

CPSE Portal Billing Using the CPSE Portal

July 28, 2025 & September 29, 2025

Questions & Answers

Topic/Category	
MOVING ATTENDANCE BETWEEN ENROLLMENTS	
Q	If the district or county has rescinded the enrollment under the Not Ready to be Billed report, does this mean therapists have delete notes?
A	NO. You the billing admin can move the attendances off of the rescinded enrollment, and over to the new enrollment.
Q	Which enrollment on top do you choose again? The one that you want to change to or the one that has the wrong attendances?
A	You will choose the enrollment that contains the attendances that are outside of the enrollment dates. Those attendance dates will be highlighted in red. You could also have a rescinded enrollment or attendances on the wrong enrollment, and those attendances will not appear in red. Always choose the enrollment that contains the attendances that you want to move.
ITEMS NOT READY TO BILL REPORT	
Q	Do providers have access to the Items Not Ready to Bill report?
A	NO , only the billing admins do.
CREATING VOUCHERS	
Q	If we click on "assign matching sessions" when creating voucher will it pull students who are unmatched enrollment?
A	NO , as you cannot bill for unmatched enrollments. They need to be matched first.
Q	Can you create a voucher by provider instead of doing it for the whole agency? I know we can manually select each child for a provider but wondering if there was an easier way?
A	NO. You will create your voucher by service type, not provider (example: all OT on one voucher, all PT on another voucher).
Q	Is there a way to verify everything before creating the voucher? Ex. location is missing and comes up red on the voucher. Is there a report to run prior to creating the voucher?
A	NO. There are no reports to run prior to adding students to the voucher. You can view the Items Not Ready To Be Billed report to review if attendances are rescinded or outside of the enrollment dates.
Q	What if the frequency is 2x30 and the provider only entered one session that week. Would that show up as an error?
A	NO
Q	We are an agency only doing related services. Will there be classroom attendance?

A	NO. Classroom attendance is only for Center Based providers.
SIGNING VOUCHERS	
Q	Is the Authorized Claimant supposed to be the therapist or Billing admin?
A	This will always be the Billing Admin, as the service provider does not have access to the billing tab.
Q	For authorized claimant - does the name have to match the signature or can you put in any name from the authorized signer form and then anyone authorized can sign it?
A	This will be the name of the person signing & submitting the voucher.
SIGNATURE & LOCATION APPROVALS	
Q	These locations are the same as the Provider Sites?
A	NO. The locations that need to be approved are the locations that the therapist listed on their session notes. Your Provider Sites are the locations of your agency programs.
Q	What if there are no approved or invalid signatures or locations when we search?
A	The signature and the locations will come over to the Medicaid team once the services/attendances are on a voucher.
Q	We are a school district and a provider. We do not put UPK or daycares on the IEPs. Most IEPs just list the location as daycare or therapy room. What do we do in these situations? Parents change these all the time and do not always tell us.
A	The setting of the service does not need to match the IEP. If the therapist uses daycare as the setting, then the location needs to be the name and address of the daycare on their session notes. If the setting is therapy room, then the location needs to be where the therapy room is located. Is the therapy room in a preschool? Then the therapist should enter the name and address of the Preschool.
REMOVING ATTENDANCE FROM VOUCHER	
Q	Will you notify us when the attendance date has been removed so we know when to move forward?
A	YES, we will email you back to let you know that the attendances have been removed from the voucher(s).
PARENT SIGNATURE LOGS	
Q	Does the county need the original or copy of the parent signature log?
A	NO. You will keep the original on file with your agency.
Q	If you had a missed session in July and did a make-up in August, do we need to submit the prior month signature log to show the missed session?
A	NO. The missed session should be listed on the July log as an A (absent), and the make-up should be listed on the August log as a MU (make-up).
Q	Parent signature logs for Compensatory.

A	If you are servicing the child for their regular service, and the compensatory service, the county will allow you to enter both services on the same Parent Signature Log. You will need to mark your compensatory dates with a C or COMP, so the county is aware which service dates are for compensatory.
SESSION NOTES	
Q	I am an LMSW and the county does not bill Medicaid for the students I see? How do I override a co-signature?
A	You will mark all of your notes as “Does Not Meet Medicaid Requirements”. If the agency has a LCSW to co-sign the notes, then do not mark the notes this way and allow the LCSW to co-sign notes.
Q	What about SEIT's? They don't require a co-signature so how do we override that?
A	SEIT providers will never be required to have notes co-signed.
MISCELLANEOUS	
Q	Is it ever possible to talk through a problem with someone on the phone, or do we need to do everything over email? We are new to the system.
A	We always try to handle through an email first. We can definitely set up a phone call if needed.
Q	Is the biller verifying attendance or services prior to creating a voucher?
A	NO , you do not need to verify attendances. If you create a voucher prior to the end of the month, then you will need to “Recalc” the voucher to get all of the additional attendances added to it.