

Deceased Applicants

Households with only one (1) family member

- If the Applicant applied in PY2020 but is deceased prior to applying for PY2021:
 - Do not mark them as “deceased” in the PY2020 application Family Section in HEAP Cloud.
 - Enter a comment in HEAP Cloud.
- If the Applicant applied for PY2021 and becomes deceased prior to the application being Qualified: Proceed with Qualify/Confirm.
 - If the application is Denied, mark the household member as deceased in the Family section.
 - If the application is eligible, mark the household member as deceased in the Family section, email the LIHEAP mailbox to put the Benefit payment on hold.
 - Enter a comment in HEAP Cloud.
- If the Applicant applied for PY2021 and becomes deceased after the application is Qualified/Confirmed, but prior to the Benefit being issued:
 - Mark the household member as deceased in the Family section.
 - Email the LIHEAP mailbox to put the Benefit payment on hold.
 - Enter a comment in HEAP Cloud.

Households with multiple family members

- If the primary applicant of a PY2020 application becomes deceased prior to the household applying for PY2021:
 - Follow the procedures outlined in the ‘How to Change a Primary Applicant’ guide to create the PY2021 application with a new Primary Applicant (if the Household is currently applying).
 - Once the Primary Applicant has been updated on the PY2021 application, remove the deceased household member from the application.
 - Enter a comment in HEAP Cloud.
- If an applicant becomes deceased after the creation of a PY2021 application:
 - Mark the deceased household member as deceased in the Family section.
 - Proceed with the application as usual.
 - Enter a comment in HEAP Cloud