UPLOADING PRESCRIPTIONS
April 3 & 4, 2025

Questions & Answers

Q	What option do you select if the child does not attend the summer session; just the winter session?
A	The option that you will select will come from the ***Term of Service*** section on the prescription. • If the service dates are **7/1 to 6/30**, you will select the ***Applies to the entire school year option***; • If the service dates are **7/1 to 8/30 or 9/1/ to 6/30**, you will select the ***Applies to specific school year/session***; • If the prescription term of service section shows specific dates (not generic dates), you will enter the "specific" dates into the ***Applies to specific date range option***. • The answer to this specific question is ***Option 2, Applies to specific school year/session***.
Q	If I make a mistake, can the prescription be deleted after uploading?
A	The prescription can be deleted (by a Billing Admin) from the ***Prescription Entry Maintenance Screen*** (on the Medicaid Menu) if the prescription has not already been verified. Once the prescription is verified, it cannot be deleted.
Q	As per Medicaid, when should scripts be prepared?
A	Prescriptions need to be prospective • A prescription should be in place *prior* to billing Medicaid. • Providers should attempt to obtain a prescription *prior* to the first session with the child. • SLPs must wait until the first visit with the child to prepare the referral (unless the SLP has serviced the child previously or completed the evaluation). Medicaid does not permit SLPs to write referrals without seeing the child first.
Q	Will the recording be available to refer to after today's session?
A	A link to the recording of the webinar will be part of the webinar follow up, which will be sent to the email used to register for the webinar. You can access that link at any time.
Q	Once we use a practitioner on a prescription, will that practitioner's information be available to access with other students that use the same practitioner?
A	No. That option is not available in the Portal currently.
Q	When will providers receive Portal Account Information for logging into the Portal?
A	Providers will be invited to the Portal directly following the Portal Kick-Off Webinar on April 28th.

Q	Is there a certain timeframe that the prescription needs to be uploaded?
A	• Prescriptions should be uploaded as soon as they are received because McGuinness reviews all prescriptions for Medicaid compliance. • If there are any compliance issues with a prescription, you will receive an auto-generated email from McGuinness with an explanation of the non-compliant information on the prescription. If you receive one of these emails, please reach out to the ordering practitioner for a replacement prescription.
Q	If an SLP creates a prescription/digital order for the entire school year, but a new enrollment is created, does the provider need to obtain a new prescription or can the previous prescription be attached to the new enrollment?
A	Whether you can use the prescription on the subsequent enrollment is dependent on the circumstance. I would suggest emailing Medicaid@cpseportal.com with the specific scenario and someone from the Medicaid team will respond to your question. • In some instances, the frequency/duration option delineated on the prescription will determine whether (or not) a new prescription is required. • In some instances, the prescription can be used on the subsequent enrollment; • Certain situations will require a new prescription.
Q	Can the frequency and duration be left blank on the prescription and be filled in after the doctor signs the prescription?
A	**No.** Annotating a prescription after it leaves the practitioner's office is considered *altering a prescription*. If the prescription is annotated after it leaves the practitioner's office, it **VOIDs** the prescription.
Q	If there is a missing number in the NPI number or the NPI # is not readable, will the prescription be accepted?
A	It depends… • During the upload process you can search the NPI # by the name of the practitioner to find the correct NPI #. • The prescription will meet Medicaid requirements without an NPI # if a NYS license number (for the practitioner) is delineated on the prescription; however, the prescription still needs to have the NPI # entered during the prescription upload process because the Medicaid claim requires an NPI #.
Q	When entering the NPI # for the ordering practitioner, what if the address that populates does not match the ordering provider's facility address?
A	In most cases the practitioner's address will not match. The address that populates with the provider's NPI # is usually the address where the provider lived or worked when they originally applied for their NPI #. Most providers do not update eMedNY with address changes.

Q	For clarification…
	• If the prescription shows the *specific* frequency and duration and there is a new IEP because a 1:1 Aide was added, the prescription would just need to be *uploaded to the subsequent enrollment*, but
	• If the prescription shows the frequency and duration "*As per the IEP*," then a new prescription would be required?
A	Yes.
	• If the *specific frequency and duration* did not change, the prescription can be uploaded to the subsequent enrollment.
	• If the *"As per IEP"* reference to the frequency/duration was used, a new prescription would be required.
Q	Does the purpose of treatment need to be filled out on the prescription template?
A	For Medicaid purposes the prescription must have *either* the ICD Code or the Purpose of Treatment. **Only one is required**; it is recommended to have both.
Q	Is Orange County expecting SLPs to use digital speech recommendations for Speech Services?
A	Yes.
	• A digital speech recommendation will be required for Speech Services in Orange County.
	• All Full-Service Medicaid counties require a digital speech recommendation instead of a paper prescription.
	• There will be a webinar on how to create digital recommendations in June – just prior to the summer session.
	• The digital recommendation feature will not be available for Orange County until 7/1/25.
Q	Can service providers upload prescriptions or just billing admins?
A	Yes, service providers can upload prescriptions.
	• *Service providers* will use the *Caseload Maintenance>Prescriptions for Caseload Screen* to upload prescriptions.
	• *Billing Admins* will use the *Medicaid Menu>Prescription Entry Maintenance or Upload Order Image* to upload prescriptions