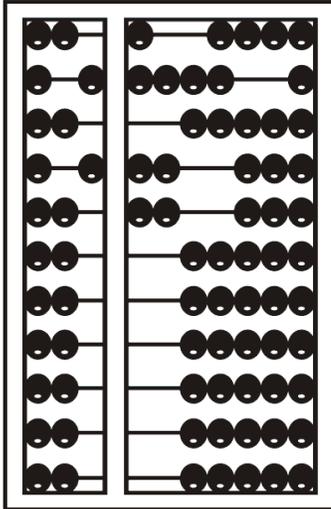


JAMES MCGUINNESS
& ASSOCIATES INC.
Consultants



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 on the McGuinness Medicaid team will review and approve the verified information.

Why Do We Need Credential Verification

- * McGuinness has 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 may also require 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 will also need to verify their credentials. 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 Portal 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.

The screenshot shows the CPSE Portal interface. At the top, the user is logged in as KATHLINE GROGAN. The main navigation bar includes Home, File Transfer, Activities, eSTACs, Attendance, Billing, Caseload Maintenance, Lookup, Documents, Reports, Medicaid, People, My Account, and Knowledge Base. The user profile section displays the following information:

User Profile

Username: hafnerspeech
First Name: Alexandra
Last Name: Hafner
Email: angeloch@hotmail.com.jmcguinness.com

My Professional Profile

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

A red arrow points to the "Verify" button in the license table. Below the license table is the "My signature" section, which includes the signature of Alexandra Hafner, MSCCCSLP, and the text "Alexandra Hafner MSCCCSLP".

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”
 - * If the signature or credentials are missing, **do not verify** as this information needs to be updated.

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

Verification		
First Name	<input type="text" value="Casandra"/>	<input type="checkbox"/> Verify
Last Name	<input type="text" value="McKeon"/>	<input type="checkbox"/> Verify
Signature	<input type="text" value="Casandra McKeon SLP-CCC"/>	<input type="checkbox"/> Verify

Verification		
First Name	<input type="text" value="Casandra"/>	<input checked="" type="checkbox"/> Verified
Last Name	<input type="text" value="McKeon"/>	<input checked="" type="checkbox"/> Verified
Signature	<input type="text" value="Casandra McKeon SLP-CCC"/>	<input checked="" type="checkbox"/> 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 your 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	<input type="checkbox"/> Verify
Last Name	GROGAN	<input type="checkbox"/> Verify
Signature	Alexandra Hafner MSCCCSLP	<input type="checkbox"/> Verify
Profession	Licensed Speech & Language Pathologist	<input type="checkbox"/> Verify
License No	021587	<input type="checkbox"/> Verify <input type="button" value="Update"/>
Date Of Licensure	12/15/2011	<input type="checkbox"/> Verify <input type="button" value="Update"/>
Registered Through	5/31/2023	<input type="checkbox"/> Verify <input type="button" value="Update"/>
NPI	1598035529	<input type="checkbox"/> 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

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.
 - * This is the original date of license and should not be changed. Must match SED.
 - * Verify that the "Registered Through" date in CPSE Portal is correct by comparing to what NYS has on file.
 - * If the end date of the license is different, update the end date of the license now.

Changing License Information in the Portal

- * The service provider can also 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 that 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 that 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

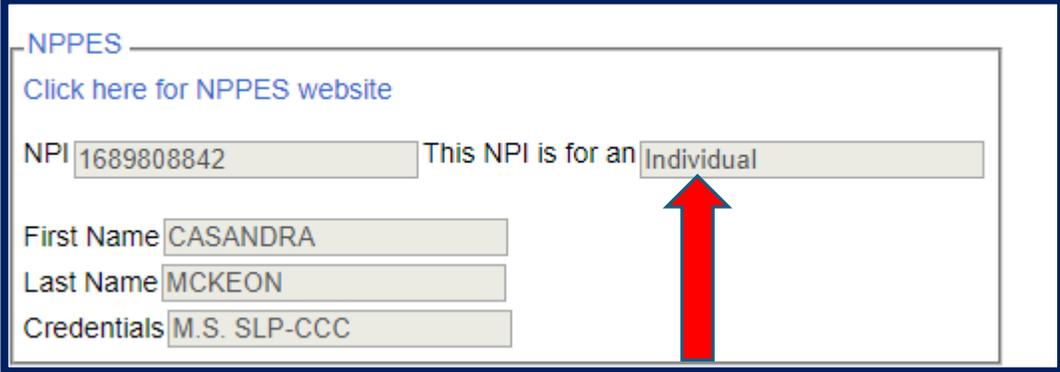
- * According to the New York State Office of Professions,
<http://www.op.nysed.gov/prof/geninfo.htm>

*“*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 a web interface for NPPES. At the top, it says "NPPES" followed by a link "Click here for NPPES website". Below that, there is a form with the following fields: "NPI" with the value "1689808842", "This NPI is for an" with the value "Individual", "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 to the "Individual" value 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.
 - * NPPES NPI Registry at 800-465-3203 or go to <https://nppes.cms.hhs.gov/#/>.

If the NPI # is wrong in CPSE Portal, how do I correct it?

- * You cannot change the NPI # in the Portal if it is wrong.
- * You must contact the Portal Help Desk support at Support@CPSEPortal.com
- * Or the Medicaid team at Medicaid@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...
 - * The therapist can log into their Portal account and make the change.
 - * 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***, or the agency can contact the Medicaid team at Medicaid@CPSEPortal.com to change the name.

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.

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)

Licenses / Certifications / Professions [NYS Office of the Professions]

	Description	Credential Type	#	State	NY Profession Code	From	To	Active		
SLP	Licensed Speech & Language Pathologist	License	008342	NY	058	12/20/1994	4/30/2021	<input type="checkbox"/>	<input type="button" value="Edit"/>	<input type="button" value="Remove"/>



Edit License / Certification / Profession

Profession:

Credential Type:

License Number:

Issuing State:

Effective Date:

Expiration Date:



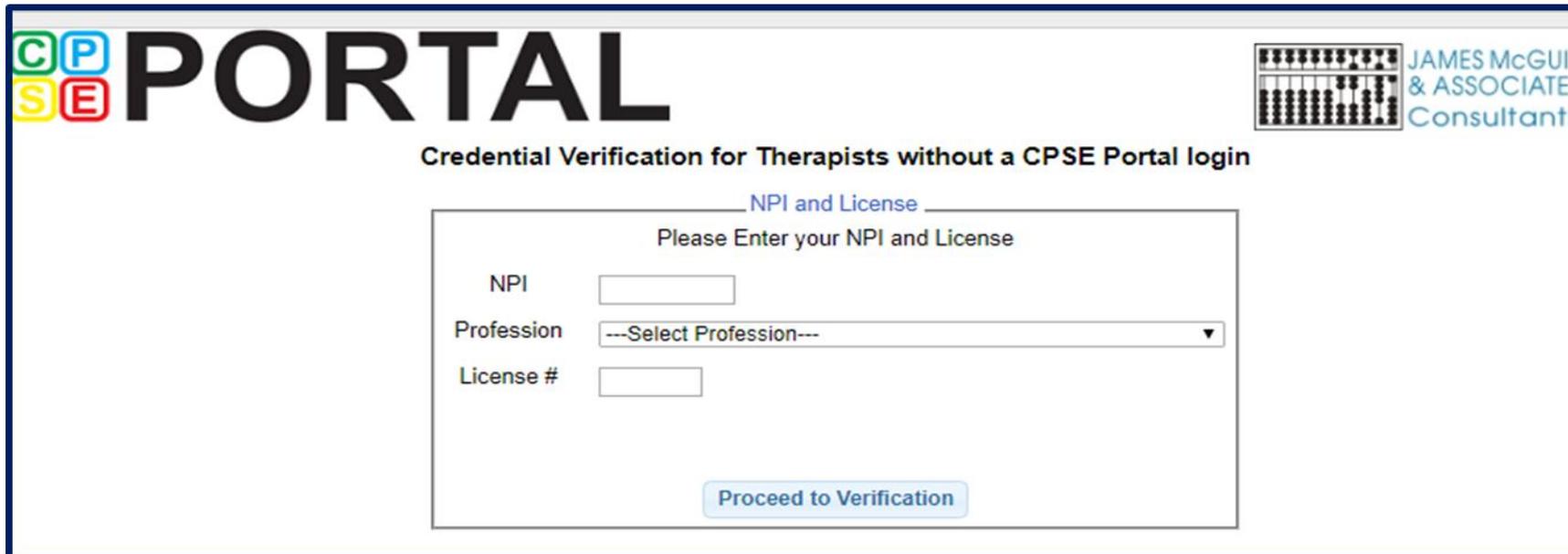


Credential Verification by Therapist without a Login

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>



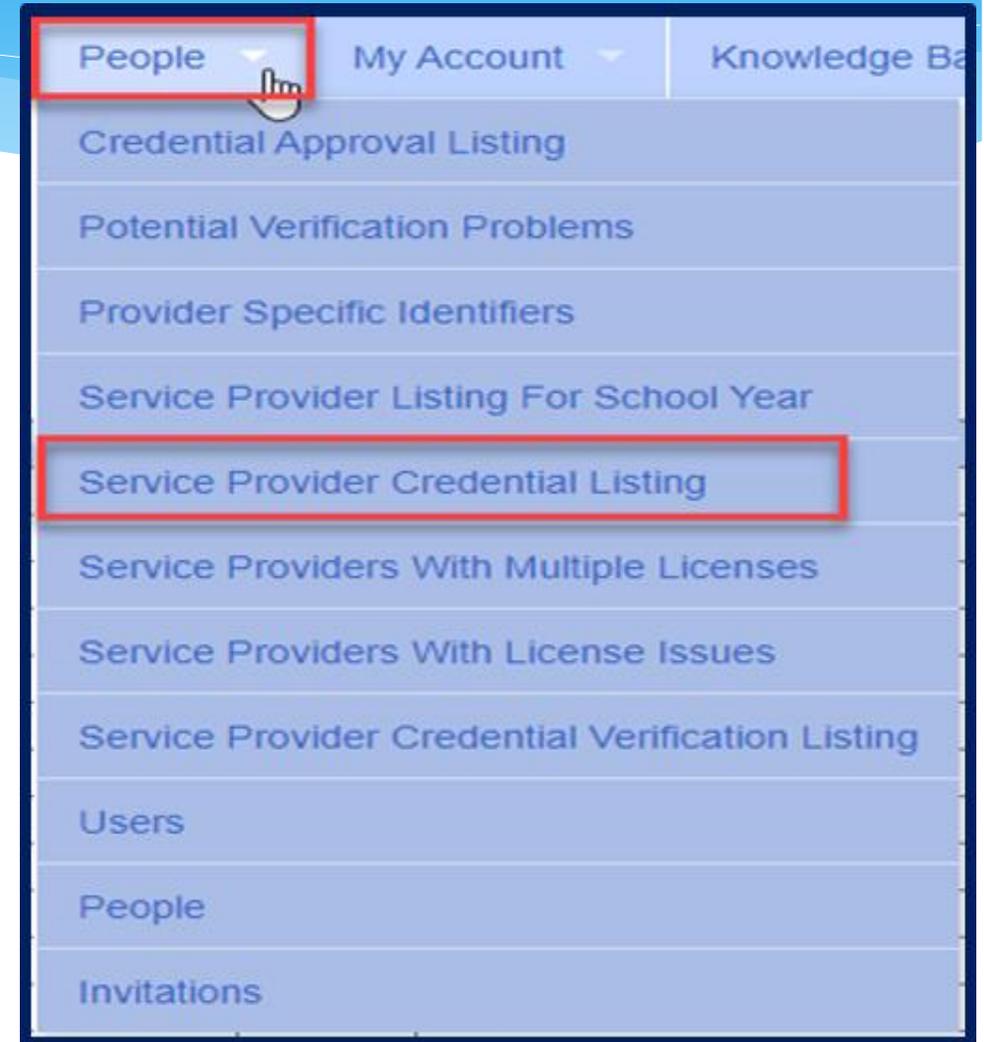
The screenshot shows the CPSE Portal interface. At the top left is the logo with 'CP' in green and 'SE' in yellow, followed by 'PORTAL' in large black letters. At the top right is the logo for 'JAMES McGUIN & ASSOCIATES Consultants' with a logo of a grid of black and white squares. Below the logo is the text 'Credential Verification for Therapists without a CPSE Portal login'. Underneath is a sub-header 'NPI and License' and the instruction 'Please Enter your NPI and License'. The form contains three input fields: 'NPI' with a text box, 'Profession' with a dropdown menu showing '---Select Profession---', and 'License #' with a text box. At the bottom of the form is a blue button labeled 'Proceed to Verification'.



Credential Verification by Agency

Service Provider Credential Listing for Agencies to Edit a Service Providers Account

- * 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 **Medicaid@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 logn to change

Service Provider Credential Verification Listing by Agency Office Staff

Go to **People** -> **Service Provider Credential Verification Listing**

Click on “**Verify**” next to providers name.



People My Account Knowledge Base

- Credential Approval Listing
- Potential Verification Problems
- Provider Specific Identifiers
- Service Provider Listing For School Year
- Service Provider Credential Listing
- Service Providers With Multiple Licenses
- Service Providers With License Issues
- Service Provider Credential Verification Listing**
- Users
- People
- Invitations

Filters

County Provider

Profession 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	07/31/2019	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	<input type="checkbox"/> Verify
Last Name	GROGAN	<input type="checkbox"/> Verify
Signature	Alexandra Hafner MSCCCSLP	<input type="checkbox"/> Verify
Profession	Licensed Speech & Language Pathologist	<input type="checkbox"/> Verify
License No	021587 <input type="button" value="Update"/>	<input type="checkbox"/> Verify
Date Of Licensure	12/15/2011 <input type="button" value="Update"/>	<input type="checkbox"/> Verify
Registered Through	5/31/2023 <input type="button" value="Update"/>	<input type="checkbox"/> Verify
NPI	1598035529	<input type="checkbox"/> 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

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	<input checked="" type="checkbox"/> Verified
Last Name	GROGAN	<input checked="" type="checkbox"/> Verified
Signature	Alexandra Hafner MSCCCSLP	<input checked="" type="checkbox"/> Verified
Profession	Licensed Speech & Language Pathologist	<input checked="" type="checkbox"/> Verified
License No	021587 <input type="button" value="Update"/>	<input checked="" type="checkbox"/> Verified
Date Of Licensure	12/15/2011 <input type="button" value="Update"/>	<input checked="" type="checkbox"/> Verified
Registered Through	5/31/2023 <input type="button" value="Update"/>	<input checked="" type="checkbox"/> Verified
NPI	1598035529	<input checked="" type="checkbox"/> Verified

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

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.

Enter PIN

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.

Name: Example Signature

Signing As: Example Signature

NPI:

Date: 6/29/2018

Pin: ****

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)

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)



OPRA – for SLP’s ONLY

ORDERING, PRESCRIBING, REFERRING, ATTENDING - OPRA (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: Next Revalidation Date:

Verification

First Name	<input type="text" value="KATHLINE"/>	<input type="checkbox"/>	Verify	
Last Name	<input type="text" value="GROGAN"/>	<input type="checkbox"/>	Verify	
Signature	<input type="text" value="Alexandra Hafner MSCCCSLP"/>	<input type="checkbox"/>	Verify	
Profession	<input type="text" value="Licensed Speech & Language Pathologist"/>	<input type="checkbox"/>	Verify	
License No	<input type="text" value="021587"/>	<input type="button" value="Update"/>	<input type="checkbox"/>	Verify
Date Of Licensure	<input type="text" value="12/15/2011"/>	<input type="button" value="Update"/>	<input type="checkbox"/>	Verify
Registered Through	<input type="text" value="5/31/2023"/>	<input type="button" value="Update"/>	<input type="checkbox"/>	Verify
NPI	<input type="text" value="1598035529"/>	<input type="checkbox"/>	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 This NPI is for an

First Name

Last Name

Credentials

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 interface. At the top, there is a navigation bar with buttons for 'What's New', 'Information', 'Provider Enrollment', 'Provider Manuals', 'Provider Outreach and Training', 'Contacts', and 'eMedNY HIPAA Support'. Below this is the main heading 'ENROLLED PRACTITIONERS SEARCH (including OPRAs)'. A red arrow points to the search form, which has a title 'Find Enrolled Practitioners (including OPRAs)'. The form includes a 'Search By:' section with radio buttons for 'NPI' (selected), 'License Number', and 'Provider Name'. Below this is an 'NPI number:' field containing '1508012717' and a 'SEARCH' button. Below the search form, the text '1 match found' is displayed. A table with the following data is shown:

NPI	LICENSE NUMBER	PROFESSION CODE	NAME
1508012717	00008342	058	GEBAUER BETTY P

The screenshot shows the eMedNY website interface. At the top, there is a navigation bar with buttons for 'What's New', 'Information', 'Provider Enrollment', 'Provider Manuals', 'Provider Outreach and Training', 'Contacts', and 'eMedNY HIPAA Support'. Below this is the main heading 'ENROLLED PRACTITIONERS SEARCH (including OPRAs)'. A paragraph of text explains that individuals who order/prescribe/refer/attend services payable by the fee-for-service Medicaid Program must be enrolled in the fee-for-service Medicaid Program. Below this is another paragraph stating that searching by NPI brings the best result. Below the text is a search form with a title 'Find Enrolled Practitioners (including OPRAs)'. The form includes a 'Search By:' section with radio buttons for 'NPI' (selected), 'License Number', and 'Provider Name'. Below this is an empty 'NPI number:' field and a 'SEARCH' button. A red arrow points to the text 'NO RESULTS FOUND' at the bottom of the page.

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>

OPRA Reference Guide

- * Below is the link to the OPRA Reference Guide which will walk through how to become OPRA enrolled.
- * LINK TO OPRA REFERENCE GUIDE:
 - * <https://support.cpseportal.com/kb/a628/opra-reference-guide.aspx?KBSearchID=35321>

CFY Becoming an SLP

- * Once a CFY receives their SLP license:
 - * The SLP will go to **My Account -> My Profile** and add their license # and dates of their license.
 - * If the SLP does not use the Portal, then the agency can contact McGuinness and we will add this information to the SLP's Portal account.
- * The CFY credentials **SHOULD NOT** be removed from the SLP's Portal account as this can cause billing errors for the agency. Leaving the CFY credentials on the SLP's Portal account will not cause any issues.
- * The SLP should immediately submit their OPRA application along with a copy of their SLP license to eMedNY. eMedNY is currently taking about 180 days to enroll SLP's into Medicaid.



**Credential Approval Errors
Or
Conditional Approval Extensions**

Conditional Approval Process

- * The Medicaid team reviews the following information on all Credential Approvals:
 1. The license info from the Office of Professions:
 - a) Does the first & last name match the license?
 - b) Does the profession match the license?
 - c) Does the license # and dates match the license?
 2. The NPI Registry information:
 - a) Does the first & last name match the NPI Registry?
 - b) Is the NPI # for an individual or an organization?
 3. Is there a signature & credentials on the signature?
 4. If this is an SLP, is the SLP OPRA enrolled?

Credential Approval Errors

- * For the issues listed below, McGuinness will undo the Credential Verification and send a Portal auto email responder with the issue and how to correct to the therapist and the agency.
- * **Signature Name:**
 - * Signature name in the Portal does not match the therapist name in the Portal.
- * **Signature Missing Name:**
 - * Signature in the Portal does not contain the therapist's name.
- * **Signature Missing Credentials:**
 - * Signature name in the Portal does not contain therapist's credentials.

Credential Approval Errors

- * **License Dates in Portal Do Not Match NY License on NYSED Office of Professions:**
 - * The Original Date of Licensure in the Portal must match the Date of Licensure from the Office of Professions.
 - * The Registered Through Date in the Portal must match the Registered Through Date from the Office of Professions. This will be the last day of that month.
- * **Update Person or Credential Information:**
 - * Credentials in Portal do not match Profession.

Conditionally Approved Credentials

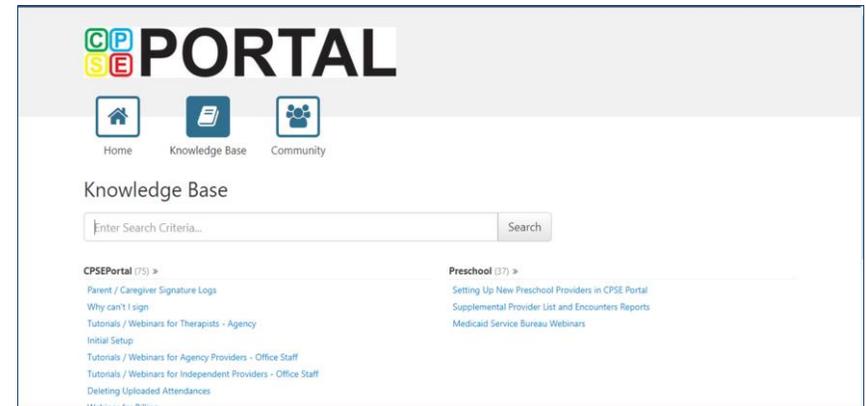
- * When Conditionally Approving Credentials, McGuinness will Conditionally Approve Credentials for a specific length of time and send a Portal email auto responder with the issue and how many days the therapist was conditionally approved for to the therapist and the agency .
- * **CPSE Name differs from NPI Registry Name (30 days):**
 - * Providers name listed on the NPPES NPI Registry does not match the Portal.
- * **CPSE Name differs from NY License Name (90 days):**
 - * Providers name listed on license from the Office of Professions does not match the Portal.
- * **SLP Not OPRA Enrolled (30 or 45 days):**
 - * SLP is not OPRA enrolled. Must supply tracking # and what day application is on from eMedNY to have credentials extended to 180 days. Billing **will be suspended** after 30 or 45 days.



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>

- * **OPRA Reference Guide:**

- * <https://support.cpseportal.com/kb/a628/opra-reference-guide.aspx?KBSearchID=35321>

Upcoming Webinars

CPSE Portal Agency Case Management:

Target Audience: **Agency Admins**

Registration Information:

* **Monday, May 19, 2025 @ 9:30AM**

* <https://attendee.gotowebinar.com/register/8060844542405604438>

* **Monday, May 19, 2025 @ 3:00PM**

* <https://attendee.gotowebinar.com/register/9180637761667569497>

Topics:

- * *Child Lookup*
- * *Unmatched Children and Enrollments*
- * *Assigning Children to Therapist/SEIT*
- * *View Unmatched Enrollments*
- * *Matching Children*
- * *Matching Enrollments*
- * *Moving Attendances Between Enrollments*
- * *Enrollment Lookup Report*
- * *Enrollment Assignments Report*

Upcoming Webinars

CPSE Portal Center Based (CB) Agency Case Management:

Target Audience: Agency Admins

Registration Information:

* **Tuesday, May 20, 2025 @ 9:30AM**

* <https://attendee.gotowebinar.com/register/5879437662153872469>

* **Tuesday, May 20, 2025 @ 3:00PM**

* <https://attendee.gotowebinar.com/register/499434908469183072>

Topics:

- * *Classroom Management*
- * *Creating a Schedule for the School*
- * *Unmatched Children and Enrollments*
- * *Entering and Signing Classroom Attendance*
- * *CB Enrollments Missing Attendance*

Upcoming Webinars

CPSE Portal Independent Provider Case Management:

Target Audience: **Independent Providers Only**

Registration Information:

- * **Wednesday, May 21, 2025 @ 9:30AM**
 - * <https://attendee.gotowebinar.com/register/660983952915131991>
- * **Wednesday, May 21, 2025 @ 4:00PM**
 - * <https://attendee.gotowebinar.com/register/6935211816888668253>

Topics:

- * *Child Lookup*
- * *Unmatched Children and Enrollments*
- * *Enrollment Lookup Report*
- * *My Caseload*
- * *Digital Orders*
- * *Moving Attendances Between Enrollments*

Upcoming Webinars

CPSE Portal Case Management for Agency Service Providers:

Target Audience: **Agency Service Providers**

Registration Information:

* **Thursday, May 22, 2025 @ 9:30AM**

* <https://attendee.gotowebinar.com/register/7952305152558234459>

* **Thursday, May 22, 2025 @ 4:00PM**

* <https://attendee.gotowebinar.com/register/6306516565684528992>

Topics:

* *What are Unmatched Children & Enrollments*

* *My Caseload*

* *Digital Orders*

* *Reports*

Upcoming Webinars

CPSE Portal Session Notes:

Target Audience: **Everyone**

Registration Information:

- * **Monday, June 9, 2025 @ 9:30AM**
 - * <https://attendee.gotowebinar.com/register/1283496650236395616>
- * **Monday, June 9, 2025 @ 4:00PM**
 - * <https://attendee.gotowebinar.com/register/7274624459313421150>

Topics:

- * *Recap Entering/Signing Classroom Attendance*
- * *Attendance Entry Record*
- * *Signing Attendance/Review & Sign*
- * *Co-Signing Session Notes/Attendance*
- * *Un-signing Attendance/Making Corrections After Signing*
- * *Move Attendances Between Enrollments*
- * *Print Child Treatment Log*
- * *Print Parent Signature Log*

Follow-Up

- * Remember to bookmark: **www.cpseportal.com**
- * Any questions or problems with the Portal, email the Help Desk team at **Support@CPSEPortal.com**.
- * Or you can email the Medicaid team at **Medicaid@CPSEPortal.com**.