

Deceased Applicants

Households with only one (1) family member

- If the Applicant applied in **PY2022**, but is deceased **prior to applying for PY2023**:
 - Mark them as “deceased” in the PY2022 application Family Section in HEAP Cloud.
 - Enter a comment in HEAP Cloud. Complete the Benefit Return process.

- If the Applicant applied for **PY2023** and becomes deceased **prior to the application being Qualified**: Proceed with Qualify/Certified.
 - 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 **PY2023** and becomes deceased after the application is Qualified/Certified, **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.

- If the Applicant applied for **PY2023** and becomes deceased **after the application is Qualified/Certified and the benefit has been issued**:
 - Mark the household member as deceased in the Family section.
 - Enter a comment in HEAP Cloud.
 - **If the benefit was sent to a Vendor:**
 - Complete the Benefit Return process.
 - **If the benefit was sent as a direct check and is returned to the CAA:**
 - Mail check to MaineHousing’s mailing address
 - Email the LIHEAP Mailbox.
 - **If the family member has the uncashed direct check**, CAA must instruct family member to send the uncashed direct check to MaineHousing’s mailing address.

However, if a family member is not aware whether the Deceased Applicant had cashed the direct check or not. It is not necessary for the family member to determine or try to attempt to locate the direct check.

Households with multiple family members

- If the primary applicant of a **PY2022** application becomes **deceased prior to the household applying for PY2023:**
 - Mark them as “deceased” in the PY2022 application Family Section in HEAP Cloud.
 - Follow the procedures outlined in the ‘**How to Change a Primary Applicant**’ guide to create the **PY2023** application with a new Primary Applicant (if the Household is currently applying).
 - Once the Primary Applicant has been updated on the **PY2023** 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 PY2023 application:**
 - Mark the deceased household member as deceased in the Family section.
 - Proceed with the application as usual.
 - Enter a comment in HEAP Cloud