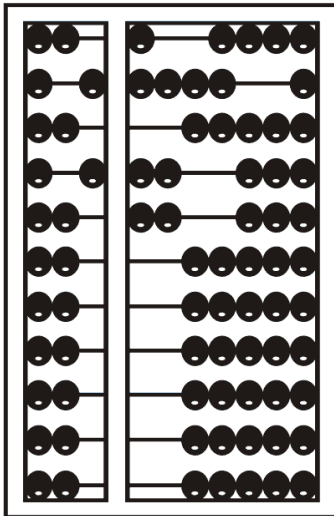


JAMES MCGUINNESS
& ASSOCIATES INC.
Consultants



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)

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Home | File Transfer | Activities | eSTACs | Attendance | Billing | Caseload Maintenance | Lookup | Documents | Reports | Medicaid | People | My Account | Knowledge Base

User Profile Hide

Username: hafnerspeech
First Name: Alexandra
Last Name: Hafner
Email: angeloch@hotmail.com.jmcguinness.com
[Edit User Account](#)

My Professional Profile Hide

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	REQUIRES VERIFICATION	Verify

My signature
Alexandra Hafner MSCCCLP
Alexandra Hafner MSCCCLP
[Edit My Profile](#)

News Feed
[View All Your Articles](#)

[Uploading Prescriptions \(For Billing Admins\) - New Order Screen](#)
2/8/2023 [more](#) [dismiss](#)
Uploading Prescriptions (For Billing Admins) - New Order Screen Knowledge Base Article

[Uploading Prescriptions \(For Therapists\) - New Order Screen](#)
2/8/2023 [more](#) [dismiss](#)
Uploading Prescriptions (For Therapists) - New Order Screen Knowledge Base Article

[Credential Verification Internal Server Error RESOLVED](#)
12/8/2022 [more](#) [dismiss](#)
The credential verification where users were getting an Internal Server Error has been resolved.

[CPSE Portal not affected by Log4j exploit](#)
12/14/2021 [more](#) [dismiss](#)
CPSE Portal not affected by Log4j exploit

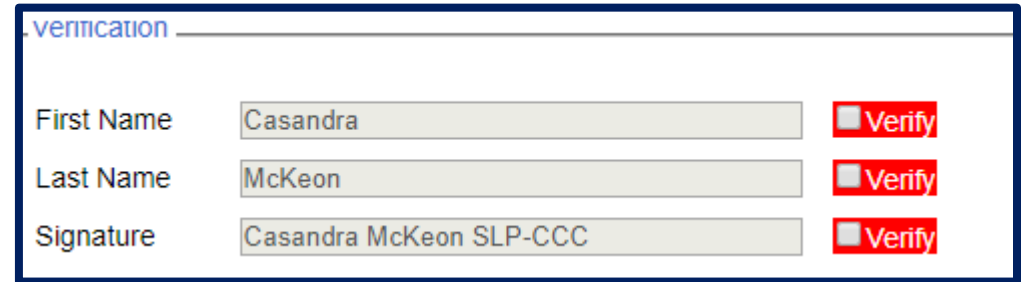
Verifying Name

- * 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

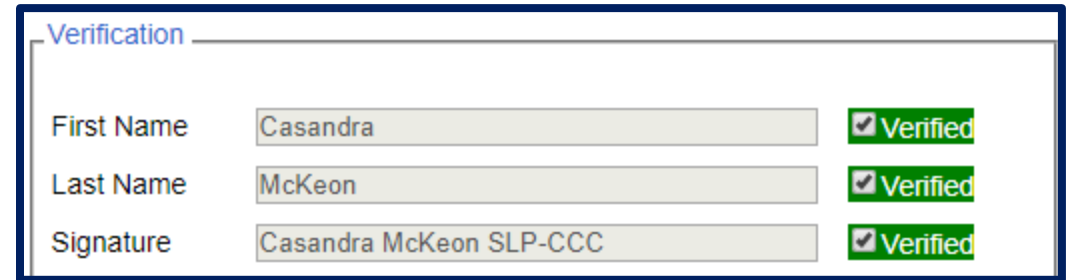
- * Review First Name, if correct click “Verify”
- * Review Last Name, if correct click “Verify”
- * Review Signature, if correct click “Verify”

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



Verification

First Name	Casandra	Verify
Last Name	McKeon	Verify
Signature	Casandra McKeon SLP-CCC	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 Update
Date Of Licensure	12/15/2011	☐ Verify Update
Registered Through	5/31/2023	☐ Verify Update
NPI	1598035529	☐ Verify

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

NPPES

[Click here for NPPES website](#)

NPI 1598035529 This NPI is for an Individual

First Name ALEXANDRA
Last Name HAFNER
Credentials MS SLP

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

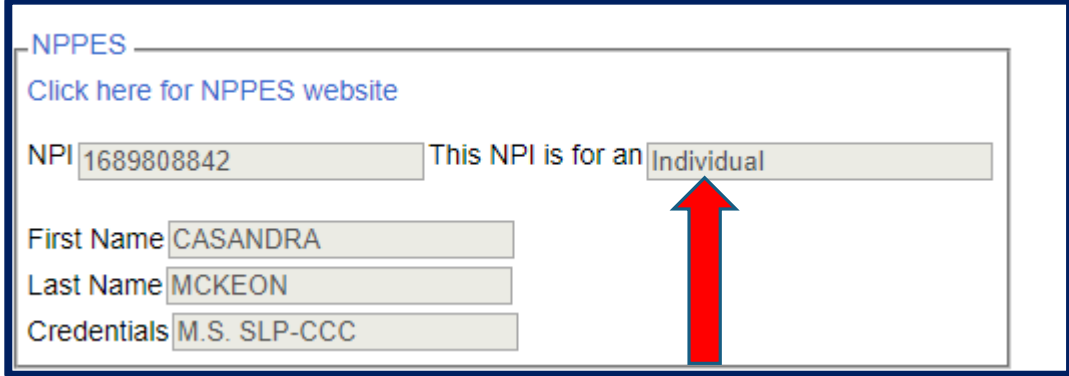
- * According to the New York State Office of Professions,
<http://www.op.nysed.gov/prof/geninfo.htm>

*“*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" with a link "Click here for NPPES website". Below this, it displays "NPI 1689808842" and "This NPI is for an Individual". Underneath, there are three 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 upwards to the "Individual" text in the "This NPI is for an" field.

NPPES	
Click here for NPPES website	
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 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). Below this 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 buttons for Edit and Remove. The first row shows 'SLP Licensed Speech & Language Pathologist' with a License credential type, number 008342, in NY, with a profession code of 058, effective from 12/20/1994 to 4/30/2021. A red arrow points to the 'Edit' button for this entry. Below the table is an 'Add' button. The 'Edit License / Certification / Profession' pop-up box is open, showing the same information as the table row, with the 'Expiration Date' field highlighted by a red arrow.

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	☐	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 the link below and complete the information on the login screen.
- * Verify Credentials.
- * <https://www.cpseportal.com/NonCPSEUserCredentialVerification/EnterCredentials.aspx>



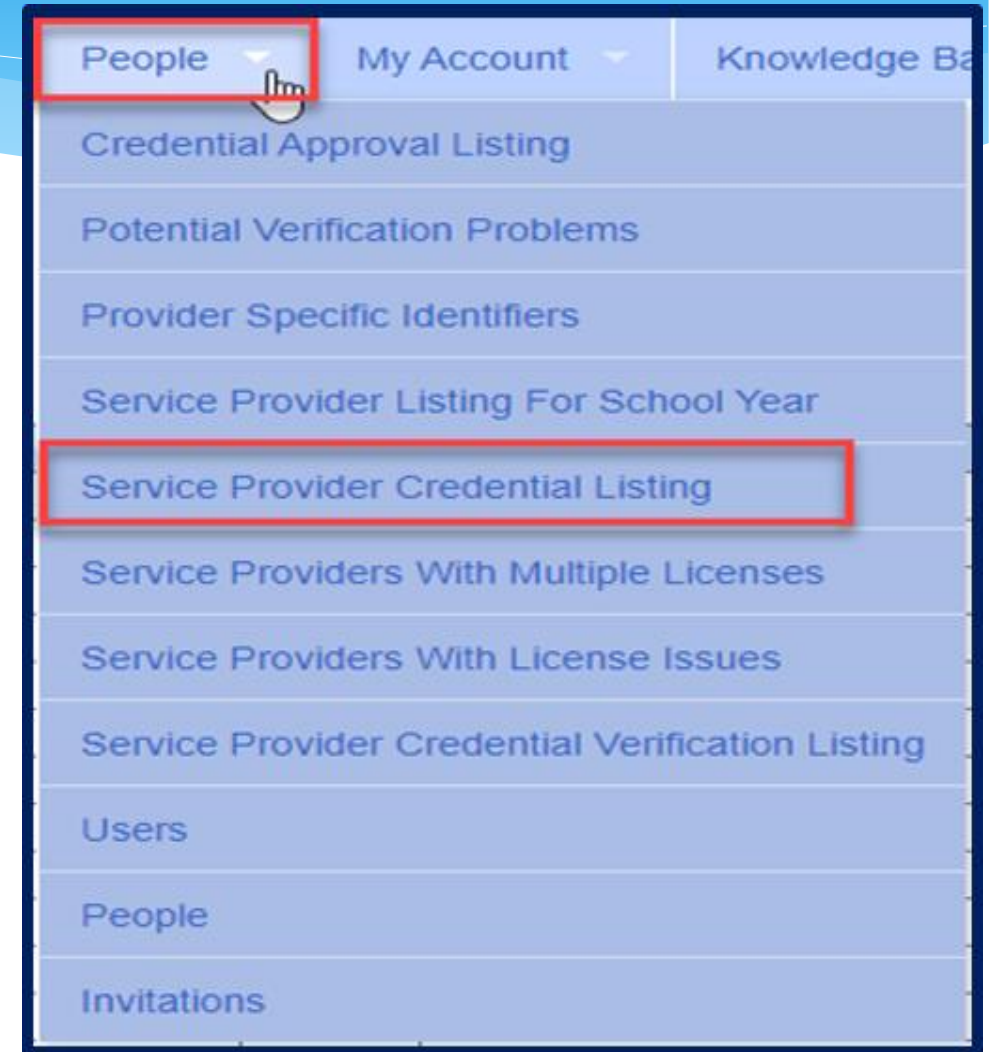
The screenshot shows the CPSE Portal interface. At the top left is the CPSE logo (C in green, P in blue, S in yellow, E in red) followed by the word "PORTAL" in large black letters. At the top right is the logo for JAMES McGUIRE & ASSOCIATES Consultants, which includes a graphic of an abacus. Below the portal name, the text "Credential Verification for Therapists without a CPSE Portal login" is displayed. The main form area is titled "NPI and License" and contains the instruction "Please Enter your NPI and License". It features three input fields: "NPI" (a text box), "Profession" (a dropdown menu with "--Select Profession--" as the selected option), and "License #" (a text box). A blue button labeled "Proceed to Verification" is located at the bottom right 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 login 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	Verify	History
Benner, MaryRose	1023261047	OT	License	009248	12/13/1999	12/31/2019	REQUIRES VERIFICATION	Verify	History
BLACKWELL, DOMINIQUE	1992939078	LCSW	License	080709	05/02/2013	02/28/2019	REQUIRES VERIFICATION	Verify	History
BRENNAN, MARISA	1528203916	OT	License	007750	10/22/1996	02/29/2020	REQUIRES VERIFICATION	Verify	History
Brezina, Elena	1003051277	SLP	License	009939	01/01/2017	02/01/2020	REQUIRES VERIFICATION	Verify	History
CARLSON, CARMEN	1811445802	OT	License	020866	08/25/2016	07/21/2019	REQUIRES VERIFICATION	Verify	History

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

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

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

Support@CPSEPortal.com

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

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

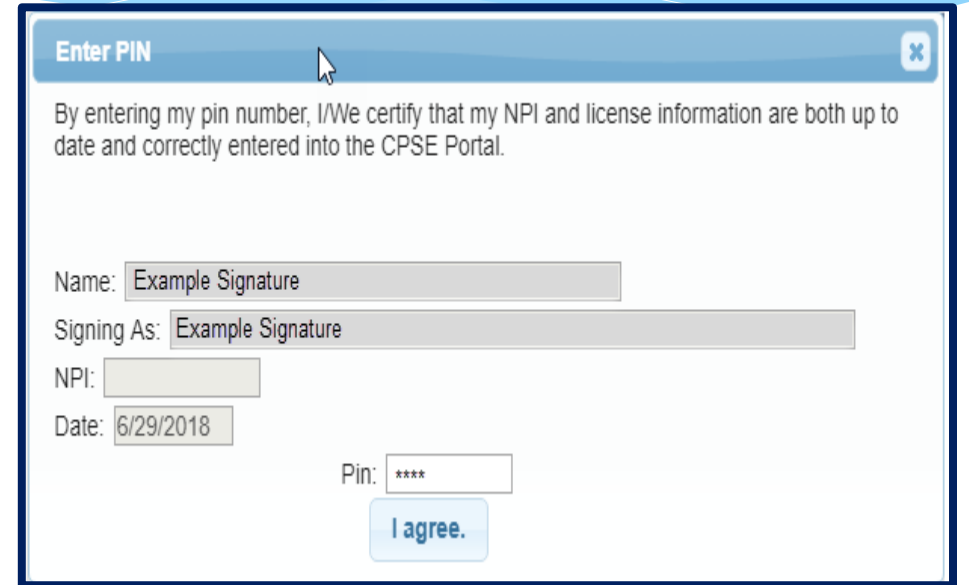
Credentials

MS SLP

Credentials Needing Verification

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

First Name

NPI

Signature, Title, and Credentials
(e.g.: Mary Brown, CCC-SLP)

Update

Personal and Professional | User Information | Favorites ♥

Information in CPSE Database

Last Name

First Name

NPI

Signature, Title, and Credentials
(e.g.: Mary Brown, CCC-SLP)

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

☐ 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

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 the search form empty. A red arrow points to the bottom of the page where the text 'NO RESULTS FOUND' is displayed in red.

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

❑ **Link to Change your Address**

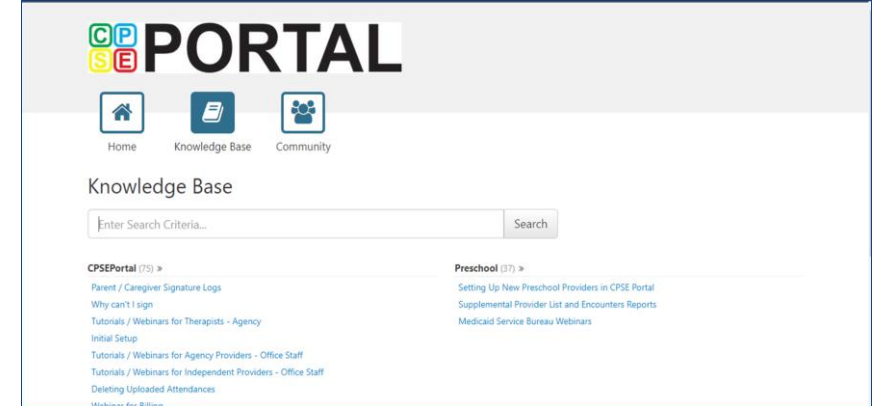
<https://www.emedny.org/info/ProviderEnrollment/changeaddress.aspx>



Closing

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>



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>

Follow-Up

- * Any questions or problems with the Portal, email the **CPSE Portal Support Team @ support@CPSEPortal.com**