

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?
A	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 Support@CPSEPortal.com .
Q	I'm a school district but we are an approved provider through our County as well. Do I act as an "agency"?
A	Yes. For Portal purposes, you will be considered an agency.
Q	Should we have received an invitation to start putting staff into this system?
A	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?
A	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?

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