

CPSE Portal Billing for Agencies Using an Outside System

July 29, 2025

Questions & Answers

Topic/Category	
Q	Where can I find the person import template?
A	Here is the Knowledge Base article containing the template: http://support.cpseportal.com/kb/a66/service-provider-user-template-to-import-therapists-and-users.aspx?KBSearchID=36876
Q	Can the County document and contract # be added in a default manner?
A	We can check with our technical team to see if this is possible.
Q	Will Orange County send the entire voucher back, or will they continue to process and reimburse for the attendances that were valid in a voucher? Even though there are corrections to be made in it?
A	At this time, Orange County staff is also new to using the Portal. They have not seen how a voucher will come over to their Preschool system.
Q	Can we upload the attendance sheets to each enrollment?
A	Yes. You must still send a copy to the county, and keep the original on file.