cold Weather Rule
- DFAS – Division of Finance and Administrative Services
- DOB – Date of Birth
- DSS – Department of Social Services
- EA – Energy Assistance
- ECIP – Emergency Crisis Intervention Program
- EFT – Electronic Funds Transfer
- FFY – Federal Fiscal Year
- FTI – Federal Tax Information
- FTP – File Transfer Protocol
- FY – Fiscal Year
- FPL – Federal Poverty Level
- FSD – Family Support Division
- HIPPA – Health Insurance Portability and Accountability Act of 1996
- HWR – Hot Weather Rule
- ITSD – Information Technology and Service Division
- LIHEAP – Low-Income Home Energy Assistance Program
- LIWAP – Low-Income Weatherization Assistance Program
- MIS – Missouri Information System
- OCS – Office of Community Services
- OWCI – Office of Workforce and Community Initiative
- PHI – Personal Health Information
- PII – Personal Identifying Information
- PSC – Public Service Commission
- SFY – State Fiscal Year
- SMI – Supplemental Medical Insurance
- SMI – State Median Income
- SP – Supplemental Payment
- SSN – Social Security Number
- USPS – United States Postal Service
- VA – Veterans Administration
- WIOA – Workforce Innovation and Opportunity Act
- WIC – Women, Infant, and Children

LIHEAP EA SCREEN INDEX

SCREEN ID	SCREEN NAME	PURPOSE OF SCREEN
E1BE	LIHEAP Supplier Email Search	Searches Supplier by email address. Access restricted to the LIHEAP.
E1PP	LIHEAP Supplier Outstanding Responses	Tracks whether a supplier has any pending CEL awaiting response. Access restricted to web-based suppliers and the LIHEAP.
E1RC	LIHEAP Supplier Notes	Records notes relating to calls from and to suppliers or to document payment issues. Access restricted to the LIHEAP.
E1RP	LIHEAP Supplier Response Print	Displays the customers listed on a CEL for a supplier by notification date, as well as the supplier's response. Once the supplier's response is entered, a supplier cannot change a response unless it is in same week as initial response entry. Access restricted to web-based suppliers and the LIHEAP.
E1RS	LIHEAP Supplier Response Page	Records supplier responses upon receipt of the CEL. Can be viewed after responses have been entered. Access restricted to web-based suppliers and the LIHEAP.
E1SA	LIHEAP Supplier Access Screen	Displays customer name, customer account number, customer address, energy source, application registration date and indicates whether case is a re- application. Also displays case status, notified date, supplier number, supplier name, supplier response, amount paid, check date and check number. Access restricted to participating suppliers and the LIHEAP.
E1SD	LIHEAP Supplier Detail	Displays supplier name, address, phone number, fax number, email address, supplier number, media type (FTP, Web or Paper), fuel types and name of contact person. Only LIHEAP Staff can update.
E1SE	LIHEAP Supplier Email	Displays the email addresses associated with a supplier. Access restricted to the LIHEAP.
E1SP	LIHEAP Supplier Payment Inquiry	Displays all customers and their individual EA benefit amount included on a supplier's payment (check date). Access restricted to

		web-based suppliers and the LIHEAP. Z= direct deposits and L = paper check.
E1SS	LIHEAP Supplier Name Search	Displays supplier name, supplier number, phone and fax numbers and email address. Provides a DETAILS button to access E1SD.
E1UA	LIHEAP Usage Inquiry by Applicant	Displays actual usage data for an applicant. Access restricted to web-based suppliers and the LIHEAP.
E1UD	LIHEAP Usage Data	Records usage data for EA customers. Access restricted to web-based suppliers and the LIHEAP.
E1UP	LIHEAP Usage Statistics and Selection Parameters	Pulls a sample of chosen suppliers and displays customer total numbers and payment information based on media and fuel types. Access restricted to the LIHEAP.
E1UR	LIHEAP Usage Summary Review	Displays the suppliers selected for usage monitoring for a particular Media-Fuel Type. Access restricted to the LIHEAP.
E1US	LIHEAP Usage Summary by Supplier	Displays information for an individual supplier selected for usage monitoring. Access restricted to the LIHEAP.

INTRODUCTION

Program Overview

LIHEAP is a federally funded program to assist low-income individuals and families with their home utility costs. The Missouri DSS, OWCI administers the program through 19 contractors—seventeen (17) CAAs and two (2) non-profit organizations. These contractors process applications, determine eligibility, and make pledges to utility companies on behalf of LIHEAP participants.

LIHEAP operates on the FFY, which is October 1 through September 30.

LIHEAP has two components: EA and ECIP.

Energy Assistance (EA):

Provides financial assistance to help pay home energy costs for eligible Missourians.

Elderly or disabled applications are accepted from October 1 – May 31 and all other households from November 1 – May 31.

The type of fuel used for the home will determine the EA benefit amount.

After approval for LIHEAP, eligibility will continue for one program year, defined as October 1 through September 30. Unless the client moves or changes supplier.

Supplemental Payment

A supplemental payment is an additional EA payment made to identified applicants during a program year should LIHEAP receive additional funding.

Energy Crisis Intervention Program (ECIP)

Restores or prevents disconnection of services for at least thirty (30) calendar days of energy.

Provides financial assistance to eligible households in an energy crisis when the amount of assistance available through EA and any other state or local program is not adequate to secure this commitment from the supplier.

Crisis shall be defined as, a receipt of a termination or disconnect notice indicating a specific disconnect date, a final billing statement advising the account has been terminated, a propane-fuel oil tank is filled at less than 20% capacity, the customer is a COD customer, pre-paid electric customer indicates their pre-paid usage is about to run out, or when an applicant indicates another fuel source is about to run out (Wood, corn pellets, kerosene).

Winter ECIP

- Is available from November 1st through May 31st for elderly-disabled and December 1st through May 31st for all other households, based upon funding.
- Benefit amount is to be the amount required to resolve the crisis.
- Maximum Benefit amount is \$800.00 per household.

Summer ECIP

- Is available from June 1st through September 30th, based upon funding.
- Benefit amount is to be the amount required to resolve the crisis.
- Maximum Benefit amount is \$300.00 per household.

ECIP funds can also be used for emergency repairs or purchases needed to maintain or restore heating and-or cooling. This includes purchasing:

- Furnace replacement-repair (Must be Energy Efficient and must have earned the Energy Star)
- Central Air replacement-repair
- Propane Tank replacement-repair
- Blanket(s)
- Emergency Lodging
- Air Conditioner Window and Portable Units (Must be Energy Efficient and must have earned the Energy Star)
- Wood Stoves

Does not include items covered under LIWAP.

Becoming a Participating Supplier

Utility companies may request to become a LIHEAP participating supplier by requesting a LIHEAP supplier agreement from the LIHEAP team. After reviewing, signing, and returning the supplier agreement, the utility company will become a participating supplier. This agreement serves as contract requiring participating suppliers to adhere to program rules and provide timely responses to LIHEAP correspondences. Utility companies will be issued a “supplier number,” as well as subsequent numbers for each area office within a company.

Types of Suppliers

Suppliers will elect to be one of three types, depending on how they prefer to receive information.

- FTP- Obtain and provide information files on a server.
- Web- Obtain and provide information via the LIHEAP website, known as the EA system.
- Paper- Obtain and provide information via paper through the mail.

***OWCI strongly encourages all suppliers to utilize the EA system or FTP for LIHEAP operations, which eases the administrative burden of participation in the program and significantly reduces the time it takes to receive EA payments. However, at this time, utility companies may request documents through the mail. Adherence to the program requirements to maintain services to a household is required, regardless of the time it takes for paperwork or checks to be delivered via mail.*

Direct Deposit

The state of Missouri provides the option of participating in the ACH to receive funds, which are directly deposited into an account.

To set up ACH, please return the Supplier ACH/EFT Application to the LIHEAP team via mail, fax, or encrypted email. Once processed, the LIHEAP team will provide confirmation that ACH is set up, typically ten (10) calendar days later.

Banking institutions handle notification of direct deposit differently. Please contact your institution for more information.

***OWCI strongly recommends all suppliers utilize ACH. This is the most efficient and secure way to ensure payment.*

Confidentiality

All FSD employees, persons, and entities under contract with the State of Missouri will not disclose any information obtained by them in the discharge of their official duties relative to the identity of applicants for, or recipients of, services or the contents of any records, files, papers, communications, except in the administration of the LIHEAP program.

Sharing of any information provided by the applicant, or that appears on any screen in the LIHEAP EA System, is strictly prohibited. Staff will not disseminate any information collected through working a LIHEAP case to other programs, which are not LIHEAP. DSS contractors will certify that they have reviewed privacy practices regarding PII by signing a DSS Confidentiality and Information Security Agreement.

The information accessed in the EA System is confidential and not shared outside of the requirement to determine a household or individual eligible or ineligible for LIHEAP. Staff will maintain confidentiality when viewing information on the computer screen and printing information for the case record. Listed below are a few ideas to help secure confidential information:

- Log off the EA System before leaving your station.
- Pay attention to who can see computer screens and what information is being displayed.
- Pick up printed records immediately from network printers.
- Do not leave records unattended on desks.
- Enclose paperwork in a folder, file and lock the drawer it is kept in.
- Shred documents before disposal or recycling

Confidentiality - Authorized Disclosures of Case Specific (Confidential) Information

The agency will not release information to third parties without a signed "Authorization for Release of Information" form from the applicant. A third party is anyone requesting information who is not the applicant, or an active member of the household.

Confidentiality - Disposing of Confidential Information

When disposing of confidential information, users should ensure shredding is complete before recycling or disposal. This practice will guard against fraud and serve to protect our customers.

Examples of confidential information include SSN, DCN, DOB, address, name, etc.

Encryption of E-mail

Encryption is required when transmitting confidential information via e-mail from a non-state e-mail account to another non-state e-mail account.

Email is not a secure (encrypted) method of transmitting information. Transmitting information of a confidential or sensitive nature (i.e. FTI, PHI, PII such as SSN or DCN, etc.) via email requires the e-mail to be encrypted.

When transmitting any information via e-mail to a non-state e-mail account, state employees will type, [ENCRYPT] in the subject line. This will encrypt the contents of the e-mail and attachments sent in the e-mail in compliance

with HB2400 (A non-state e- mail account is one that does not have a mo.gov e-mail address).

Persons who are not state employees using a non-state email account will send all emails as encrypted e-mail to a state recipient (one who has a mo.gov email address) by following, "Instruction #3: How DSS clients, business partners and end-users can send an encrypted email to DSS" found at <http://dss.mo.gov/encrypt.htm>.

EA SYSTEM

System Access

Suppliers wanting access to the EA system must submit the following documents to the LIHEAP team via mail or encrypted email:

- LIHEAP Online Access Request Application
- DSS Confidentiality and Information Security Agreement (MO 886-4461)

System Access Requirements

After being granted access to the EA system, if a user fails to sign on to the EA system for thirty (30) calendar days, their password will be revoked. They will need to contact the Help Desk to restore access. If a user fails to sign on to the EA system for ninety (90) calendar days, they will need to complete the initial access request process again.

Help Desk Contact: 800-392-8725 or 800-663-2647, option 1

Sign On

To sign on to the EA system, complete the following steps:

- Access <https://mydss.mo.gov/utility-assistance> and select “LIHEAP Contractor/Energy Supplier”
- Select “Energy Supplier Online Access”
- The Online Access to Energy Assistance page will appear, listing the supplier Energy Assistance screens.
- Select the screen you wish to access.
- A sign on box will appear labeled www.prod.dss.mo.gov and you will provide your username and password and select “OK.”
- Your username will be provided to you and your initial password will be the first letter of your first name, the first letter of your last name, the last four digits of your SSN, and ## (two pound signs)
 - Example- John Doe, SSN: 123-45-6789
 - Password- jd6789##
- You will need to change your password at your initial sign on.
 - Your password must be eight (8) characters long, and contain both letters and numbers.

Training

For training on how to utilize the EA System, please access all available trainings at:

<https://dss.mo.gov/fsd/energy-assistance/liheap-contractor-supplier-information/>

Status

Once logged into the EA System, suppliers are routed to the E1SA screen, which is read only access to participant information.

Suppliers will be able to find information on their customers' application status with the following status codes:

Pending In Progress	Application registered, not processed
Eligible	Application registered, processed, and has been determined eligible. Payment not yet processed. Supplier must enter a response.
Approved Payment In Process	Application has been processed and found eligible, supplier has entered "yes," and payroll is processing.
Approved	Payment has been processed.
Ineligible	Application is processed and determined ineligible for the program
Denied	Application is processed and deemed eligible, but supplier entered a denial code (E1SA)

System Safeguards

Functionality in the EA System includes the ability to protect customer information. If more than twelve minutes elapses between transactions, the user will see a pop-up window with a notification that the browser will close in three minutes if the user does not initiate an actual transaction.

LIHEAP screens provide further safeguarding of PII by masking the SSN of the applicant. As the SSN is being typed in the applicant SSN field, black dots will appear rather than the number typed in.

Additionally, in the body of each LIHEAP screen, only the last four (4) digits of the member(s) SSN will display.

LIHEAP reports will also only display the last four digits of LIHEAP members SSN.

Customer Eligibility Listing

After the LIHEAP agency has determined an applicant is eligible, a CEL report is generated to the participating supplier.

The CEL will contain an eligible customer's name, address, account number, and SSN.

Suppliers are responsible for entering a response to each customer "yes," to accept payment, or "no," to redirect payment to the customer with a denial code.

CELs are generated differently, depending on the type of supplier.

FTP

FTP suppliers receive their CELs every Monday on the server, and an email will generate to the supplier to notify them that the file is available.

FTP suppliers pick up the file and provide a response accepting or denying payment.

FTP suppliers may place the file back on the server at any time, however, the EA System will pick up the files at COB on Wednesdays and Fridays. To avoid overloading the system, please only place one file on the server for Wednesday and Friday batches.

Web

Web suppliers may receive CELs one of two ways and are distributed on Sundays:

- Email
- Generating the CEL in the EA System on the E1RP screen.

Web suppliers will provide their response to the payment on the E1RS screen. Payments can be accepted all at once at the top of the screen, or individual responses can be provided in the response field.

An asterisk (*) next to the customer's name simply means that this individual is the supplier's customer and a member of the applicant's household.

Paper

Paper suppliers will receive their CEL via mail, which are sent out on Tuesdays.

Paper suppliers will need to note if there is an account number change, provide a response to the payment directly on the report, and return the CEL to the LIHEAP team via mail.

The LIHEAP team will enter the payment response into the EA System, which will update over the **weekend**.

Response Codes

In the table below are a list of the possible response codes:

Yes (Y)	Supplier accepts payment
No (N)	Redirect payment to the customer
Commercial Account	For any identified non-residential accounts
3- Inactive Account	Account is not active with the supplier
4- Not our customer	Unable to identify account holder as a customer
5- Incorrect Account Number	Account number does not match
6- Needs Additional Payment	Account needs additional funds to restore or continue services
7- Negative Customer Response	Customer did not make an appointment to restore services
8- Credit over \$500	Customer currently has a credit on their account of \$500 or more.

LIHEAP payments may generate at any point during the billing cycle and may, at times, apply to a previous account balance. By accepting the payment, the supplier agrees to continue and/or restore services for the next thirty (30) calendar days.

Responses may be entered Monday-Friday until 5pm CST. Responses will update in the EA System over the weekend.

Note: Web suppliers can print their responses using the E1RP screen. Due to the size of this report, please print using the tool bar drop down under "File" and print the desired pages (all or a selected range).

Response Time Requirements

Suppliers must provide their responses on each CEL within fifteen (15) calendar days. To determine if there are any CELs that still require responses, suppliers may access the E1PP screen. This screen also provides the supplier numbers.

By entering the supplier number, E1PP will display outstanding responses by date.

Supplier Payment

Supplier Payment Report

The Supplier Payment Report (FEABB350-1) is generated to notify the supplier of payments, called a payroll cycle, for each customer, the payment amount for each customer, and the total payment for that payroll.

***The payroll cycle runs every Friday, except in the event of a holiday which will push it back to the following Monday. If the supplier did not receive payment, the report will not generate.*

If the supplier denied payment on the CEL, the “Amount Paid” column will be blank, and the response will match the “Supplier Response.” Additionally, suppliers will see a “Credit (C)/Debit (D)/Refund (R)” column in this report. More information is in the Credit, Debit, or Refund section of this manual.

The total payment should match the direct deposit or the check amount unless there are debits or credits from other payroll cycles. However, customer refunds do not change the payroll amount.

The supplier payment report will be issued depending on the supplier type—FTP, Web, or Paper.

FTP

The Supplier Payment Report is placed on the server every Monday, and an email is generated to notify the supplier of the available file. The supplier picks up the file and processes payment based on the information provided in the report.

Web

Web suppliers will receive the Supplier Payment Report on Sunday via email.

Additionally, web suppliers may access payroll information through the EA System on the E1SP screen, which requires the supplier number and check date.

Paper

Paper suppliers will receive the Supplier Payment Report via mail.

If a supplier does not participate in the direct deposit program through the state of Missouri, the check will arrive separately after the payment report.

Lost Checks

For suppliers who opt to receive payments via paper check, there may be occasions when a check is lost, stolen, or destroyed.

If a supplier has not received a check that was due within fifteen (15) business days, immediately contact the LIHEAP team for assistance investigating the cause

of the delayed check. The LIHEAP team will request a "Stop" placed on the check or payment if it is determined that the check was issued.

For checks discovered to be lost, destroyed, or otherwise not received, the supplier must complete and return a notarized Affidavit for Replacement Check (IM-214) via mail on or before the next business day, which will generate a new payment to the supplier. The LIHEAP team will note on the E1CN screen that a replacement check was issued.

For lost checks that discovered to have been cashed, the supplier will be provided with a proof of the signature on the check. The supplier MUST review this document to determine if the endorsement was a forgery. If the supplier confirms the signature is fraudulent, the supplier must complete and return a notarized Affidavit of Forgery (IM-215) and a copy of the accompanying Supplier Payment Report via mail on or before the next business day, which will generate a new payment to the supplier. The LIHEAP team will note on E1CN that a replacement check was sent.

Please note, affidavits found to contain erasures, typographical errors, or not completed in ink or typed will be voided and returned. Only original documents will be accepted. A supplier may be required to file and provide a police report prior to the IM-215 before a replacement check will be issued.

*****If a lost check is located, notify the LIHEAP team immediately. The Missouri State Treasurer will not accept a check for payment until the "Stop" notice is removed. Any duplicate checks issues will receive a "Stop."***

Credit, Debit, or Refund

There are certain situations that require a credit, debit, or refund to be issued to a customer's account. As previously described, credits and debits will impact the supplier's payroll.

Credit

A credit is necessary when a full payment is not issued to a customer. A credit must be applied to the customer's account, so they receive their full benefit.

In addition to a noted credit on the Supplier Payment Report, there will be an additional code, which describes why a credit is necessary.

- 0- Supplier changed.
- 1- Updated eligibility/benefit adjustment.
- 2- New supplier/honoring pledge.
- 3- System generated a direct pay.
- 4- Supplemental payment.
- 5- Supplier "other"
- 6- 135 Benefit increase
- 7- Worksheet error
- 8- System error/write off.
- 9- Correct mailing address updated.

Debits

At times, a supplier may receive an overpayment. The overpaid amount must be subtracted (debit) from the customer's account.

If a supplier receives an overpayment and authorizes the correction be made via a debit in the next payroll, they may issue this authorization to the LIHEAP team via encrypted email.

If a supplier receives an overpayment and sends a check to the LIHEAP team, it will be processed as a refund.

Refunds

At times, a supplier may receive a payment that needs to be returned to the LIHEAP team with a paper check. Checks must be payable to the Missouri Department of Social Services and include the customer's name, SSN, date of original payment (MM/DD/YYYY) and reason for the refund (codes below). This information is available on the CEL.

Suppliers must issue any refunds by March 31 of the following federal fiscal year.

Suppliers are strongly encouraged to use the LIHEAP Energy Assistance Refund form.

Refund Codes

A - Customer moved	K - Deceased
B - Heat source error	L - Ineligible
C - Actual usage	M - Other
D - Supplier changed	N - Updated eligibility/adjustment
E - Supplier Other Reason	O - Worksheet error
F - Failed to negotiate reconnection	P - Debit non-heat account.
G - Account closed or inactive	V - Collection on debits
H - Client incarcerated	Y - Duplicate payment
I - Address unknown	Z - Refund Actual Usage credit balance
J - Moved out of state	

ECIP Refunds

Returning ECIP funds must be completed one of two ways:

- IF the ECIP payment comes from funds from the current FFY, the payment should be returned to the LIHEAP contractor who made the pledge.
- IF the ECIP payment comes
- from funds from a previous FFY, the payment should be returned to the Missouri Department of Social Services via the LIHEAP team.

As with EA refunds, the customer's name, SSN, date of original payment (MM/DD/YYYY), and reason for refund must be included.

Deceased Customers

Customers who pass away after being determined eligible for EA, but prior to receiving the payment, must be reported to the LIHEAP team. The LIHEAP team will determine if another household member is eligible to receive the payment instead. If an individual is located, no further action is needed.

If, however, there is no other eligible household member to receive the payment, the funds must be returned by either debit or refund check to the LIHEAP team.

Usage Data Report

The Administration of Children and Families, Office of Community Services, requires all administrators of the LIHEAP program to provide information on usage data. At the close of the EA season, some suppliers are asked to report usage data for their EA customers. The selection process is done in a way to capture the best data sample.

***Unlike the program itself, the usage data needs to be reported between July 1 and June 30.*

Information regarding usage data is distributed to suppliers by type.

FTP

Selected FTP suppliers may retrieve their usage data information from the server. After completing the usage data information, the supplier must return the file to the server for analysis.

Web

Web suppliers will receive a list of customers that require usage data collection. This list also includes information such as address, etc.

Utilizing this list, web suppliers will log on to the EA system and input the usage data into the E1UD screen.

Tips to Utilizing E1UD

- Customers appear alphabetically by last name, not SSN or account number.
- ALWAYS click “save” after entering a customer’s usage data. If you click “next” without saving, the data will be lost.
- A confirmation that the data was saved will appear in a box, which says “Record saved successfully.”
- If unable to complete all usage data entry at once, a supplier may click “save” and exit the report. When returning to the data entry, the system will pick up where it left off.
- If a supplier must skip a customer, click “next” without saving. This customer will appear first when returning.
- If a correction is needed, select the “include all” box on the E1UD screen. Select the record that needs corrected, make the updates, and click “save.”

Appendices

Appendix A – CEL – Payment Procedures Overview

MONDAY – CEL made available electronically on web and to File Transfer Protocol (FTP) suppliers.



TUESDAY – CEL mailed to suppliers that do not utilize the web site or FTP.



MONDAY-FRIDAY – Suppliers determine the response for each applicant and notify FSD through the web process, FTP process or they mail/fax paper reports to FSD for entering. All eligibility listings that are received by FSD 8:00 A.M. Monday through 5:00 P.M. Friday are entered and will update in the system over the weekend. The deadline for FTP eligibility files is noon on Wednesday and Friday.



FRIDAY - Payrolls produced and mailed or sent through direct deposit/Automatic Clearinghouse (ACH) transfers to suppliers.

If CEL's are entered or faxed to the state office in the week they are received, a check will be produced the following Friday after weekend processing, resulting in a two week turnaround for payment.

For some customers, credits, debits and refunds are processed. The supplier should contact FSD if they have any questions about payments or missing payroll checks.

Appendix B – LIHEAP Energy Assistance Refund

FROM

Supplier name: _____

Supplier number: _____

Staff to follow up with (if questions): _____

PLEASE MAIL FUNDS AND THIS FORM TO:

Missouri Department of Social Services
FSD, Low Income Home Energy Assistance Program
P.O. Box 2320
Jefferson City, Missouri 65102-2320

Make checks payable to Missouri Department of Social Services

If questions: FSD.LIHEAP@dss.mo.gov

THIS CHECK REPRESENTS A REFUND FOR THE FOLLOWING CUSTOMER(S):

Name: _____

Social security number: _____

Account number: _____

Reason for refund: _____

Name: _____

Social security number: _____

Account number: _____

Reason for refund: _____

Name: _____

Social security number: _____

Account number: _____

Reason for refund: _____

Name: _____

Social security number: _____

Account number: _____

Reason for refund: _____

Name: _____

Social security number: _____

Account number: _____

Reason for refund: _____

Appendix C – Supplier ACH-EFT Application



MISSOURI DEPARTMENT OF SOCIAL SERVICES
SUPPORT DIVISION, LIHEAP
SUPPLIER ACH-EFT APPLICATION

SECTION A: Supplier Information	
<p>*1. TYPE OF ACTION (Check Only One)</p> <ul style="list-style-type: none"> <input type="radio"/> Initial Direct Deposit setup <input type="radio"/> Change Direct Deposit Information <input type="radio"/> Cancel Direct Deposit and begin payment via paper check 	<p>*2. 9 DIGIT SUPPLIER NUMBER</p>
<p>*3. SUPPLIER NAME (Please include DBA information if applicable.)</p>	<p>*4. INFORMATION OF INDIVIDUAL COMPLETING FORM (Please print)</p>
	<p>Name: _____</p>
	<p>Title: _____</p>
<p>Email address: _____</p>	<p>*5. ADDRESS (Number, street name, city, state, and zip code)</p>
<p>*6. TELEPHONE NUMBER (include area code)</p>	
SECTION B: Financial Institution Information	
**Must be completed by your financial institution.	
<p>**1. NAME OF FINANCIAL INSTITUTION</p> <p>Name of staff completing form: _____</p>	<p>**2. PREVIOUS ACCOUNT INFORMATION (<u>Only complete if changing ACH-EFT information on file</u>)</p> <p>Type of Account (Circle): CHECKING SAVINGS</p> <p>9 Digit Routing Number: _____</p> <p>Account Number: _____</p>
<p>**3. FINANCIAL INSTITUTION ADDRESS & PHONE NUMBER</p>	<p>**4. CURRENT ACCOUNT INFORMATION (To be used for future deposits)</p> <p>Type of Account (Circle): CHECKING SAVINGS</p> <p>9 Digit Routing Number: _____</p> <p>Account Number: _____</p>
SECTION C: Vendor Authorization	
<p><i>I wish to participate in Direct Deposit and in doing so:</i></p> <ul style="list-style-type: none"> I (We) hereby authorize the State of Missouri to initiate credit entries (deposits) and to initiate, if necessary, debit entries (withdrawals), or adjustments for any credit entries made in error to my (our) account designated above. I (We) understand that it is my (our) responsibility to notify the Family Support Division when a change in banking information is made. This notification must be made at least two (2) weeks prior to the scheduled direct deposit. Without this notification, I (we) understand that payments may be delayed. I (We) understand that by endorsing or depositing checks that payment is made from Federal and State funds and any falsification, or concealment of material fact, may be prosecuted under Federal and State laws. I (We) hereby authorize the State of Missouri to initiate payment adjustments made to this account that were intended for another vendor or another account. I (We) understand the State of Missouri may terminate my (our) enrollment in the Direct Deposit program if the State is legally obligated to withhold part or all payments for any reason (for example, garnishment orders). I (We) understand that the Family Support Division may terminate my (our) enrollment if I (we) no longer meet eligibility requirements. I (We) understand that this document shall not constitute an amendment or assignment of any nature whatsoever, or any contract, purchase order or obligation that I (we) may have with any agency of the State of Missouri. 	
<p>Suppliers must sign and date the Application to authorize initiating, changing, or canceling this Application.</p>	
<p>*SIGNATURE</p>	<p>*DATE</p>

ALL REQUIRED FIELDS MUST BE COMPLETED TO AVOID RETURN OF THE APPLICATION AND/OR DELAY IN PROCESSING. RETURN COMPLETED FORM AND ATTACHMENT TO:

FSD, ATTN: LIHEAP
P.O. Box 2320; Jefferson City, MO 65102
Fax 573-522-9557

INSTRUCTIONS FOR COMPLETING THE SUPPLIER ACH-EFT APPLICATION

SECTION A - All fields in Section A are required fields.

1. **Type of Action (Check Only One)** – Check the box for the action you would like to accomplish by completing the Application.
 - **Initial Direct Deposit setup** – Check this box if this is a new request for direct deposit or if you previously had a direct deposit, but it has since closed and you would like to re-open the request.
 - **Change Direct Deposit Information** – Check this box to notify us of any change in the direct deposit request, including, but not limited to, change in routing number or account number, change in contract name, etc.
 - **Cancel Direct Deposit** – Check this box to notify us to cancel the direct deposit. When the request to cancel the direct deposit is processed, you will no longer receive payments via electronic funds, but will begin to receive paper checks if you are entitled to payment.
2. **Supplier Number** – please include all 9 digits
3. **Supplier Name** – name of business, to include DBA if applicable
4. **Information of Individual completing form** – please print name, title and email address of person completing form for correspondence.
5. **Supplier address** – please include number, street name, state and zip code
6. **Telephone number** – include area code

SECTION B - All fields in Section B are required fields.

1. **Name** – Input the name of your financial institution.
2. **Previous Account Information -- Type of Account (Check Only One)**
 - **Checking Account** – Check this box if payment is to be direct deposited into a checking account.
 - **Savings Account** – Check this box if payment is to be direct deposited into a savings account.
3. **Financial Institution Address and phone number** – Input the address and phone number of your financial institution, including number, street name, city, state, and zip code.
4. **Current Account Information** – enter full routing number and account number and circle if this is a checking or saving account
 - If you are submitting a voided check, the 9 digit routing number can be found at the bottom of your check. The 9 digit routing number is the first set of 9 numbers found at the bottom of the check, towards the left side.
 - If you are submitting a voided check, the account number can be found at the bottom of your check after the 9 digit routing number or after the check number.

SECTION C

Signature Individual and – Individual must sign and date on this line.

In order to allow the Family Support Division and the State of Missouri, Division of Finance and Administrative Services to deposit payments into an account, you must complete all of the required fields on the Application and attach a voided check or an official letter from your financial institution stating your name, the bank routing number and your account number. Starter checks and counter checks will not be accepted in place of a check or letter from your financial institution. With the exception of your signature(s), type or print the required information.

WHAT YOU CAN EXPECT

The Application will be processed when a complete form is received, including all required fields and an attached voided check or letter from your financial institution.

Failure to complete all required fields on the Application and attach a voided check or letter from your financial institution will cause the application to be returned to you for correction and will delay processing of the application.

3. You should begin receiving payments by direct deposit approximately 10-14 days after the Application has been processed.

4. If you are entitled to any payments during the time it takes to process the Application, the payments will be issued as paper checks.

CHANGING FINANCIAL INSTITUTIONS OR ACCOUNTS

Payments will continue to be deposited in the designated account at your financial institution until you notify the Family Support Division you wish to change the financial institution and-or account where the payments are deposited. To make any changes to the financial institution and-or account where payments are deposited, you must complete a new Direct Deposit Application. All parties listed on the contract and-or listed as business owners, must review and sign, to authorize changes (including cancellations), to the Direct Deposit Application. Failure to notify the Family Support Division of a change in account information will result in a delay in receiving your payments.

Appendix D – FFY 25 Eligibility and Payroll Schedule

CEL Notification Dates:	
10/7/2024	4/7/2025
10/15/2024	4/14/2025
10/21/2024	4/21/2025
10/28/2024	4/28/2025
11/4/2024	5/5/2025
11/12/2024	5/12/2025
11/18/2024	5/19/2025
11/25/2024	5/27/2025
12/2/2024	6/2/2025
12/9/2024	6/9/2025
12/16/2024	6/16/2025
12/23/2024	6/23/2025
12/30/2024	6/30/2025
1/6/2025	7/7/2025
1/13/2025	7/14/2025
1/21/2025	7/21/2025
1/27/2025	7/28/2025
2/3/2025	8/4/2025
2/11/2025	8/11/2025
2/18/2025	8/18/2025
2/24/2025	8/25/2025
3/3/2025	9/2/2025
3/10/2025	9/8/2025
3/17/2025	9/15/2025
3/24/2025	9/22/2025
3/31/2025	9/29/2025
Note: Outstanding responses located on E1PP with more details on E1RS	

Direct Pay - Supplier Check or ACH Dates:	
10/4/2024	4/4/2025
10/11/2024	4/1/2025
10/21/2024	4/18/2025
10/25/2024	4/25/2025
11/1/2024	5/2/2025
11/8/2024	5/12/2025
11/18/2024	5/16/2025
11/22/2024	5/23/2025
12/3/2024	6/2/2025
12/6/2024	6/6/2025
12/13/2024	6/13/2025
12/20/2024	6/23/2025
12/30/2024	6/27/2025
1/6/2025	7/7/2025
1/10/2025	7/11/2025
1/17/2025	7/18/2025
1/27/2025	7/25/2025
1/31/2025	8/1/2025
2/7/2025	8/8/2025
2/18/2025	8/15/2025
2/24/2025	8/22/2025
2/28/2025	8/29/2025
3/7/2025	9/8/2025
3/14/2025	9/12/2025
3/21/2025	9/19/2025
3/28/2025	9/26/2025
Note: Information about supplier payments are available on E1SP	

Appendix E – FFY 24 Income Ranges and Benefit Amounts

Household Size	60%SMI	
	Minimum	Maximum
1	\$ -	\$ 2,751
2	\$ -	\$ 3,598
3	\$ -	\$ 4,445
4	\$ -	\$ 5,291
5	\$ -	\$ 6,138
6	\$ -	\$ 6,984
7	\$ -	\$ 7,143
8	\$ -	\$ 7,302
9	\$ -	\$ 7,461
10	\$ -	\$ 7,619
11	\$ -	\$ 7,778
12	\$ -	\$ 7,937
13	\$ -	\$ 8,096
14	\$ -	\$ 8,254
15	\$ -	\$ 8,413
16	\$ -	\$ 8,572
17	\$ -	\$ 8,731
18	\$ -	\$ 8,889
19	\$ -	\$ 9,048
20	\$ -	\$ 9,207

Fuel Type	Payment Amount
Natural Gas	\$326
Tank Propane	\$495
Electric	\$318
Fuel Oil	\$326
Wood	\$219
Kerosene	\$153
Cyl. Propane	\$177