## CPSE PORTAL INTRODUCTION AND INITIAL SET-UP May 2 & May 4, 2023

## **Questions & Answers**

Topic/Category		
WEBINARS		
Q	Should providers register for trainings even if they cannot attend? How do providers get the recordings and power points?	
A	Yes. Agencies & providers should register for the webinars even if they cannot attend. At the end of the week or beginning of the following week, McGuinness will send out an email containing a link. This link will contain the webinar, the slide show of the webinar, the Questions & Answers asked, and any Knowledge Base articles given out during the webinar.	
	AGENCIES	
Q	As an agency, we have access to the portal from a County that is already working with the portal. Will I use the same user name, etc. for an additional County?	
Α	Yes. You will use the same user name and password.	
Q	The NPI area under billing provider profile is grayed out and there is a red error message that NPI was not found.	
A	The NPI are will always be greyed out, as this area the information that is being pulled from the NPPES Registry. If you have a BEDS Code, then that code is what the County is most likely using. You can send an email to our help desk for further investigation at <a href="mailto:support@CPSEPortal.com">Support@CPSEPortal.com</a> .	
Q	I'm a school district but we are an approved provider through our County as well. Do I act as an "agency"?	
Α	Yes. For Portal purposes, you will be considered an agency.	
Q	Should we have received an invitation to start putting staff into this system?	
Α	Yes. If you have not received your invitation, contact your County to see who they sent the invitation to or when they plan on sending the invitation out.	
INDEPENDENT PROVIDERS / AGENCY SERVICE PROVIDERS		
Q	If you are both an agency service provider and an independent provider, will you have 2 different log ins?	
A	Yes. You will log into your independent user account for all enrollments/children that the County assigns to you. You will log into your service provider account with your agency, for any enrollments/children that the agency assigns to you.	
Q	If you are both an agency service provider and an independent provider, will you receive 2 different emails?	
Α	Yes. You should receive an email invite from the County for your independent provider account, and you should receive an email from the agency.	
Q	What if I did not receive my invitation?	

Α	If you are an independent provider than please contact the County. If you are an agency service provider, then please contact the agency
	that you are working for.
Q	I currently have a user name from a different agency that we used a couple of years ago. Will we have to create a different profile for the
	current company that we will be doing the billing for?
Α	Your current agency should be able to invite you and your agency should link to your account. If there are any problems, then please contact
	our help desk at <u>Support@CPSEPortal.com</u> .
Q	Independent provider billing information question. What do we put for tax ID#?
Α	You do not need to enter a Tax ID #. Just make sure that you have an NPI # entered and it is correct.