

# CPSE Portal Billing for Independent Providers

November 2, 2023

## Questions & Answers

Topic/Category	
<b>NO RATES</b>	
<b>Q</b>	There is no dollar amount in the rate column for my enrollments. Do I contact my county then before creating a voucher?
<b>A</b>	Yes you will need to contact the County and they will upload the rates.
<b>VOUCHER</b>	
<b>Q</b>	Do we need to have our contract number on voucher?
<b>A</b>	That is up to your County. At this time, no County has requested this.
<b>Q</b>	If a child is unassigned. How do we assign?
<b>A</b>	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.
<b>VOUCHER ERRORS</b>	
<b>Q</b>	If you upload your attendances and the county has made payment. What is the best way to fix this?
<b>A</b>	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.
<b>Q</b>	My error on my voucher is "County has not approved credentials". Contact county?
<b>A</b>	Yes you will need to contact the County to approve your credentials.
<b>MISCELLANEOUS</b>	
<b>Q</b>	We need to print the prescription that we created in the portal and send it to the county?
<b>A</b>	Yes. A copy of all prescriptions will need to be sent to the county, including a copy of your digital order.
<b>Q</b>	If a child is unmatched due to the county not entering the information into the portal at the end of October when I am ready to do October's voucher, can that child be put on the November voucher once they are matched?
<b>A</b>	No, this child should be put on a separate October voucher. Do not comingle dates for different months.