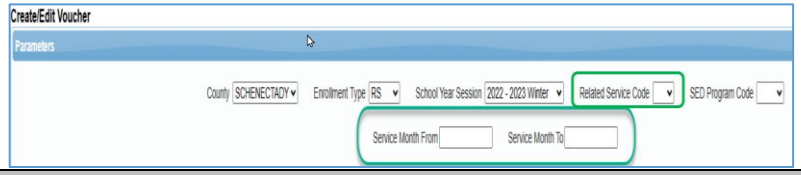
CPSE Portal Billing for Independent Providers
July 30, 2025

Questions & Answers

Topic/Category	
UNMATCHED ENROLLMENTS	
Q	Will students populate who have do not have a STAC?
A	No. Unmatched enrollments will not populate to your voucher.
Q	If a student is not matched due to NO STAC will there be an amount listed?
A	No. The student must have a county enrollment for a rate to populate.
VOUCHER	
Q	Do we need to create two separate vouchers for ESY and Compensatory?
A	No, you can add the compensatory and the regular services on the same voucher.
Q	How do we get preschool invoice number, county document number and contract number?
A	Contact the county for this information.
Q	When is billing due to the county?
A	Contact the county for clarification on this date.
Q	What is the claimant title on the voucher?
A	You can enter Independent Provider
Q	Can you clarify the from & to dates so it will not go into the other month?
A	When you create your voucher, in the parameters of the voucher enter the dates that you are billing for (for example: 7/1/25 to 7/31/25). 
VOUCHER ERRORS	
Q	My error on my voucher is “County has not approved credentials”. Contact county?

A	For all Full Service Medicaid counties (except Ulster), you will email the Medicaid team at Medicaid@cpseportal.com to have your credentials approved.
	MISCELLANEOUS
Q	If you have a CPSE Portal login for one county, do you need another for Orange County, or do they get merged?
A	You should have one login for the county, and each of the counties that you have a contract with will appear in the dropdown when creating the voucher. You do not need a separate login.
Q	I see a child for both ESY and compensatory sessions. District has insisted that both STACs have been submitted but the Portal has only matched the compensatory sessions.
A	Please contact the district to check on the enrollment.
Q	What happens when you have a district that is slow, and doesn't enter in a timely manner?
A	You should contact the county to see if they can assist with the district.
Q	I uploaded all prescriptions, but under RX status they all say "potential". Is that OK?
A	This could mean that the prescription is upload but the enrollment is not attached. You can send the ESID #'s to Medicaid@cpseportal.com and we review.
Q	For children that have an ESID number but are still not matching what to do?
A	Send an email to the help desk at Support@cpseportal.com and we can review why this child is not matching.
Q	Why would a student have a .5 for 8.5 visits for sessions?
A	Check that session note to see if the session was entered correctly.