

Manage Application dropdown in eHEAT

The Manage Application dropdown in eHEAT is a key application processing tool. Most Manage Application actions result in an application status change. Some Manage Application options require entry of notes, or an error message will result. Following is information about each of the Manage Application dropdown list options:

Add flag or remove flag from Application

This option:

- Prevents payments from being made payable.
- Requires note to toggle on or off.
- When toggled, the “Flag” displays red under Primary Phone:



- eHEAT User group must include the “FlagApplication – Flag/Unflag Application” feature to allow user to flag/unflag applications.

Additional Information Received

Select this to indicate they received the household’s missing information. This is optional to use. Use of this option changes the App Status to Info Returned.

Close Application

Applications are closed for various reasons, for example when all members of a household die, when EAP households combine, or when a household moves to ineligible housing. See the **Household Situation Changes after Application is Approved** section of Ch. 8 – Benefit Payments and Refunds for guidance on when to Close an application.

The impacts of closing an application are:

- A prior year closed application must be logged with a new household number.
- A current year closed application can be reactivated, for example if it was closed in error. It reactivates with the last non-terminal status it was in before closing.

Deny Application

After selecting this, click the 'Go' button. This opens another window with the denial reasons: Already Served this Program Year, End of Program Year, Ineligible Housing Type, Program Out of Funds. eHEAT generates a letter to the household to inform them of the denial reason.

EAP Program Participation Letter

Service Providers can use this when a household in 'Approved' status requests proof of their EAP participation. The eHEAT-generated letter is mailed directly to the household.

Edit Log Date

- Only users whose assigned User Group includes the "Edit Log Date" can use this function.
- Editing the log date requires notes and cannot be a future date.
- The log date for Pre-logged and Approved applications cannot be edited.
- After the application deadline, this function is turned off and Service Providers must seek Commerce EAP assistance to edit a log date.

Reactivate

This function reactivates a current year application closed in error, and an application of a previously denied or withdrawn household who returns for assistance. The application reactivates with the last non-terminal status it was in before it was closed, denied, or withdrawn. Applications can only be reactivated in the current year; they cannot be changed after the program year ends.

Recalculate Benefit

This is used to recalculate an existing Primary Heat benefit.

- It is used when it is found the application or consumption information used to initially calculate the benefit does not accurately reflect a household's situation.
- It is used for applications that cannot be moved back to 'Complete' status due to an existing Crisis event, ERR event, or Paid payment.
- Recalculating may result in a higher or lower Primary Heat benefit.
- If the benefit will be lower, the Service Provider must first void any existing payments equal to or in excess of the benefit amount before they recalculate the benefit. If the benefit will be lower and the vendor has already been paid, the vendor must make a refund equal to or in excess of the lower benefit amount.

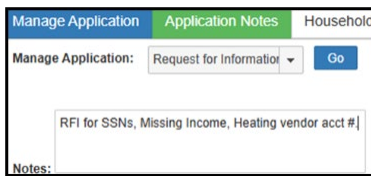
- When an increase in benefit is recalculated the Primary Heat Benefit is increased along with the obligation. Then add the payment using the Payment screen > Manage Application or add the payment in the EAP Benefit screen.

Request for Information non-eHEAT

This is used to record details regarding household information the Service Provider requested outside of eHEAT, e.g. by phone or by non-eHEAT letter. Changes App Status to Incomplete.

Request for Information

This generates a letter requesting additional info from the household. Service Providers can edit the generated letter, and can select a Verification of Income & Expenses form, a Self-Employment Worksheet, and/or a Signature Page to attach to the letter. eHEAT sends the letter and attachments that night to be printed out or emailed depending on the household contact preference.



The screenshot shows a web interface with three tabs: 'Manage Application', 'Application Notes', and 'Household'. Under 'Manage Application', there is a dropdown menu with 'Request for Information' selected and a 'Go' button. Below this is a text input field containing 'RFI for SSNs, Missing Income, Heating vendor acct #' and a 'Notes:' label.

Service Providers can enter notes before sending the RFI letter through eHEAT. Notes are entered before hitting “Go” and proceeding to the letter. The notes will only save and show up under Application Notes if the letter is



The screenshot shows an 'Application Note' entry with the text: 'JON BROWN: 03/17/2025 11:10:44 AM Edit Remove' and 'Request for Additional Information Note: RFI for SSNs, Missing Income, Heating vendor acct #'.

“Save and Send.” If the “Save and Send” action is not done, the notes will not be saved.

Transfer Application

This transfers an application between Service Providers if, after applying, a household moves mid-program year.

Void

This is used to void an application if it was logged in error or is a duplicate. Pre-logged applications are voided when an online application for that household is logged. The impacts of voiding an application are:

- If a new household number is logged and the application is voided, the same household number cannot be logged again.
- If an existing household number is logged and voided it can be re-logged and eHEAT will pull the household’s most recent application information.

Withdraw Application

This option is used:

- If a household chooses to withdraw their application before benefits are provided.
- If a household member dies before benefits are provided, the remaining household members may withdraw the application and reapply. (If a household member dies after eligibility is determined, the remaining household members are served according to their most recent notification letter.)
- If household membership changes before eligibility is determined, and the household is unable to provide all member and income information based on the original application, they must withdraw the application and reapply with information for their household's current membership.