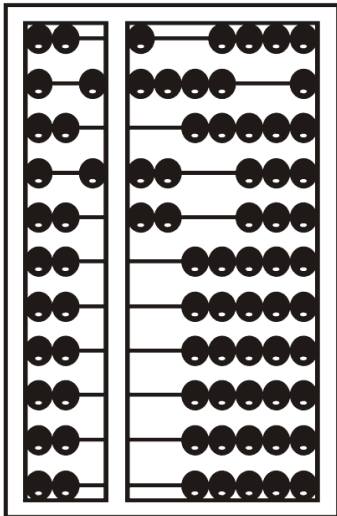


JAMES MCGUINNESS  
& ASSOCIATES INC.  
Consultants



# CPSE Portal Credential Verification

# What is Credential Verification?

- \* A simple process to verify that the information about a Licensed Professional (*OT, PT, SLP, OTA, PTA, LMSW, LCSW, etc.*) is correctly entered in CPSE Portal.
- \* The individual's information that needs to be verified:
  - \* First Name, Last Name & Signature
  - \* Profession (*OT, PT, SLP, ....*),
  - \* License #,
  - \* Date of Licensure,
  - \* Date Registered Through
  - \* NPI #

# Credential Verification

- \* All providers licensed through the New York State Office of the Professions (*Occupational Therapists, Physical Therapists, Licensed Clinical Social Workers, etc.*) as well as non-licensed professionals that work under the direction of an SLP for speech therapy services (TSHH, TSSLD, etc.) provider will need to have their credentials verified.
- \* Verification means that someone (***the therapist and/or agency staff***) will need to review what is on file with the Office of Professions and the NPI Registry to ensure that the information in the Portal is correct and attest that the information is correct.
- \* Someone at the County will review and approve the verified information.

# Why Do We Need Credential Verification

- \* Counties have found too many instances of incorrect information in the CPSE Portal. This incorrect information then gets propagated to Medicaid, treatment logs, prescriptions, etc.
- \* Examples:
  - \* Therapist has Supervisor's license # listed instead of their own.
  - \* Therapist has Agency NPI listed instead of their own.
  - \* Therapist has typo in license number.
  - \* Therapist's name was changed, but CPSE Portal was not updated.
  - \* Therapist is listed as a Licensed Speech and Language Pathologist when they were not licensed (CFY / TSHH / TSSLD).
  - \* Therapist's license needs to be re-registered.

# Whose Credentials Need to be Verified

- \* For most Counties, only a licensed professional's credentials need to be verified. This includes SLP, OT, OTA, PT, PTA, LMSW, LCSW, etc. They can be found on <http://www.op.nysed.gov/>.
- \* Some Counties are now requiring non-licensed professionals (*teachers, school psychologists, etc.*) to verify their credentials. Many non-licensed professionals do not have NPI numbers so it becomes only a name verification.
- \* Individuals that are not licensed, but can work under the direction / supervision of a licensed professional. These include CFY, Limited Permit OT, Limited Permit PT, TSHH, TSSLD.

# Who Can Complete the Verification Process

- \* Any service provider that has a login to the CPSE Portal can verify their own credentials.
- \* A licensed professional that does not have a login to CPSE Portal (*because their agency uploads data from another system*), can also verify their own credentials using their NPI and license number.
- \* An agency can verify the credentials of any service provider that works for them.

# Who “Should” Complete the Verification Process

- \* Ideally, the individual should verify their own credentials.
- \* However, it is really an agency preference. If the agency feels it is easier for their staff to do it for their therapists, that works. If they want to do it for some therapists but not others, that works too.



# **Credential Verification by Therapist with a Login**



# Credential Verification by Therapist with a Login

- \* If therapists credentials need to be verified:
  - \* When therapist logs into their Portal account, their home page will show in red “**REQUIRES VERIFICATION**”. Now click the “Verify” button.

**CPSE PORTAL** Hello, hafnerspeech . You are currently logged in for **KATHLINE GROGAN** (Logout)

**Navigation:** Home, File Transfer, Activities, eSTACs, Attendance, Billing, Caseload Maintenance, Lookup, Documents, Reports, Medicaid, People, My Account, Knowledge Base

**User Profile:** Username: hafnerspeech, First Name: Alexandra, Last Name: Hafner, Email: angeloch@hotmail.com.jmcguinness.com

**My Professional Profile:** Name: KATHLINE GROGAN, NPI: 1598035529 (ALEXANDRA HAFNER)

**My License(s)**

Profession	License	Original Date Of Licensure	Registered Through Date	License Lookup	Verification Status	Verify
Licensed Speech & Language Pathologist	021587	12/15/2011	05/31/2023	Lookup	<b>REQUIRES VERIFICATION</b>	Verify

**My signature:** Alexandra Hafner MSCCCLP, Alexandra Hafner MSCCCLP

**News Feed:** Uploading Prescriptions (For Billing Admins) - New Order Screen, Uploading Prescriptions (For Therapists) - New Order Screen, Credential Verification Internal Server Error RESOLVED, CPSE Portal not affected by Log4j exploit

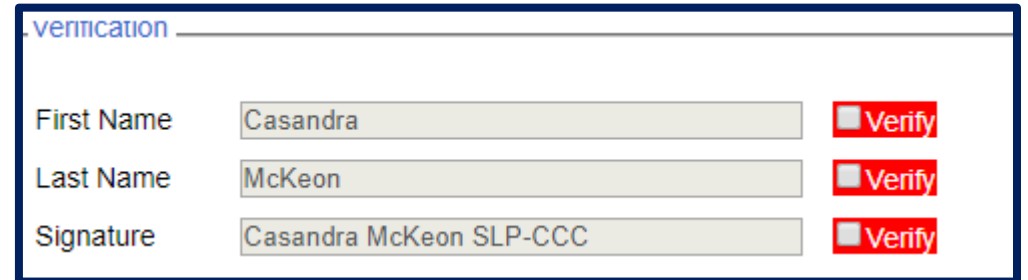
# Verifying Name

- \* The screen will show the therapists first name, last name and how their signature should appear.
- \* Verify
  - \* The first name is their full first name and it is spelled properly.
  - \* The last name is their full (*hyphenated, etc.*) current (*any name changes*) last name
  - \* The signature is spelled out exactly as it would appear if the individual signed their professional name, with punctuation, titles, credentials, etc.

# Verifying Name

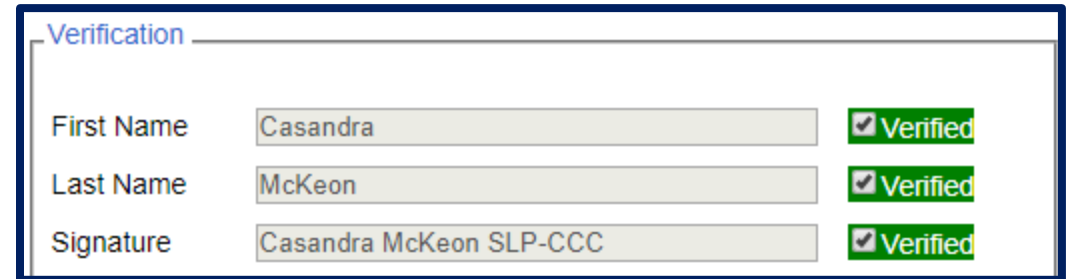
- \* Review First Name, if correct click “Verify”
- \* Review Last Name, if correct click “Verify”
- \* Review Signature, if correct click “Verify”

After you click the red “verify” button, the status changes to green and says, “verified.”



Verification

First Name	Casandra	<input type="button" value="Verify"/>
Last Name	McKeon	<input type="button" value="Verify"/>
Signature	Casandra McKeon SLP-CCC	<input type="button" value="Verify"/>



Verification

First Name	Casandra	<input checked="" type="button" value="Verified"/>
Last Name	McKeon	<input checked="" type="button" value="Verified"/>
Signature	Casandra McKeon SLP-CCC	<input checked="" type="button" value="Verified"/>

# Verifying License

- \* Compare the CPSE Portal information on left to NYS Office of the Professions on the right to verify it is the same person.
- \* You can edit/update the License #, date of licensure and registered through date.

OPRA Enrollment Information

Enrollment Began Date: 02/05/2020    Next Revalidation Date: 02/26/2025

Verification

First Name: KATHLINE ☐ Verify

Last Name: GROGAN ☐ Verify

Signature: Alexandra Hafner MSCCCLP ☐ Verify

Profession: Licensed Speech & Language Pathologist ☐ Verify

License No: 021587  ☐ Verify

Date Of Licensure: 12/15/2011  ☐ Verify

Registered Through: 5/31/2023  ☐ Verify

NPI: 1598035529 ☐ Verify

NPPES

[Click here for NPPES website](#)

NPI: 1598035529    This NPI is for an: Individual

First Name: ALEXANDRA

Last Name: HAFNER

Credentials: MS SLP

License Information From NYSED Office of the Professions

According to data retrieved on: 5/8/2023 9:39:06 AM

Name	HAFNER ALEXANDRA
Address	WOODSTOCK NY
Profession	Speech - Language Pathology (058)
License Number	021587
Date Of Licensure	December 15, 2011
Registered through Date	May 31, 2026
Status	REGISTERED

# Verifying License

- \* The verification screen will display the NYS Office Of the Professions online verification page for the license number and profession entered into CPSE Portal. You will verify the following information:
  - \* Verify that the individual's profession and license # are correct in CPSE Portal by seeing that the NYS verification page shows the information for the same individual.
  - \* Verify that the Date of Licensure in CPSE Portal is correct by comparing to what NYS has on file.
  - \* Verify that the "Registered Through" date in CPSE Portal is correct by comparing to what NYS has on file.

# If the license information is wrong in CPSE Portal, how do I change it?

- \* The service provider can correct this information under ***My Account -> My Profile***.
- \* You can edit the license #, date of issue and registered through date on the verification screen.

# What if CPSE Portal name does not match NYS?

- \* The goal of verifications is to verify that the data in the CPSE Portal is correct.
- \* The NYS Office of the Professions displays a person's full name, which may include the middle name.
  - \* The goal is not to match the first and last name in CPSE Portal to the first last and middle name on the NYS website.
  - \* The goal is to make sure the first and last name in CPSE Portal are correct and that the license number is correct.
  - \* The question for verification is not whether they match, but whether the CPSE Portal has the correct information.

# If the name does not exactly match NYS because...

- \* NYS has a middle name, and the CPSE Portal does not, then there is **no issue**.
- \* Name is spelled incorrectly in CPSE Portal, then **correct it in CPSE Portal** before verifying it is correct.
- \* Name is spelled incorrectly on the NYS website, the therapist should **contact NYS** to correct it.
- \* Therapist changed their name and it has not been updated in the CPSE Portal, **correct it in the CPSE Portal** before verifying it is correct.
- \* Therapist changed their name and it has not been updated on the NYS website, then the therapist should **contact NYS** to have it corrected.



# Name Change on NYS Office of the Professions

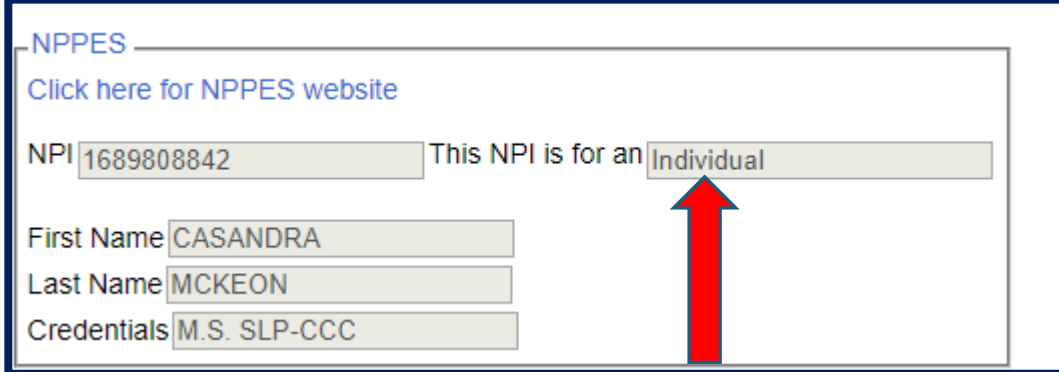
- \* According to the New York State Office of Professions,  
<http://www.op.nysed.gov/prof/geninfo.htm>

*“\*Once you are licensed, Education Law requires that you notify the Department of any change in your name or mailing address **within 30 days** of the change. Failure to do so may be considered professional misconduct. It may also delay renewal and result in late fees to renew the registration of a professional license.”*

- \* To change your name with NYSED  
<http://www.op.nysed.gov/documents/anchange.pdf>

# Verifying Your NPI #

- \* The screen will display the individual's information from the NPPES NPI registry.
- \* You should verify that:
  - \* The NPPES information is for an individual and **NOT** a corporation.
  - \* The NPPES information is for the same therapist that you are verifying, thus meaning their NPI is correct.



The screenshot shows the NPPES website interface. At the top, it says "NPPES" followed by a link "Click here for NPPES website". Below this, there is a section for NPI verification. It displays "NPI 1689808842" and "This NPI is for an Individual". Below this, there are three input fields: "First Name" with the value "CASANDRA", "Last Name" with the value "MCKEON", and "Credentials" with the value "M.S. SLP-CCC". A red arrow points to the "Individual" dropdown menu.

NPPES	
<a href="#">Click here for NPPES website</a>	
NPI 1689808842	This NPI is for an Individual
First Name	CASANDRA
Last Name	MCKEON
Credentials	M.S. SLP-CCC

# What if the information on NPPES Doesn't Match

- \* We assume that at this point, you are sure that the name in the CPSE Portal is correct, so...
- \* Is the name from NPPES a corporation and not a person? If so, **do not verify** and contact the CPSE Portal Support team with the correct NPI.
- \* Is the name from NPPES an entirely different person? If so, **do not verify** and contact the CPSE Portal Support Team with the correct NPI.
- \* Is the name from NPPES the same person, but spelled incorrectly or not updated after a name change? If so, **you can verify** that the NPI is the correct NPI for the person, and the therapist should contact NPPES to update their information.
- \* <https://npiregistry.cms.hhs.gov/>

# If the NPI # is wrong in CPSE Portal, how do I correct it?

- \* You cannot change your NPI # in the Portal if it is wrong.
- \* You must contact CPSE Portal support at [support@CPSEPortal.com](mailto:support@CPSEPortal.com) with the correct NPI.

# If a therapist's name is wrong in CPSE Portal, how do I correct it?

- \* If the therapist has a login to CPSE Portal...
  - \* If they only work for one agency, that agency can change it.
  - \* If they work for multiple agencies, the therapist must log in and change it under ***My Account -> User Account Details***
- \* If the therapist does not have a login to the CPSE Portal, the agency can change it by going to ***People -> Service Provider Credential Listing***.

# When License Expires

- \* Go to **My Account > My Profile**.
- \* Under the Personal and Professional tab you will choose the Edit button.
- \* You will then receive the Edit License / Certification / Profession pop up box.
- \* You will enter your new license expiration date.
- \* You will **NOT** change the license Effective Date, as this date will remain your original license start date.

The screenshot shows the 'Personal and Professional' tab selected in the CPSE Portal. The 'Information in CPSE Database' section contains fields for Last Name (Gebauer), First Name (Betty), NPI (1508012717), and Signature, Title, and Credentials (Betty Gebauer Speech Pathologist, CCC-SLP). An 'Update' button is below these fields. Below the update section is a table titled 'Licenses / Certifications / Professions [NYS Office of the Professions]'. The table has columns: Description, Credential Type, #, State, NY Profession Code, From, To, Active, and two action buttons (Edit and Remove). The first row shows 'SLP Licensed Speech & Language Pathologist' with a 'License' credential type, number '008342', state 'NY', and code '058'. The 'From' date is '12/20/1994' and the 'To' date is '4/30/2021'. The 'Active' checkbox is checked. A red arrow points to the 'Edit' button in this row. Below the table is an 'Add' button. A pop-up box titled 'Edit License / Certification / Profession' is open. It contains a 'Profession' dropdown menu set to 'SLP - Licensed Speech & Language Pathologist (058)'. Below this are fields for 'Credential Type' (License), 'License Number' (008342), 'Issuing State' (New York), 'Effective Date' (12/20/1994), and 'Expiration Date' (4/30/2021). A red arrow points to the 'Expiration Date' field. A 'Save' button is at the bottom right of the pop-up.

Description	Credential Type	#	State	NY Profession Code	From	To	Active	Edit	Remove
SLP Licensed Speech & Language Pathologist	License	008342	NY	058	12/20/1994	4/30/2021	<input checked="" type="checkbox"/>	Edit	Remove

**Edit License / Certification / Profession**

Profession: SLP - Licensed Speech & Language Pathologist (058)

Credential Type: License

License Number: 008342

Issuing State: New York

Effective Date: 12/20/1994

Expiration Date: 4/30/2021

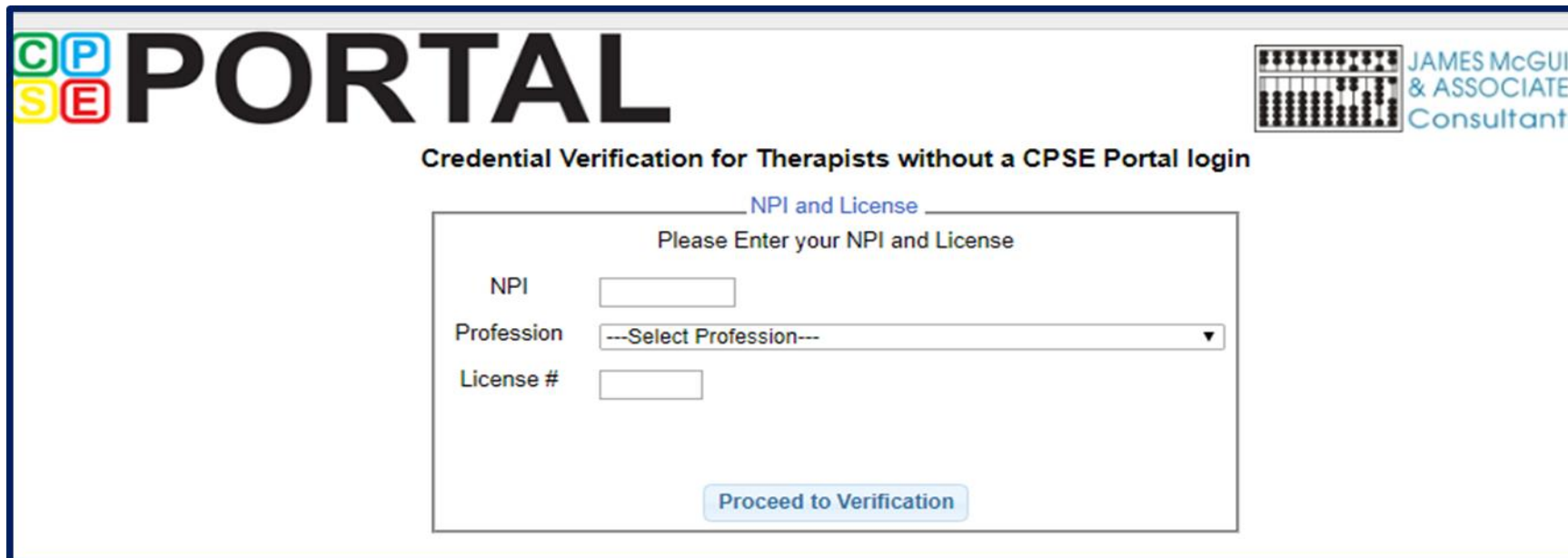
Save



# **Credential Verification by Therapist without a Login**

# Credential Verification by Therapist without a Login

- \* Use link below to log into the Portal, and complete the information on the screen.
- \* Verify Credentials.
- \* <https://www.cpseportal.com/NonCPSEUserCredentialVerification/EnterCredentials.aspx>



The screenshot shows the CPSE Portal interface. At the top left is the logo with 'CPSE' in colored squares and 'PORTAL' in large black letters. At the top right is the logo for 'JAMES McGUIRE & ASSOCIATES Consultants' featuring a black abacus. The main heading is 'Credential Verification for Therapists without a CPSE Portal login'. Below this is a form titled 'NPI and License' with the instruction 'Please Enter your NPI and License'. The form contains three input fields: 'NPI' (a text box), 'Profession' (a dropdown menu with '---Select Profession---'), and 'License #' (a text box). A blue button labeled 'Proceed to Verification' is at the bottom of the form.

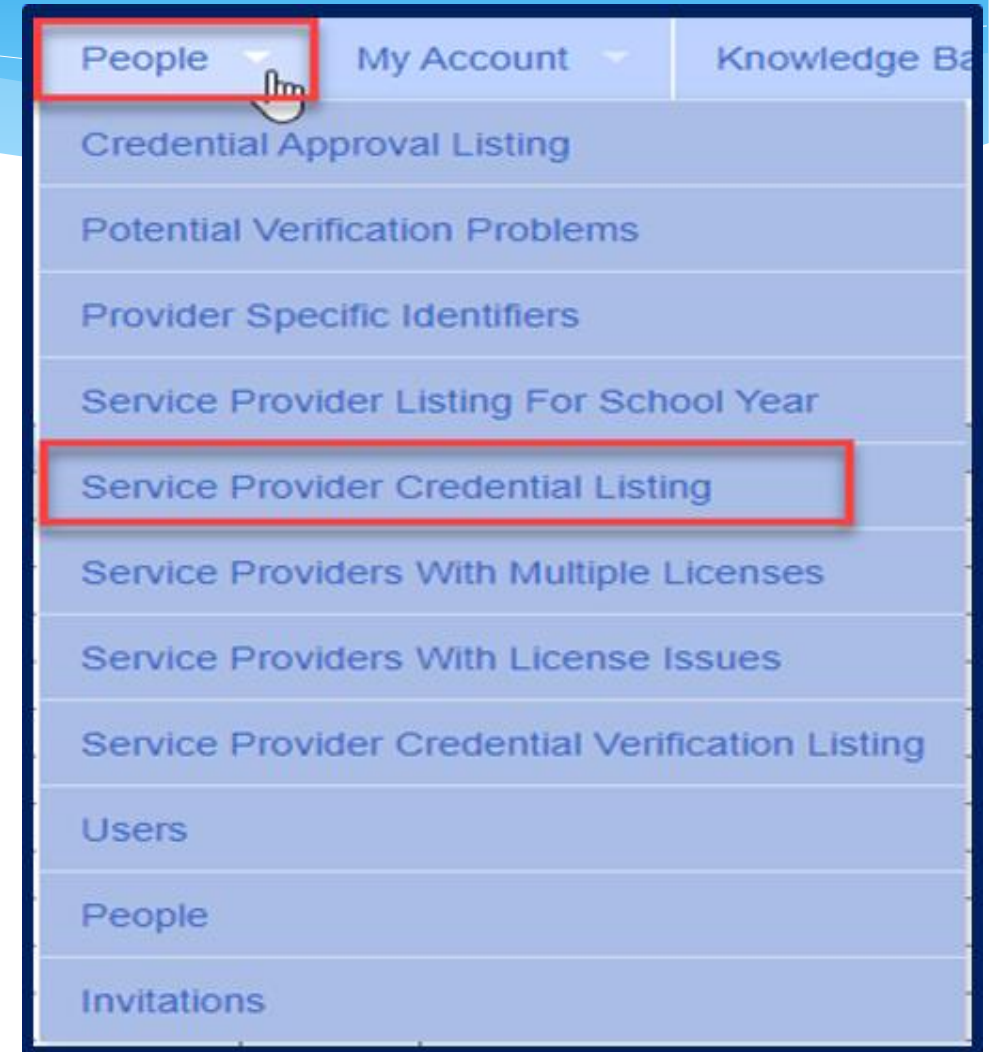




# **Credential Verification by Agency**

# Service Provider Credential Listing for Agencies

- \* Agencies can edit their service providers name, license information or profession (e.g., OT vs OTA) providing the service provider doesn't work for two or more agencies.
- \* The agency can go to **People** -> **Service Provider Credential Listing** to edit the credentials.



# Service Provider Credential Listing for Agencies

- \* If there is an **“Edit”** next to the therapist’s name, then the agency can edit the providers information.
- \* If there is a **“View”** next to the therapist’s name, then the agency can only view the providers information. Only the provider can make the changes or you can email the help desk at **Support @CPSEPortal.com**, and McGuinness can update the changes.

Service Providers Listing with Credentials

Filters

County All Counties Provider ACHIEVEMENTS Retrieve

Active on: 1/8/2019

Last Name	First Name	NPI	NPI Status	NPI Registry Name	Profession	License	Original Issue Date	Registered Through Date	Cert #	Username	
AHMED	ROSEANN				Special Education Teacher						Edit
AYERS	EARLENE	1427508852		MISZKO, PANOREA	Special Education Teacher						Edit
BEASLEY	MELIDA	1346571726		MILLER, SHARON	Licensed Speech & Language Pathologist						Edit
Benner	MaryRose	1023261047		BENNER, MARY ROSE	Licensed Occupational Therapist						Edit
BLACKWELL	DOMINIQUE	1992939078		GRANT, BREANNA	Licensed Clinical Social Worker						Edit
BRADFORD	FAY	1982946422		SANSEVERE, MARY JANE	Special Education Teacher						View
BRENNAN	MARISA	1528203916		BOUCHARD-NICHOLS, MARLIS	Licensed Occupational Therapist						Edit

Agency can change ones that say "Edit"

Agency cannot change ones that say "View", therapist must logn to change

# Credential Verification by Agency Office Staff

Go to **People** -> **Service Provider Credential Verification Listing**  
Click on “**Verify**” next to providers name.



Filters

County All Counties ▼ Provider ACHIEVEMENTS ▼ Retrieve

Profession All Professions ▼ ☐ Include Previously Verified

Person Name	NPI	Profession	Credential Type	Credential Number	From Date	To Date	Status	Verify	History
BEASLEY, MELIDA	1346571726	SLP	License	010753	11/12/1998	12/31/2020	REQUIRES VERIFICATION	<a href="#">Verify</a>	<a href="#">History</a>
Benner, MaryRose	1023261047	OT	License	009248	12/13/1999	12/31/2019	REQUIRES VERIFICATION	<a href="#">Verify</a>	<a href="#">History</a>
BLACKWELL, DOMINIQUE	1992939078	LCSW	License	080709	05/02/2013	02/28/2019	REQUIRES VERIFICATION	<a href="#">Verify</a>	<a href="#">History</a>
BRENNAN, MARISA	1528203916	OT	License	007750	10/22/1996	02/29/2020	REQUIRES VERIFICATION	<a href="#">Verify</a>	<a href="#">History</a>
Brezina, Elena	1003051277	SLP	License	009939	01/01/2017	02/01/2020	REQUIRES VERIFICATION	<a href="#">Verify</a>	<a href="#">History</a>
CARLSON, CARMEN	1841445802	OT	License	020866	08/25/2016	07/21/2019	REQUIRES VERIFICATION	<a href="#">Verify</a>	<a href="#">History</a>

# Credential Verification by Agency Office Staff

- \* The verification screen has three main sections:
  - \* The list of information from the service providers profile (name, NPI, license, etc.) that needs to be verified and attested that it is correct (upper left)
  - \* The information for their license as it appears on the NYS Office of the Professions website (right hand side)
  - \* The information from the National NPI Registry for their NPI (bottom left)
- \* Be sure to compare the **two exactly**, as you will be attesting that the information in the Portal is accurate.

# Credential Verification by Agency Office Staff

OPRA Enrollment Information

Enrollment Began Date: 02/05/2020    Next Revalidation Date: 02/26/2025

Verification

First Name: KATHLINE ☐ Verify

Last Name: GROGAN ☐ Verify

Signature: Alexandra Hafner MSCCCLP ☐ Verify

Profession: Licensed Speech & Language Pathologist ☐ Verify

License No: 021587  ☐ Verify

Date Of Licensure: 12/15/2011  ☐ Verify

Registered Through: 5/31/2023  ☐ Verify

NPI: 1598035529 ☐ Verify

License Information From NYSED Office of the Professions

According to data retrieved on: 5/8/2023 9:39:06 AM

<b>Name</b>	HAFNER ALEXANDRA
<b>Address</b>	WOODSTOCK NY
<b>Profession</b>	Speech - Language Pathology (058)
<b>License Number</b>	021587
<b>Date Of Licensure</b>	December 15, 2011
<b>Registered through Date</b>	May 31, 2026
<b>Status</b>	REGISTERED

NPPES

[Click here for NPPES website](#)

NPI 1598035529    This NPI is for an Individual

First Name: ALEXANDRA

Last Name: HAFNER

Credentials: MS SLP

# Credential Verification by Agency Office Staff

- \* Once you verify that the information is correct, check the “**Verified**” box and it will turn green. You are attesting that all of the information is accurate and correct.

OPRA Enrollment Information

Enrollment Began Date: 02/05/2020 Next Revalidation Date: 02/26/2025

Verification

First Name

KATHLINE

✓ Verified

Last Name

GROGAN

✓ Verified

Signature

Alexandra Hafner MSCCCSLP

✓ Verified

Profession

Licensed Speech & Language Pathologist

✓ Verified

License No

021587

Update

✓ Verified

Date Of Licensure

12/15/2011

Update

✓ Verified

Registered Through

5/31/2023

Update

✓ Verified

NPI

1598035529

✓ Verified

I attest the above information is accurate

NPPES

[Click here for NPPES website](#)

NPI 1598035529

This NPI is for an Individual

First Name

ALEXANDRA

Last Name

HAFNER

Credentials

MS SLP

Credentials Needing Verification

License Information From NYSED Office of the Professions

According to data retrieved on: 5/8/2023 9:39:06 AM

Update Verification with SED Dates

Name

HAFNER ALEXANDRA

Address

WOODSTOCK NY

Profession

Speech - Language Pathology (058)

License Number

021587

Date Of Licensure

December 15, 2011

Registered through Date

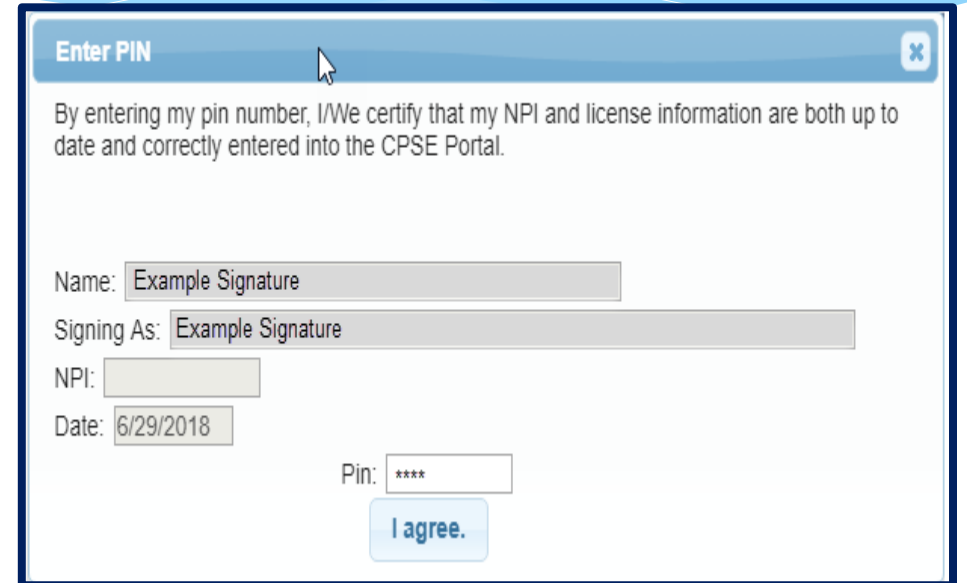
May 31, 2026

Status


REGISTERED

# Credential Verification by Agency Office Staff

- \* Once you have confirmed that all of the data is accurate and all of the “verify” boxes are checked, click “I attest.”
- \* The prompt to enter your pin will then pop up. Your name and signature will auto-populate based upon your profile on CPSE Portal.
  - \* Enter pin and select “***I agree.***”
- \* You will then see the confirmation underneath the verification.



The screenshot shows a modal window titled "Enter PIN" with a close button in the top right corner. The text inside reads: "By entering my pin number, I/We certify that my NPI and license information are both up to date and correctly entered into the CPSE Portal." Below this text are several input fields: "Name:" with the value "Example Signature", "Signing As:" with the value "Example Signature", "NPI:" (empty), and "Date:" with the value "6/29/2018". To the right of these fields is a "Pin:" label followed by a text box containing four asterisks "\*\*\*\*". At the bottom right of the dialog is a blue button labeled "I agree."

 Credential verification confirmed



# Credential Verification by Agency Office Staff

- \* If you get this message:

 Your profile does not have a signature. Please edit your profile and enter your signature.

- \* This means, that you do not have your Signature Title and Credentials filled out. This does NOT have to do with the service provider you are verifying, but rather, the agency admin.
- \* You will need to go to your profile (**My Account -> My Profile**) and add this in.

## My Profile

Personal and Professional

User Information

Favorites ♥

### Information in CPSE Database

Last Name

Signature

First Name

Example

NPI

Signature, Title, and Credentials

(e.g.: Mary Brown, CCC-SLP)

Update

Personal and Professional

User Information

Favorites ♥

### Information in CPSE Database

Last Name

Signature

First Name

Example

NPI

Signature, Title, and Credentials

(e.g.: Mary Brown, CCC-SLP)

Example Signature, Executive Director

Update



# **OPRA – for SLP’s ONLY**

# ORDERING, PRESCRIBING, REFERRING, ATTENDING (for SLPs Only)

- ☐ In order for Medicaid to pay on a claim, the ordering/referring provider must be enrolled with Medicaid as an Ordering, Prescribing, Referring or Attending (OPRA) provider. *(If you are a “servicing provider” only – not ordering/referring, OPRA enrollment is not required.)*
- ☐ Most counties require that their SLPs *(who are recommending/ordering)* be OPRA enrolled so the services they provide will be Medicaid reimbursable.
- ☐ How do you know if you are enrolled? The link below will allow you to search eMedNY to determine your eligibility.

Enrolled Practitioner’s **Search Page**: (to check your enrollment status):

<https://www.emedny.org/info/opra.aspx>

# Credential Verification - OPRA Enrollment Information

- \* All SLP's must be OPRA enrolled.
- \* When verifying your credentials, your OPRA information will appear with your OPRA dates.

OPRA Enrollment Information

Enrollment Began Date: 02/05/2020 Next Revalidation Date: 02/26/2025

Verification

First Name

KATHLINE

Verify

Last Name

GROGAN

Verify

Signature

Alexandra Hafner MSCCCLSLP

Verify

Profession

Licensed Speech & Language Pathologist

Verify

License No

021587

Update

Verify

Date Of Licensure

12/15/2011

Update

Verify

Registered Through

5/31/2023

Update

Verify

NPI

1598035529

Verify

I attest the above information is accurate

License Information From NYSED Office of the Professions

According to data retrieved on: 5/8/2023 9:39:06 AM

Update Verification with SED Dates

Name

HAFNER ALEXANDRA

Address

WOODSTOCK NY

Profession

Speech - Language Pathology (058)

License Number

021587

Date Of Licensure

December 15, 2011

Registered through Date

May 31, 2026

Status

REGISTERED

NPPES

Click here for NPPES website

NPI 1598035529 This NPI is for an Individual

First Name

ALEXANDRA

Last Name

HAFNER

Credentials

MS SLP

Credentials Needing Verification

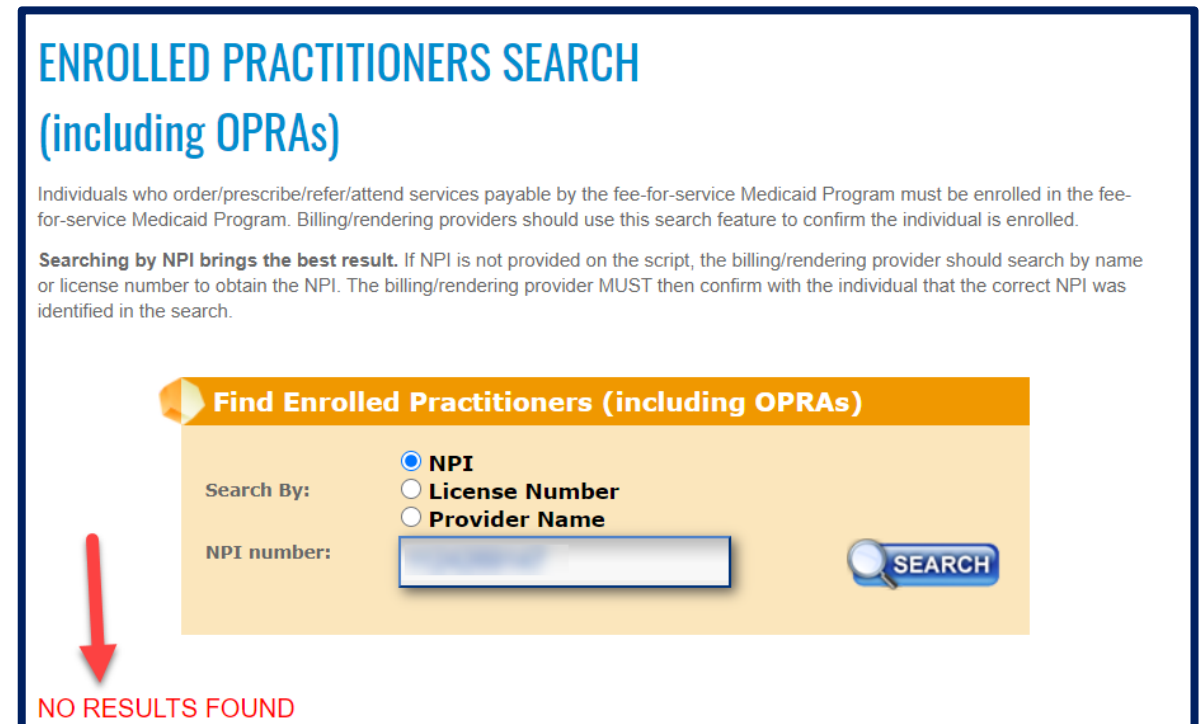
# Enrolled Practitioner's Search (Including OPRAs)

- \* Enter your NPI -> Click Search
- \* If not enrolled, you will see, “**NO RESULTS FOUND.**”
- \* If enrolled, you will see your information and, “**1 match found**”



The screenshot shows the eMedNY website's "ENROLLED PRACTITIONERS SEARCH (including OPRAs)" page. A red arrow points to the search form where "NPI" is selected and "1508012717" is entered. Below the form, a message states "1 match found". A table displays the search results for Betty P. Gebauer.

NPI	LICENSE NUMBER	PROFESSION CODE	NAME
1508012717	00008342	058	GEBAUER BETTY P



The screenshot shows the same eMedNY search page, but with a red arrow pointing to the search form where "NPI" is selected and the search box is empty. Below the form, the text "NO RESULTS FOUND" is displayed in red.

**ENROLLED PRACTITIONERS SEARCH  
(including OPRAs)**

Individuals who order/prescribe/refer/attend services payable by the fee-for-service Medicaid Program must be enrolled in the fee-for-service Medicaid Program. Billing/rendering providers should use this search feature to confirm the individual is enrolled.

**Searching by NPI brings the best result.** If NPI is not provided on the script, the billing/rendering provider should search by name or license number to obtain the NPI. The billing/rendering provider **MUST** then confirm with the individual that the correct NPI was identified in the search.

**Find Enrolled Practitioners (including OPRAs)**

Search By:  
☒ NPI  
☐ License Number  
☐ Provider Name

NPI number:

**NO RESULTS FOUND**

# Ordering, Prescribing, Referring, Attending – OPRA Helpful Links / Phone # - eMedNY

❑ **eMedNY Call Center Phone Number: 1-800-373-9000**

❑ **Provider Enrollment & Maintenance Screen:**

New Enrollment • Revalidation • Reinstatement/Reactivation

<https://www.emedny.org/info/ProviderEnrollment/ther/index.aspx>

❑ **Revalidation Information:** (Enrolled – Required to Revalidate)

<https://www.emedny.org/info/ProviderEnrollment/revalidation/index.aspx>

❑ **Enrolled Practitioner's Search Page:** (to check your enrollment status):

<https://www.emedny.org/info/opra.aspx>

❑ **Link to Frequently Asked Questions (FAQs):**

[https://www.emedny.org/info/ProviderEnrollment/ProviderMaintForms/Core\\_OPRA\\_FAQs.pdf](https://www.emedny.org/info/ProviderEnrollment/ProviderMaintForms/Core_OPRA_FAQs.pdf)

❑ **Link to Change your Address**

<https://www.emedny.org/info/ProviderEnrollment/changeaddress.aspx>



# Closing

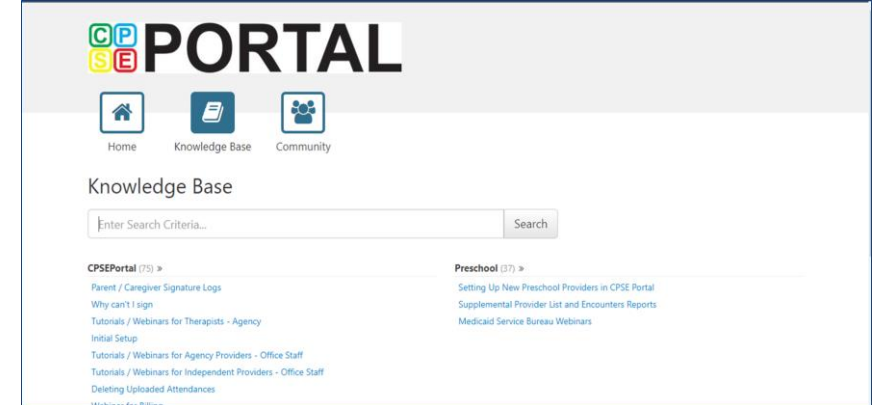
# Upcoming Webinars

- \* It is imperative to register for any upcoming webinars for your discipline.
- \* If you cannot attend a webinar, please register for webinar and you will receive the webinar follow-up after the webinar.
  - \* This will contain the:
    - \* Webinar,
    - \* Slide show,
    - \* Questions & Answers
    - \* Any Knowledge Base articles.



# Portal Training – Knowledge Base

- \* The Knowledge Base provides numerous articles, trainings, webinars and other pertinent information that will help answer your questions before having to contact Portal support.
- \* You can simply click the Knowledge Base tab in the Portal or you can go to:
- \* <http://support.cpseportal.com/kb>
- \* ***You can type in Livingston and this will bring you to all of the webinars for your county.***



# Knowledge Base Articles

- \* **Credential Verification by Individual with Login:**

- \* <http://support.cpseportal.com/kb/a150/credential-verification-providers.aspx?KBSearchID=16524>

- \* **Credential Verification by Individual without Login:**

- \* <http://support.cpseportal.com/kb/a151/credential-verification-no-cpse-portal-login.aspx?KBSearchID=16524>

- \* **Credential Verification by Agency Office Staff:**

- \* <http://support.cpseportal.com/kb/a149/credential-verification-agencies.aspx?KBSearchID=16524>

- \* **OPRA Information:**

- \* <http://support.cpseportal.com/kb/a255/opra-enrollment-information-website.aspx>

# Contact Portal Support

- \* For any Medicaid questions:

- \* Email the **Medicaid Support Team**: [Medicaid@CPSEPortal.com](mailto:Medicaid@CPSEPortal.com)

- \* For Portal questions:

- \* Email the **CPSE Portal Support Team**: [support@CPSEPortal.com](mailto:support@CPSEPortal.com)