

CPSE PORTAL INTRODUCTION AND INITIAL SET-UP

September 8th & September 11, 2023

Questions & Answers

Topic/Category	
WEBINARS	
Q	Should providers register for trainings even if they cannot attend? How do providers get the recordings and power points?
A	Yes. Agencies & providers should register for the webinars even if they cannot attend. At the end of the week or beginning of the following week, McGuinness will send out an email containing a link. This link will contain the webinar, the slide show of the webinar, the Questions & Answers asked, and any Knowledge Base articles given out during the webinar.
AGENCIES	
Q	As an agency, we have access to the portal from a County that is already working with the portal. Will I use the same user name, etc. for an additional County?
A	Yes. You will use the same user name and password.
Q	The NPI area under billing provider profile is grayed out and there is a red error message that NPI was not found.
A	The NPI are will always be greyed out, as this area the information that is being pulled from the NPPES Registry. If you have a BEDS Code, then that code is what the County is most likely using. You can send an email to our help desk for further investigation at Support@CPSEPortal.com .
Q	I'm a school district but we are an approved provider through our County as well. Do I act as an "agency"?
A	Yes. For Portal purposes, you will be considered an agency.
Q	Should we have received an invitation to start putting staff into this system?
A	We still need to train the County on how to invite you to the Portal. This should happen this week.
INDEPENDENT PROVIDERS / AGENCY SERVICE PROVIDERS	
Q	If you are both an agency service provider and an independent provider, will you have 2 different log ins?
A	No. You will log in with the same user name. There will be a drop down to choose any children assigned to you by the County, or you can choose the agency, for any enrollments/children that the agency assigns to you.
Q	If you are both an agency service provider and an independent provider, will you receive 2 different emails?

A	Yes. You should receive an email invite from the County for your independent provider account, and you should receive an email from the agency.
Q	What if I did not receive my invitation?
A	If you are an independent provider than please contact the County. If you are an agency service provider, then please contact the agency that you are working for.
Q	I currently have a user name from a different agency that we used a couple of years ago. Will we have to create a different profile for the current company that we will be doing the billing for?
A	Your current agency should be able to invite you and your agency should link to your account. If there are any problems, then please contact our help desk at Support@CPSEPortal.com .
Q	Independent provider billing information question. What do we put for tax ID#?
A	You do not need to enter a Tax ID #. Just make sure that you have an NPI # entered and it is correct.
Q	If you are an independent contractor and already use an EMR (e.g. Theraplatform) which has electronic session notes, electronic signature and electronic billing, can I upload to CPSE portal like an agency?
A	Yes. You can upload notes, but you will complete your vouchers in the Portal.