

# CPSE Portal Agency Case Management

September 13, 2023

## Questions & Answers

Topic/Category	
<b>Q</b>	You must match unmatched children and their unmatched enrollments separately? Two steps, not 1?
<b>A</b>	<b>YES.</b> You will match the Unmatched Child first, and then match all of the Unmatched Enrollments.
<b>Q</b>	Will it match if the dates to and from you entered does not match what the County inputted
<b>A</b>	You will go to <b>Caseload Maintenance -&gt; Add/Edit Unmatched Enrollments</b> , and Edit the child and change the dates to match the County. You can also contact the County to verify that their dates are correct if you were given different dates.
<b>Q</b>	Do you have to wait for the therapist to add all notes and bill before you remove the therapist if we assigning a new therapist?
<b>A</b>	Before removing a therapist, you want to make sure that all notes are entered, and signed. If there are any issues after you remove the therapist, then you will need to add the therapist back to the child so the therapist can correct notes.
<b>Q</b>	What if you have two therapist servicing same student?
<b>A</b>	You can assign as many therapists as needed to one child. Remember to also assign the supervisor if there is one, as they will need to co-sign notes.
<b>Q</b>	Can you still bill the county with an unmatched enrollment?
<b>A</b>	<b>NO.</b> You cannot bill the county on an unmatched child or enrollment.
<b>Q</b>	How does the county know who your children are?
<b>A</b>	The County will receive the STAC-1 from the school district.