Question	Answer
Will the notes from previous sessions be transferred to this new system?	Any notes written prior to July 1st, 2021 will not show up in the portal..
Can you revise a note as long as you unsign it?	You can revise a note until it is attached to a voucher or already submitted for billing. If it has not yet been attached to a voucher, you can unsign and make changes.
Is signing all of your notes at the end of the week acceptable?	You can sign when it is convenient for you, you just have to sign before the sessions can be submitted for billing. There is a report where you can look to see all of your unsigned attendances to review and sign them. We recommend that you do not wait until the end of the month to sign them, for any errors will cause issues for billing, so it's better to fix the issues as they appear.
If you unsign a note to make an edit or amendment, do you lose the contemporaneous documentation.	You will not lose the contemporaneous documentation. Unsigning will just allow you to change your session notes.
How would you enter a group where one child is in this portal but another child is school age and their notes are in a different portal?	Enter all of the children in the group who are in the CPSE portal and leave out the others.
how do you know if a CPT code is a timed code?	The list of CPT codes and their descriptions can be found at: http://www.oms.nysed.gov/medicaid/resources/
Can those "print outs" of session notes be saved as a pdf so it can be stored in a cloud based program	You can print the Session notes for each of the child's services and then if the therapist entered activity log and print the activity report.
How do you print all services for a child that show sessions held and non sessions?	You can print the Session notes for each of the child's services and then if the therapist entered activity log and print the activity report.

When would you move attendances to other enrollments?	If you entered session notes on the wrong enrollment you can use the Move Attendance feature to move the attendances that are on the wrong enrollment to the correct enrollment.
Can you print session notes at the end of a month or quarter?	You can Print the notes from the Portal.
When will our summer school students be entered so that schedules can be made and scripts and IEPs uploaded?	The county is responsible for entering students into the portal. If they have not yet entered a child, you can always enter an unmatched enrollment in CPSE Portal and match it to the county enrollment when it is added to the Portal.
Can we assign a preschedule into the portal and work off a specific timed schedule?	You can not prefill CPSE Portal with a schedule.
What will happen if the students in the group are from different counties? Will the county see all the students	The county will only be able to see the children in their county.
How soon after session do session notes need to be entered?	This is something that you will have to speak to your agency about.
What happens if a child is absent for the scheduled therapy session but later comes in and is marked as present in the classroom or visa versa will that be an issue	If the child comes in late and was absent for your session you can mark it as an absence. It should not cause an issue.
For center based program will you need to enter the agency name and address each time or will you be able to select it after you initially enter it?	The portal will save your frequently used locations, so after a certain number of times entering the address, you should be able to select your address later on.
For home based related services do you just write "home" or the address of the child's home?	If you are seeing the child in person at the home you would enter the setting as home and the location as the child's home address.