

CPSE Portal Initial Setup - Agency Administrators

May 10th & May 12, 2022

Questions & Answers

Topic/Category	
INVITATIONS	
Q	When will the initial invites go out? How do we know who in our agency is sent the initial agency administrator role?
A	The invitations were already sent out by the County to the main contact person listed for your agency. If someone in your agency has not received the invite email, please contact the County and they can confirm your contact information and will send you a new invite.
Q	We currently use the Portal in another County. Will the County who is now going to be using the Portal still invite me?
A	YES. The County can see that you currently use the Portal, and you will be linked so both counties will show up for you in the Portal.
Q	Are you able to send an invite to ST who is working on CFY and under another ST's supervision? And a clinical student who is under another therapist's supervision?
A	YES. Each will be entered separately and each will receive their own separate email to join the Portal.
PASSWORDS	
Q	Can the agency person change passwords of service providers when they forget their password?
A	NO. Only the service provider can change their password.
NPI #	
Q	I am in charge of billing, and I have rights as Basic and Billing Admin. Do I have to get an NPI number?
A	NO. Only service providers need NPI #'s.
MULTIPLE USER TEMPLATE	
Q	When uploading the Multiple User Template, if a provider comes up with an error, can we delete the erroneous person entered?
A	YES. You will click the "Decline & Cancel", correct any errors and re-upload the corrected template.
EVALUATORS	
Q	Will evaluators be using the portal also?
A	NO, not at this time.