

<b>Initial Set-up for Agencies (3/15 and 3/16)</b>	
<b><u>Questions</u></b>	<b><u>Answers</u></b>
When will the initial invites go out? How do we know who in our agency is sent the initial agency administrator role?	The invites were already sent out by Ulster County to the main contact person listed for your agency. If someone in your agency has not received the invite email, please contact Ulster County and they confirm your contact information and will send you a new invite.
Can the agency person change passwords of service providers when they forget their password?	No, the agency cannot change the passwords of service providers when they forget their passwords. The service provider will reset their password on the Portal Login screen.
When uploading the Multiple User Template, if a provider comes up with an error, can we delete the erroneous person entered?	When using the template, any errors will appear in the Invalid Invites section, where you can Decline & Cancel, fix the error on the template, and re-upload to the Portal. If you make an error you did not notice before you sent the invites, you can go into People > Users, and delete the erroneous provider.
I am in charge of billing, and I have rights as Basic and Billing Admin. Do I have to get an NPI number?	No, you do not need an NPI number unless you are a service provider. The agency as an organization has an NPI number of their own which would play a part in the billing process.
Will we be able to get an attendance certificate for these trainings?	We do not participate in Professional Development tracking and do not have attendance certificates. You will receive an email following the Webinar which can serve as your proof of attendance. If for some reason, that is not enough and someone would like confirmation that you attended the webinar, you can have them email me at <a href="mailto:bborter@jmcguinness.com">bborter@jmcguinness.com</a> and I will gladly tell them you attended!