

CPSE Portal Billing for Independent Providers

August 1st and August 3, 2023

Questions & Answers

Topic/Category	
NO RATES	
Q	There is no dollar amount in the rate column for my enrollments. Do I contact my county then before creating a voucher?
A	Yes you will need to contact the County and they will upload the rates.
VOUCHER	
Q	Do we need to have our contract number on voucher?
A	That is up to your County. At this time, no County has requested this.
Q	If a child is unassigned. How do we assign?
A	You will check the box next to child name, then click assign at bottom of box, and "Save". The child will then move over to assigned side.
VOUCHER ERRORS	
Q	If you upload your attendances and the county has made payment. What is the best way to fix this?
A	You will speak with the County to see how they want to handle this. We could remove the attendance from the voucher, you could correct the attendance, and re-bill the County. The County would then not pay you on the re-billed voucher.
Q	My error on my voucher is "County has not approved credentials". Contact county?
A	Yes you will need to contact the County to approve your credentials.