

Welcome to Full-Service Medicaid with McGuinness – Kick-Off

3/27/25 & 3/28/25

Questions & Answers

Q	When will providers get access to the Portal and/or Knowledge Base?
A	Access to the Portal will occur after the Portal Kick-Off Webinar on April 28, 2025 . The Knowledge Base can be accessed without a login by clicking this link: https://support.cpseportal.com/kb/c3/cpseportal.aspx
Q	If an SLP is not OPRA enrolled, is it okay if their supervisor who <i>is</i> enrolled prepare and sign the referral?
A	Yes, under the following circumstances: <ul style="list-style-type: none">• The SLP writing the referral must meet with the child <i>before</i> writing the referral.• The SLP must complete one session note that states that the session was for diagnosing and writing the referral.• If the Speech referral is written by an OPRA-enrolled SLP, services can be provided by a non-enrolled SLP and the services will be Medicaid reimbursable.
Q	Can the agency create the digital speech recommendation or does the SLP need to create the speech recommendation?
A	The SLP must create the digital speech recommendation.
Q	If you currently use the Portal for another county and credentials have already been verified, does the provider have to verify their credentials again?
A	No. Providers do not need to verify their credentials twice, but the provider will need to let McGuinness know what other Full-Service Medicaid Counties where the therapist has attendances so the credentials can be approved for the other counties as well.
Q	Can the Portal prescription template be used in all Full-Service Medicaid Counties?
A	Yes.
Q	If a service provider works in multiple counties, how do you sign into the Portal for each county?
A	Once the provider is linked to all the counties in which the provider services children in the Portal, the provider will see drop-downs where the specific county can be selected. The children that are serviced for each county will be accessed for each county after the specific county is selected.
Q	For OT prescriptions, is it appropriate for the therapist or agency to enter the ICD-10 code on the prescription prior to sending it to the doctor?

A	It is always best to allow the practitioner to enter the diagnosis code(s).
Q	Does the Knowledge Base Prescription Template allow for different service mandates for each school session?
A	Yes.
Q	Can a Billing Admin verify a therapist's credentials?
A	Yes, either the Billing Admin or the clinician can verify the credentials.
Q	How long does it take to approve service locations?
A	You can expect that approvals will be completed within 24 to 48 hours. Verifying service locations is done on a daily basis.
Q	What does UDO stand for?
A	U nder the D irection O f
Q	What is the response time in the Medicaid Queue? Can a provider request a phone call?
A	You can expect a response from the Medicaid Queue within 24 to 48 hours; mostly within 24 hours. Providers can request a phone call if they need assistance with something. The provider would need to enter the best time for McGuinness to call and the provider would need to enter their phone number. The provider should also give an explanation regarding the issue that they need addressed.
Q	Can agencies view and/or print digital speech recommendations form the Portal?
A	Yes.
Q	When do providers use the support email for the Portal?
A	Kelly, the Portal trainer, will go over that during the Portal trainings.
Q	Should SLPs create speech referrals only after seeing the student – after the first session?
A	Yes. SED recommends creating the referral on the same date as the child's first session (after the session has occurred).
Q	Can the evaluator write the prescription?
A	Yes.
Q	Do all service providers need to be OPRA enrolled?
A	No. Just Speech Language Pathologists (SLPs) because they can diagnose and write the referral as part of their discipline.

Q	Does the Portal Supervision requirements pertain to “Counseling” Services?
A	No. Psychological Counseling is the Medicaid reimbursable service and Psychological Counseling must be stated in the IEP. Supervision Plans do not need to be completed for “Counseling” Services – only Psychological Counseling.
Q	How often does OPRA enrollment need to be renewed?
A	Every five years. eMedNY will send a letter to the provider just prior to their five-year timeframe. If the letter is not responded to within 45 days, the provider’s enrollment will be terminated. If the provider moves their residence within that five-year period, the provider should go to the eMedNY Website and put in a change of address so the Revalidation Letter is received prior to termination.