

Credential Verification

Credential Verification

- * All providers licensed through the New York State Office of the Professions (Occupational Therapists, Physical Therapists, Licensed Clinical Social Workers, etc.) as well as non-licensed professionals that work under the direction of an SLP for speech therapy services (TSHH, TSSLD, etc.) will need to have their credentials verified.
- * Verification means a person (the therapist or agency staff) will need to review what is on file for their credentials, verify it is correct and provide an attestation that it is correct. The credential information that needs verification includes name, NPI and license information (number, issue date and renewal date)

What is Credential Verification

- * A simple process to verify that the information about a Licensed Professional (OT, PT, SLP, OTA, LMSW, LCSW, etc.) is correctly entered in CPSE Portal
- * The individual's information that needs to be verified
 - * First Name, Last Name & Signature
 - * Profession (OT, PT, SLP,), License #, Date of Licensure, Date Registered Through
 - * NPI

Why do we need Credential verification

- * Counties have found too many instances of information incorrect in CPSE Portal. This incorrect information then gets propagated to Medicaid, treatment logs, prescriptions, etc.
- * Examples:
 - * Therapist has Supervisor's license # listed instead of their own
 - * Therapist has Agency NPI listed instead of their own
 - * Therapist has typo in license number
 - * Therapist name changed but CPSE Portal was not updated
 - * Therapist listed as a Licensed Speech and Language Pathologist when they were not licensed (CFY / TSHH / TSSLD)

Whose credentials need to be verified?

- * For most Counties, only licensed professional's credentials need to be verified. This includes SLP, OT, PT, LMSW, LCSW, etc. They can be found on <http://www.op.nysed.gov/>.
- * Most Counties do not require non-licensed professionals (teacher's, school psychologists, etc.) to verify their credentials. Many do not have NPIs, so it becomes only a name verification.
- * The exception is individuals that are not licensed, but can work under the direction / supervision of a licensed professional. These include
 - * CFY, Limited Permit OT, Limited Permit PT
 - * TSHH, TSSLD

Who can to complete the verification process

- * A Licensed Professional that has a login to CPSE Portal can verify their own credentials
- * A Licensed Professional that does not have a login to CPSE Portal (because their agency uploads data from another system), can also verify their own credentials using their NPI and license number
- * An agency can verify the credentials of any licensed professionals that work for them

Who “should” complete the verification process

- * Ideally, the individual should verify their own credentials
- * However, it is really an agency preference. If the agency feels it is easier for their staff to do it for their therapists, that works. If they want to do it for some therapists but not others, that works too.

Verifying Name

- * The screen will show the therapists first name, last name and how their signature should appear.
- * Verify
 - * The first name is their full first name and it is spelled properly
 - * The last name is their full (hyphenated, etc.) current (any name changes) last name
 - * The signature is spelled out exactly as it would appear if the individual signed their professional name, with punctuation, titles, credentials, etc.

Verifying Name

- * Verify First Name, if correct click “Verify”
- * Verify Last Name, if correct click “Verify”
- * Verify Signature, if correct click “Verify”

Verification

First Name	<input type="text" value="Casandra"/>	<input type="checkbox"/> Verify
Last Name	<input type="text" value="McKeon"/>	<input type="checkbox"/> Verify
Signature	<input type="text" value="Casandra McKeon SLP-CCC"/>	<input type="checkbox"/> Verify

Verification		
First Name	<input type="text" value="Casandra"/>	<input checked="" type="checkbox"/> Verified
Last Name	<input type="text" value="McKeon"/>	<input checked="" type="checkbox"/> Verified
Signature	<input type="text" value="Casandra McKeon SLP-CCC"/>	<input checked="" type="checkbox"/> Verified

Verifying License

- * The screen will display the NYS Office Of the Professions online verification page for the license number and profession entered into CPSE Portal
 - * Verify the individual's profession and license # are correct in CPSE Portal by seeing that the NYS verification page shows the information from the same individual
 - * Verify that the Date of Licensure in CPSE Portal is correct, but comparing what NYS has
 - * Verify that the Registered Through date in CPSE Portal is correct by comparing to what NYS has

Verifying License

- * Compare CPSE Portal information on left to NYS Office of the profession on right to verify it is the same person
- * You can edit License #, date of licensure and registered through

Verification

First Name	<input type="text" value="Casandra"/>	<input checked="" type="checkbox"/> Verified
Last Name	<input type="text" value="McKeon"/>	<input checked="" type="checkbox"/> Verified
Signature	<input type="text" value="Casandra McKeon SLP-CCC"/>	<input checked="" type="checkbox"/> Verified
Profession	<input type="text" value="Licensed Speech & Language Pathologist"/>	<input type="checkbox"/> Verify
License No	<input type="text" value="020673"/> <input type="button" value="Update"/>	<input type="checkbox"/> Verify
Date Of Licensure	<input type="text" value="12/16/2010"/> <input type="button" value="Update"/>	<input type="checkbox"/> Verify
Registered Through	<input type="text" value="4/30/2019"/> <input type="button" value="Update"/>	<input type="checkbox"/> Verify

License Information From NYSED Office of the Professions

According to data retrieved on: 1/8/2019

Name: **MCKEON CASANDRA PATRICIA** Address: **BALLSTON LAKE NY**

License: **020673** Profession: **SPEECH - LANGUAGE PATHOLOGY**

Status: **REGISTERED** Date of Licensure: **12/16/2010** Registered Through: **04/19**

What if CPSE Portal name does not match NYS?

- * The goal of verifications is to verify that the data in CPSE Portal is correct
- * NYS Office of the Professions displays a person's full name which may include middle name.
 - * The goal is not to match the first and last name in CPSE Portal to the first last and middle name on the NYS website.
 - * The goal is to make sure the first and last name in CPSE Portal are correct and that the license number is correct
 - * The question for verification is not whether they match, but whether CPSE Portal has the correct information.

But doesn't the name have to match NYS?

- * If the names do not exactly match because NYS has a middle name, and CPSE Portal does not, then there is no issue
- * If the names do not exactly match because the name is spelled incorrectly in CPSE Portal then correct it in CPSE Portal before verifying it is correct.
- * If the names do not exactly match because the name is spelled incorrectly in on the NYS site then the therapist should contact NYS to correct it.
- * If the names do not match exactly because the therapist changed their name and it has not been updated in CPSE Portal, then correct it in CPSE Portal before verifying it is correct.
- * If the names do not match exactly because the therapist changed their name and it has not been updated on the NYS page, then the therapist should contact NYS to correct it.

Name change on NYS Office of the Professions

- * According to <http://www.op.nysed.gov/prof/geninfo.htm>

*“*Once you are licensed, Education Law requires that you notify the Department of any change in your name or mailing address **within 30 days** of the change. Failure to do so may be considered professional misconduct. It may also delay renewal and result in late fees to renew the registration of a professional license.”*

Verifying NPI

- * The screen will display the individuals information from the NPPES NPI registry
- * You should verify that
 - * The NPPES information is for an individual and not a corporation
 - * The NPPES information is for the same therapist that you are verifying, thus meaning their NPI is correct.

NPPES

[Click here for NPPES website](#)

NPI This NPI is for an

First Name

Last Name

Credentials

What if the information on NPPES doesn't match?

- * We assume that at this point, you are sure that the name in CPSE Portal is correct,so...
 - * Is the name from NPPES a corporation and not a person? Do not verify and contact CPSE Portal support with the correct NPI.
 - * Is the name from NPPES an entirely different person? Do not verify and contact CPSE Portal support with the correct NPI?
 - * Is the name from NPPES the same person, but spelled incorrectly or not updated after a name change? You can verify the NPI is the correct NPI for the person and the therapist should contact NPPES and update their information.

If a therapist name is wrong in CPSE Portal, how do I correct it?

- * If the therapist has a login to CPSE Portal...
 - * If they only work for your agency, that agency can change it
 - * If they work for multiple agencies, they must log in and change it themselves.
- * If the therapist does not have a login to CPSE Portal, then the agency can change it
- * Use the Service Provider Credential Listing screen to edit the credentials

Service Provider Credential Listing Screen

People ▾ My Account ▾ Knowledge Base ▾

- Credential Approval Listing
- Provider Specific Identifiers
- Service Provider Listing For School Year
- Service Provider Credential Listing

Service Providers Listing with Credentials

Filters

County: Provider:

Active on:

Last Name	First Name	NPI	NPI Status	NPI Registry Name	Profession	License	Original Issue Date	Registered Through Date	Cert #	Username	
AHMED	ROSEANN				Special Education Teacher						Edit
AYERS	EARLENE	1427508852		MISZKO, PANOREA	Special Education Teacher						Edit
BEASLEY	MELIDA	1346571726		MILLER, SHARON	Licensed Speech & Language Pathologist						Edit
Benner	MaryRose	1023261047		BENNER, MARY ROSE	Licensed Occupational Therapist						Edit
BLACKWELL	DOMINIQUE	1992939078		GRANT, BREANNA	Licensed Clinical Social Worker						Edit
BRADFORD	FAY	1982946422		SANSEVERE, MARY JANE	Special Education Teacher						View
BRENNAN	MARISA	1528203916		BOUCHARD-NICHOLS, MARLIS	Licensed Occupational Therapist						Edit

Agency can change ones that say "Edit"

Agency cannot change ones that say "View", therapist must login to change

If the License information is wrong in CPSE Portal how do I change

- * If the profession is wrong (ex. OT vs OTA), use the Service Provider Credential Listing process to edit credentials
- * You can edit license #, date of issue and registered through on verification screen

If the NPI is wrong in CPSE Portal, how do I correct it

- * You must contact CPSE Portal support (support@CPSEPortal.com) with the correct NPI.

Demos

- * Credential verification by individual with login
- * Credential verification by individual without login
- * Credential verification by agency office staff

Credential verification by therapist with login

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PORTAL

Hello, Betty . You are currently logged in

Home

Activities

Attendance

Caseload Maintenance

Lookup

Reports

My Account

Knowledge Base

Hide

User Profile

Username: **Betty**

First Name: **Betty**

Last Name: **Greene**

Email: **lmell@jmcguinness.com**

[Edit User Account](#)

Hide

My Professional Profile

Name: **Betty Greene**

NPI: **1003017674** (BETTY GREENE)

My License(s)

Profession	License	Original Date Of Licensure	Registered Through Date	License Lookup	Verification Status	Verify
Licensed Speech & Language Pathologist	011587	12/23/1999	01/31/2020	Lookup	REQUIRES VERIFICATION	Verify

My signature



Betty Greene CCC-SLP

Betty Greene CCC-SLP

[Edit My Profile](#)

Credential verification by therapist without login

<https://www.cpseportal.com/NonCPSEUserCredentialVerification/EnterCredentials.aspx>



Credential Verification for Therapists without a CPSE Portal login

[NPI and License](#)

Please Enter your NPI and License

NPI	<input type="text"/>
Profession	<input type="text" value="---Select Profession---"/>
License #	<input type="text"/>

[Proceed to Verification](#)

Credential verification by agency office staff



Filters

County All Counties Provider ACHIEVEMENTS Retrieve

Profession All Professions ☐ Include Previously Verified

Person Name	NPI	Profession	Credential Type	Credential Number	From Date	To Date	Status	Verify	History
BEASLEY, MELIDA	1346571726	SLP	License	010753	11/12/1998	12/31/2020	REQUIRES VERIFICATION	Verify	History
Benner, MaryRose	1023261047	OT	License	009248	12/13/1999	12/31/2019	REQUIRES VERIFICATION	Verify	History
BLACKWELL, DOMINIQUE	1992939078	LCSW	License	080709	05/02/2013	02/28/2019	REQUIRES VERIFICATION	Verify	History
BRENNAN, MARISA	1528203916	OT	License	007750	10/22/1996	02/29/2020	REQUIRES VERIFICATION	Verify	History
Brezina, Elena	1003051277	SLP	License	009939	01/01/2017	02/01/2020	REQUIRES VERIFICATION	Verify	History
CARLSON, CARMEN	1811445802	OT	License	000866	08/25/2016	07/31/2019	REQUIRES VERIFICATION	Verify	History

Credential Verification

Portal Knowledge Base Articles:

- * For individual verification

<http://support.cpseportal.com/kb/a150/credential-verification-providers.aspx>

- * For Agencies

<http://support.cpseportal.com/kb/a149/credential-verification-agencies.aspx>

- * For Providers with NO CPSE Portal Login

<http://support.cpseportal.com/kb/a151/credential-verification-no-cpse-portal-login.aspx>